

CALIFORNIA ARCHITECTS BOARD

PUBLIC PROTECTION THROUGH EXAMINATION, LICENSURE, AND REGULATION



SUNSET REVIEW REPORT
NOVEMBER 2014

CALIFORNIA ARCHITECTS BOARD

SHERAN VOIGT, BOARD PRESIDENT
PASQUAL V. GUTIERREZ, BOARD VICE PRESIDENT
CHRIS CHRISTOPHERSEN, BOARD SECRETARY
JON ALAN BAKER
DENISE CAMPOS
TIAN FENG
SYLVIA KWAN
MATTHEW MCGUINNESS
NILZA SERRANO
HRAZTAN ZEITLIAN

DOUGLAS R. McCAULEY, EXECUTIVE OFFICER



CALIFORNIA ARCHITECTS BOARD

PUBLIC PROTECTION THROUGH EXAMINATION, LICENSURE, AND REGULATION

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CALIFORNIA ARCHITECTS BOARD

2014 Sunset Review Report

TABLE OF CONTENTS

Section 1 – Background and Description of the Board and Regulated Profession	1
Section 2 – Performance Measures and Customer Satisfaction Surveys	18
Section 3 – Fiscal and Staff	19
Section 4 – Licensing Program	23
Section 5 – Enforcement Program	35
Section 6 – Public Information Policies	45
Section 7 – Online Practice Issues	47
Section 8 – Workforce Development and Job Creation	48
Section 9 – Current Issues	49
Section 10 – Board Action and Response to Prior Sunset Issues	50
Section 11 – New Issues	62
Section 12 – Attachments	66

INDEX OF ATTACHMENTS

Attachment A

Board Member Administrative Procedure Manual

Attachment B

Committee Organizational Chart

Attachment C

N/A

Attachment D

Year-End Organization Charts - FYs 10/11 - 13/14

Attachment E

Quarterly and Annual Performance Measure Reports

CALIFORNIA ARCHITECTS BOARD

BACKGROUND INFORMATION AND OVERVIEW OF THE CURRENT REGULATORY PROGRAM

As of November 1, 2014

Section 1 –

Background and Description of the Board and Regulated Profession

- The Board was created by the Legislature in 1901.
- The 10-member Board consists of five architects and five public members.
- The Board is proactive and preventive, as is evidenced by its work to improve the experience and examination components of its licensing system.
- The Board has a strong history of creative problem solving and collaboration with key constituencies, such as local building officials, educators and students, and related professions.
- The Board is committed to a strong enforcement program as a part of its mission to protect consumers and enforce the laws, codes, and standards governing the practice of architecture.

On March 23, 1901, the Governor of California approved An Act to Regulate the Practice of Architecture, thus creating the State Board of Architecture. The Governor appointed 10 architect members to the Board. Initially, the Board was comprised of two districts: Northern and Southern. The district offices acted independently to some degree and made recommendations to the full Board on matters relating to applicants for certification. Each district office elected its own officers from the officers elected to the full Board.

Initially, individuals who could demonstrate to the satisfaction of the district board in which they would be practicing that they were practicing architecture in the State of California as of March 23, 1901, and who were in good standing, could apply for certification with the Board without examination. Over 250 of these initial "A" licenses were issued. Six months after the approval of the Act, it became unlawful to practice architecture or call oneself an architect in the State of California unless certified by the Board. However, the Act made a significant exemption to this rule by allowing individuals to prepare plans, drawings, specifications, instruments of service, or other data for buildings, provided that the individual fully informed the client in writing that he or she was not an architect. This exemption made the Act a quasi-title act instead of a true practice act. At that time, the Board also began issuing "B" licenses to individuals who had passed either a written or oral examination. Almost 1,950 "B" licenses were issued between 1901 and 1929.

In 1929, the Board's name was changed to the California State Board of Architectural Examiners. That same year, the Board began issuing licenses to individuals who passed both a written and an oral examination. The Board's main office in Sacramento was established in 1956 and the district offices remained as branches. In 1963, the Act was revised making the actual practice of architecture by an unlicensed individual a misdemeanor. This revision made the Act a true practice act, restricting the practice of architecture to only licensed architects.

Through 1984, the Board also had the authority to issue a temporary certificate to practice architecture to an architect licensed in another state for a stipulated structure in California upon satisfactory evidence of his or her architectural competence and payment of the applicable fee.

From 1964 through 1985, the Board also regulated registered building designers. The registration process began in 1964 and continued until 1968. The Board continued to regulate the practice of registered building designers through 1985, although no new registrations were granted after 1968. Effective January 1, 1986, it became a misdemeanor for individuals to represent themselves as “registered building designers.” Of the estimated 700 active building designers registered at the time, about 300 applied for and were granted licenses as architects. The Board now licenses only architects and has one office in Sacramento.

Since 1997, the Board has also overseen the duties, responsibilities, and jurisdiction of the Landscape Architects Technical Committee (LATC). The Board is charged with regulating landscape architects and managing all of the affairs of the former Board of Landscape Architects. The LATC is structured as a committee of the Board. The Board views this structure as very positive and has found the relationship between the two related professions to be mutually beneficial. Opportunities for collaboration between the two regulatory programs and the efficiencies associated with combining our efforts wherever possible are the main advantages. The Board is not aware of any consumer-related issues with respect to the structure, and the respective professions and their organizations appear to be pleased with the current structure.

In 1999, Assembly Bill (AB) 1678 changed the Board’s name to the California Architects Board. This change was designed to reflect the fact that, in addition to examining candidates, the Board maintains a wide range of programs to protect consumers and regulate the practice of architecture.

Mission

The mission of the Board is to protect the public health, safety, and welfare through the regulation of the practice of architecture and landscape architecture in California. The Board has established the following eight goal areas which provide the framework for its efforts to further its mission:

1. Ensuring that those entering the practice meet standards of competency by way of education, experience, and examination;
2. Establishing standards of practice for those licensed to practice;
3. Requiring that any person practicing or offering to practice architecture be licensed;
4. Protecting consumers and users of architectural services;
5. Enforcing the laws, codes, and standards governing architectural practice in a fair, expeditious, and uniform manner;
6. Empowering consumers by providing information and educational materials to help them make informed decisions;
7. Collaborating with the profession and academy to ensure an effective licensure system and enforcement program; and
8. Overseeing the activities of the LATC to ensure it regulates the practice of landscape architecture in a manner which safeguards the well-being of the public and the environment.

In fulfilling its mission, the Board has found that acting preventively and proactively is the best use of its resources. Because of the nature of the design profession, there are numerous opportunities to prevent minor problems from becoming disasters. The worst case scenario, a building failure, is simply not tolerable. As such, the Board works to aggressively address issues well before they exacerbate into catastrophes. In the Board’s enforcement program, for example, this means cooperatively working with building departments through the Board’s first-of-its-kind Building Official Contact Program. The Board also invests heavily in communications, both to consumers and to architects. The Board works closely with professional groups to

ensure that architects understand changes in laws, codes, and standards. The Board also reaches out to schools and related professions and organizations via a proactive liaison program. To ensure the effectiveness of these endeavors, the Board works to upgrade and enhance its communications by constantly seeking feedback and analyzing the results of its communications efforts. All of these initiatives underscore the Board's firm belief that it must be both strategic and aggressive in employing the preventive measures necessary to effectively protect the public health, safety, and welfare.

1. Describe the make-up and functions of each of the board's committees (cf., Section 12, Attachment B).

The **Executive Committee** is charged with coordinating and leading the Board's public awareness program, organizational relationships, organizational development, and customer service efforts. It takes the lead in: 1) increasing public and professional awareness of the Board's mission, activities, and services; 2) improving the effectiveness of the Board's relationships with related organizations to further its mission and goals; and 3) enhancing the Board's organizational effectiveness and improving the quality of customer service in all of the Board's programs. The Executive Committee is composed of four members: the President, Vice President, Secretary, and one additional Board member.

The **Professional Qualifications Committee (PQC)** is charged with: 1) ensuring the professional qualifications of those practicing architecture by setting requirements for education, experience, and examination; 2) reviewing the Board's national examination to ensure that it fairly and effectively tests the knowledge, skills, and abilities of importance to architectural practice in California; 3) analyzing and making recommendations on educational and experience requirements relative to entry-level qualifications; and 4) reviewing the practice of architecture to ensure the Architects Practice Act accurately reflects areas of practice. In 2011, the Board's Examination Committee was consolidated into the PQC to promote greater efficiency. As a result, the PQC has the following additional roles and responsibilities: 1) providing general California Supplemental Examination (CSE) oversight; 2) working with the Board's testing experts, examination vendors, and subject matter experts to provide valid, defensible, and efficient examinations; and 3) addressing broad examination policy issues. The PQC is composed of ten current and former Board members, and experts.

The **Regulatory and Enforcement Committee (REC)** is charged with making recommendations on: 1) practice standards and enforcement issues; 2) establishment of regulatory standards of practice for architects; 3) policies and procedures designed to protect consumers by preventing violations and enforcing standards when violations occur; as well as 4) informing the public and licensees of the Board's standards and enforcement programs. The REC is composed of six current and former Board members, and experts.

The **Communications Committee** is charged with: 1) overseeing all of the Board's communications and identifying strategies to effectively communicate to key audiences; 2) serving as the editorial body for the Board's newsletter, *California Architects*; and 3) providing strategic input on enhancing the use of the Internet to communicate with the Board's stakeholders. The Communications Committee oversees a variety of outreach programs, such as programs to communicate with students, faculty, and Deans. The Communications Committee is composed of nine current and former Board members, and experts.

An organizational chart of the Board’s current committee structure is provided below:

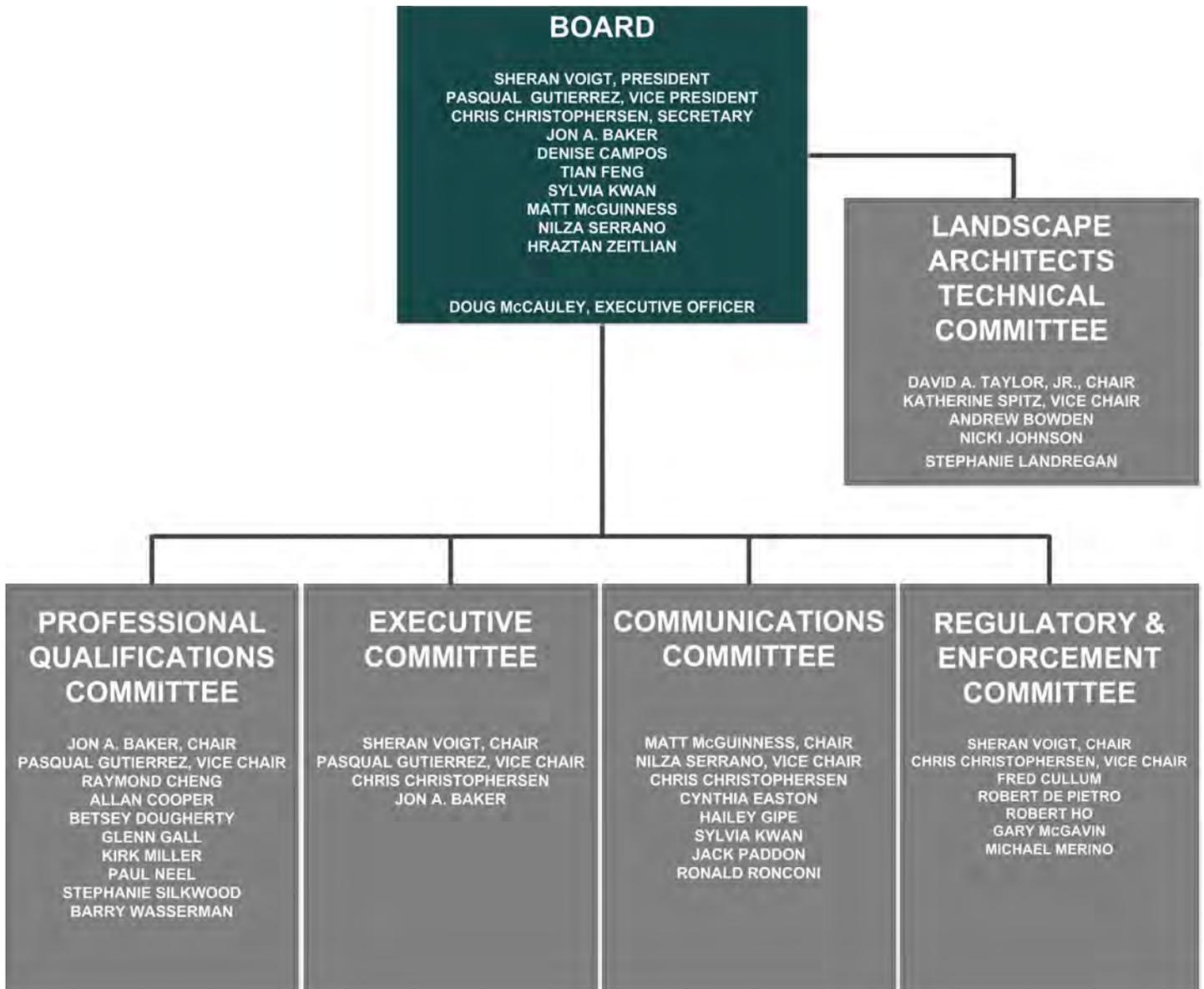


Table 1a. Attendance (July 1, 2010 – June 30, 2014)**Jon Alan Baker**

Date Appointed: 11/10/2005 [Term Expired 6/30/2010]

Date Re-appointed: 12/22/2010 [Term Expired 6/30/2013]

Date Re-appointed: 9/24/2013 [Term Expires 6/30/2017]

Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	Yes
Board Meeting	12/15-16/2010	San Diego	Yes
Board Meeting	3/17/2011	Pomona	Yes
Board Meeting	6/16/2011	Los Angeles	Yes
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	Yes
Board Meeting	3/7/2012	Burbank	Yes
Board Meeting	6/14/2012	Sacramento	Yes
Board Meeting	9/13/2012	Walnut	Yes
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	No
Board Meeting	12/5-6/2012	Ontario	Yes
Board Meeting	3/7/2013	Berkeley	Yes
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	Yes
Board Meeting	6/13/2013	Sacramento	Yes
Board Meeting	9/12/2013	Burbank	Yes
Board Meeting	12/5-6/2013	Santa Barbara	Yes
Board Meeting	2/26/2014	Pomona	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Chris Christophersen

Date Appointed: 2/26/2013 [Term Expires 6/30/2015]

Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	3/7/2013	Berkeley	Yes
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	Yes
Board Meeting	6/13/2013	Sacramento	Yes
Board Meeting	9/12/2013	Burbank	Yes
Board Meeting	12/5-6/2013	Santa Barbara	No (excused)
Board Meeting	2/26/2014	Pomona	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Iris Cochlan			
Date Appointed: 11/16/2005 [Term Expired 6/1/2008]			
Date Re-appointed: 10/27/2008 [Term Expired 6/30/2012]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	Yes
Board Meeting	12/15-16/2010	San Diego	Yes
Board Meeting	3/17/2011	Pomona	Yes
Board Meeting	6/16/2011	Los Angeles	No
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	Yes
Board Meeting	3/7/2012	Burbank	Yes
Board Meeting	6/14/2012	Sacramento	Yes

Tian Feng			
Date Appointed: 2/6/2014 [Term Expires 6/30/2017]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	2/26/2014	Pomona	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Larry Guidi			
Date Appointed: 5/20/2002 [Term Expired 6/1/2003]			
Date Re-appointed: 6/1/2003 [Term Expired 6/1/2007]			
Date Re-appointed: 6/1/2007 [Term Expired 6/30/2011]			
Retired: 12/1/2010			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	No

Sylvia Kwan			
Date Appointed: 8/16/2013 [Term Expires 6/30/2019]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/12/2013	Burbank	Yes
Board Meeting	12/5-6/2013	Santa Barbara	Yes
Board Meeting	2/26/2014	Pomona	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Pasqual Gutierrez			
Date Appointed: 9/2/2006 [Term Expired 6/30/2010]			
Date Re-appointed: 12/21/2010 [Term Expired 6/30/2014]			
Date Re-appointed: 7/11/2014 [Term Expires 6/30/2020]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	Yes
Board Meeting	12/15-16/2010	San Diego	Yes
Board Meeting	3/17/2011	Pomona	Yes
Board Meeting	6/16/2011	Los Angeles	Yes
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	Yes
Board Meeting	3/7/2012	Burbank	Yes
Board Meeting	6/14/2012	Sacramento	Yes
Board Meeting	9/13/2012	Walnut	Yes
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	No
Board Meeting	12/5-6/2012	Ontario	Yes
Board Meeting	3/7/2013	Berkeley	Yes
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	Yes
Board Meeting	6/13/2013	Sacramento	Yes
Board Meeting	9/12/2013	Burbank	No
Board Meeting	12/5-6/2013	Santa Barbara	Yes
Board Meeting	2/26/2014	Pomona	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Marilyn Lyon			
Date Appointed: 6/7/2006 [Term Expired 6/30/2008]			
Date Re-appointed: 11/13/2008 [Term Expired 6/30/2012]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	Yes
Board Meeting	12/15-16/2010	San Diego	Yes
Board Meeting	3/17/2011	Pomona	Yes
Board Meeting	6/16/2011	Los Angeles	Yes
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	Yes
Board Meeting	3/7/2012	Burbank	Yes
Board Meeting	6/14/2012	Sacramento	Yes
Board Meeting	9/13/2012	Walnut	Yes
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	Yes
Board Meeting	12/5-6/2012	Ontario	No
Board Meeting	3/7/2013	Berkeley	Yes

Jeffrey Heller			
Date Appointed: 12/2/2002 [Term Expired: 6/1/2005]			
Date Re-appointed: 6/1/2006 [Term Expired: 6/30/2009]			
Date Re-appointed: 1/12/2010 [Term Expired: 6/30/2013]			
Replaced during “grace period” by Tian Feng on 2/6/2014			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	Yes
Board Meeting	12/15-16/2010	San Diego	Yes
Board Meeting	3/17/2011	Pomona	Yes
Board Meeting	6/16/2011	Los Angeles	No
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	No
Board Meeting	3/7/2012	Burbank	Yes
Board Meeting	6/14/2012	Sacramento	Yes
Board Meeting	9/13/2012	Walnut	No
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	No
Board Meeting	12/5-6/2012	Ontario	No
Board Meeting	3/7/2013	Berkeley	Yes
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	No
Board Meeting	6/13/2013	Sacramento	Yes
Board Meeting	9/12/2013	Burbank	No
Board Meeting	12/5-6/2013	Santa Barbara	Yes

Matt McGuinness			
Date Appointed: 9/15/2012 [Term Expires 6/30/2016]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/13/2012	Walnut	Yes
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	Yes
Board Meeting	12/5-6/2012	Ontario	Yes
Board Meeting	3/7/2013	Berkeley	No
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	No
Board Meeting	6/13/2013	Sacramento	Yes
Board Meeting	9/12/2013	Burbank	Yes
Board Meeting	12/5-6/2013	Santa Barbara	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Michael Merino

Date Appointed: 6/7/2006 [Term Expired 6/30/2009]
 Date Re-appointed: 1/12/2010 [Term Expired: 6/30/2013]
 *Beginning 9/23/2011, member deployed on active military duty for 12 months
 Replaced during “grace period” by Sylvia Kwan on 8/16/2013

Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	Yes
Board Meeting	12/15-16/2010	San Diego	Yes
Board Meeting	3/17/2011	Pomona	Yes
Board Meeting	6/16/2011	Los Angeles	Yes
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	No (excused)*
Board Meeting	3/7/2012	Burbank	No (excused)*
Board Meeting	6/14/2012	Sacramento	No (excused)*
Board Meeting	9/13/2012	Walnut	No (excused)*
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	No
Board Meeting	12/5-6/2012	Ontario	Yes
Board Meeting	3/7/2013	Berkeley	Yes
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	Yes
Board Meeting	6/13/2013	Sacramento	Yes

Fermin Villegas

Date Appointed: 2/23/2011 [Term Expired 6/30/2014]
 Resigned: 5/23/2014

Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	3/17/2011	Pomona	No
Board Meeting	6/16/2011	Los Angeles	Yes
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	Yes
Board Meeting	3/7/2012	Burbank	Yes
Board Meeting	6/14/2012	Sacramento	Yes
Board Meeting	9/13/2012	Walnut	No (excused)
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	Yes
Board Meeting	12/5-6/2012	Ontario	Yes
Board Meeting	3/7/2013	Berkeley	Yes
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	Yes
Board Meeting	6/13/2013	Sacramento	Yes
Board Meeting	9/12/2013	Burbank	No
Board Meeting	12/5-6/2013	Santa Barbara	Yes
Board Meeting	2/26/2014	Pomona	Yes

Sheran Voigt			
Date Appointed: 5/30/2006 [Term Expired 6/30/2010]			
Date Re-appointed: 12/22/2010 [Term Expired 6/30/2014]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	Yes
Board Meeting	12/15-16/2010	San Diego	Yes
Board Meeting	3/17/2011	Pomona	Yes
Board Meeting	6/16/2011	Los Angeles	Yes
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	Yes
Board Meeting	3/7/2012	Burbank	Yes
Board Meeting	6/14/2012	Sacramento	Yes
Board Meeting	9/13/2012	Walnut	Yes
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	Yes
Board Meeting	12/5-6/2012	Ontario	Yes
Board Meeting	3/7/2013	Berkeley	Yes
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	Yes
Board Meeting	6/13/2013	Sacramento	Yes
Board Meeting	9/12/2013	Burbank	Yes
Board Meeting	12/5-6/2013	Santa Barbara	Yes
Board Meeting	2/26/2014	Pomona	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Nilza Serrano			
Date Appointed: 9/24/2013 [Term Expires 6/30/2016]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	12/5-6/2013	Santa Barbara	Yes
Board Meeting	2/26/2014	Pomona	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Hraztan Zeitlian			
Date Appointed: 10/29/2008 [Term expired 6/30/2010]			
Date Re-appointed: 12/22/2010 [Term Expired 6/30/2014]			
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	9/15/2010	Ontario	No
Board Meeting	12/15-16/2010	San Diego	Yes
Board Meeting	3/17/2011	Pomona	Yes
Board Meeting	6/16/2011	Los Angeles	Yes
Board Meeting	9/15/2011	Sacramento	Yes
Board Meeting	12/7-8/2011	San Diego	No
Board Meeting	3/7/2012	Burbank	Yes
Board Meeting	6/14/2012	Sacramento	No
Board Meeting	9/13/2012	Walnut	Yes
Board Meeting (Teleconference)	11/20/2012	Sacramento & Various Locations	Yes
Board Meeting	12/5-6/2012	Ontario	No
Board Meeting	3/7/2013	Berkeley	Yes
Board Meeting (Teleconference)	5/7/2013	Sacramento & Various Locations	Yes
Board Meeting	6/13/2013	Sacramento	Yes
Board Meeting	9/12/2013	Burbank	Yes
Board Meeting	12/5-6/2013	Santa Barbara	No
Board Meeting	2/26/2014	Pomona	Yes
Board Meeting	6/12/2014	San Francisco	Yes

Current and prior members (who served during this reporting period) of the Board include:

Table 1b. Board/Committee Member Roster					
Member Name (Include Vacancies)	Date First Appointed	Date Re-appointed	Date Term Expires	Appointing Authority	Type (public or professional)
SHERAN VOIGT, President	5/30/2006	12/22/2010	6/30/2010 6/30/2014	Governor	Public
PASQUAL GUTIERREZ, Vice President	9/2/2006	12/21/2010	6/30/2010 6/30/2014	Governor	Architect
CHRIS CHRISTOPHERSEN, Secretary	2/26/2013		6/30/2015	Speaker of Assembly	Public
JON ALAN BAKER	11/10/2005	12/22/2010 09/24/2013	6/30/2010 6/30/2013 6/30/2017	Governor	Architect
DENISE CAMPOS	6/30/2014		6/30/2018	Senate Rules	Public
IRIS COCHLAN	11/16/2005	10/27/2008	6/1/2008 6/30/2012	Governor	Public
TIAN FENG	2/6/2014		6/30/2017	Governor	Architect
LARRY GUIDI	5/20/2002	6/1/2003 6/1/2007	6/1/2003 6/1/2007 6/30/2011 Retired: 12/1/2010	Speaker of Assembly	Public
JEFFREY HELLER	12/2/2002	6/1/2006 1/12/2010	6/1/2005 6/30/2009 6/30/2013	Governor	Architect
SYLVIA KWAN	8/16/2013		6/30/2019	Governor	Architect
MARILYN LYON	6/7/2006	11/13/2008	6/30/2008 6/30/2012	Governor	Public
MATT McGUINNESS	9/15/2012		6/30/2016	Governor	Public
MICHAEL MERINO	6/7/2006	1/12/2010	6/30/2009 6/30/2013	Governor	Architect
NILZA SERRANO	9/24/2013		6/30/2016	Governor	Public
FERMIN VILLEGAS	2/23/2011		6/30/2014 Resigned: 5/23/2014	Senate Rules	Public
HRAZTAN ZEITLIAN	10/29/2008	12/22/2010	6/30/2010 6/30/2014	Governor	Architect

2. In the past four years, was the board unable to hold any meetings due to lack of quorum? If so, please describe. Why? When? How did it impact operations?

In the past four years, the Board has successfully held all scheduled meetings without any quorum issues.

3. Describe any major changes to the board since the last Sunset Review, including:

- **Internal changes (i.e., reorganization, relocation, change in leadership, strategic planning)**

California Supplemental Examination - Format Change

A major improvement for the Board is the conversion of the CSE to a computerized multiple-choice format. In May 2009, Applied Measurement Services, LLC, began its work with the Board by conducting an objective study of the CSE and its format, as well as other methodologies for conducting examinations. As a result of this study, on September 17, 2009, the Board approved a recommendation to transition the CSE from an oral to a written, computer-based format. In February 2011, the Board transitioned to this new format while maintaining all standards of validity and testing for minimum competency. The new exam is much more accessible to candidates, as it is administered at proctored test centers throughout the year, six days weekly, at 17 different sites throughout California. In addition, for candidates residing outside of California, there are 22 additional exam sites throughout the United States. The previous format was offered only six times annually, alternating between the Bay Area and Orange County.

As a result of the CSE conversion, it was determined by the Board, in consultation with the Department of Consumer Affairs (DCA) Budget Office, that a reduction in the Board's expenditure authority would be appropriate due to the improved efficiencies and ongoing savings from the conversion. The Board is currently pursuing a negative Budget Change Proposal (BCP) in the amount of \$400,000 for FY 2015/16 and ongoing (also discussed under Sections 3 and 10 of this report).

Repeal of the Comprehensive Intern Development Program (CIDP)

CIDP was originally developed and implemented as part of the Board's structured internship requirement in 2005 as an overlay to the National Council of Architectural Registration Boards' (NCARB) Intern Development Program (IDP). More specifically, the intent of CIDP was to focus on evidence-supported documentation of training and enhanced intern/supervisor interaction. With the implementation of NCARB's IDP 2.0 (2009-2012) and the many positive changes to that program, such as the enhanced role of the supervisor in verifying competence and the development of the *IDP Supervisor Guidelines*, the Board was prompted to re-evaluate the need for the continuance of CIDP. At its June 16, 2011 meeting, the Board voted to repeal CIDP as a requirement for licensure in California. This change became effective in the Board's regulations on March 29, 2012.

Continuing Education (CE) Audit

AB 1746 (Chapter 240, Statutes of 2010) amended the Board's statutory provisions pertaining to the disability access CE requirement for licensees. Specifically, the bill amended the CE provisions by: 1) requiring an audit of license renewals beginning with the 2013 renewal cycle; 2) adding a citation and disciplinary action provision for licensees who provide false or misleading information to the Board when demonstrating compliance with the CE requirement; and 3) mandating the Board to provide the

Legislature with a report by January 1, 2019 on: the level of licensee compliance; actions taken by the Board for noncompliance; findings of Board audits; and any recommendations for improving the process. An audit system was developed and approved by the Board in 2012. The audits of license renewals began in 2013.

Strategic Planning - DCA SOLID

Beginning December 2012, the Board began utilizing DCA's Strategic Organization, Leadership & Individual Development (SOLID) Planning Solutions staff for its annual strategic planning sessions. Previously, the Board contracted with a vendor to provide these services.

California Architects - Format Change

The Board's newsletter, *California Architects*, was approved to transition from an Adobe Portable Document Format [PDF] to HyperText Markup Language (HTML) in the winter of 2013. The winter/spring edition of *California Architects* was the first edition published in HTML. Benefits to this change include: 1) a reduction in steps required to view the content of *California Architects*; 2) more accessible to the visually impaired [compliant with the Americans with Disabilities Act]; and 3) a streamlined production process.

- **All legislation sponsored by the board and affecting the board since the last sunset review.**

Assembly Bill (AB) 186 (Chapter 647, Statutes of 2014) - authorizes boards to issue a provisional license to a spouse, domestic partner or other legal companion of an active duty member of the Armed Forces. The Board received an exemption from the bill's provisions, as it would have required the Board and LATC to waive the CSE.

AB 630 (Chapter 453, Statutes of 2013) - prohibits the use of an architect's instruments of service without written contract or written assignment authorization.

AB 1057 (Chapter 693, Statutes of 2013) - requires the Board to inquire in every application for licensure whether the individual applying for licensure is serving in, or has previously served in, the military. The requirement will commence on January 1, 2015.

AB 1588 (Chapter 742, Statutes of 2012) - requires the Board to waive the renewal fees, continuing education requirements, and other renewal requirements as determined by the Board for any licensee or registrant called to active duty as a member of the United States Armed Forces or the California National Guard if specified requirements are met.

AB 1746 (Chapter 240, Statutes of 2010) - amends the Board's statutory provisions pertaining to the disability access CE requirement for licensees. Specifically, the bill amended the CE provisions by: 1) requiring an audit of license renewals beginning with the 2013 renewal cycle; 2) adding a citation and disciplinary action provision for licensees who provide false or misleading information to the Board when demonstrating compliance with the CE requirement; and 3) mandating a report to the Legislature on: the level of licensee compliance; actions taken by the Board for noncompliance; findings of Board audits; and any recommendations for improving the process.

AB 1822 (Chapter 317, Statutes of 2012) - provides for the staggering of Board member terms in such a manner as to avoid having a significant number of the member terms expire in any given year. Additionally, the bill provided the authority to accept a tax identification or other appropriate identification number (as determined by the Board) under certain conditions, in lieu of a Social Security Number for licensure.

AB 1904 (Chapter 399, Statutes of 2012) - requires the Board to expedite the licensure process for an applicant who meets both of the following requirements: (1) Supplies evidence satisfactory to the board that the applicant is married to, or in a domestic partnership or other legal union with, an active duty member of the Armed Forces of the United States who is assigned to a duty station in this state under official active duty military orders; and (2) holds a current license in another state, district, or territory of the United States in the profession or vocation for which he or she seeks a license from the board.

AB 2192 (Melendez) [2014] - This American Institute of Architects, California Council (AIACC) sponsored bill would have allowed architects to utilize peer review of plans (for projects exempt from the Architects Practice Act) in lieu of government plan review. The bill was not heard in committee and was dropped.

Senate Bill (SB) 308 (Chapter 333, Statutes of 2013) - This is the sunset bill for the California Council for Interior Design Certification (CCIDC). The Board supported for the extension of CCIDC's sunset date.

SB 850 (Chapter 747, Statutes of 2014) - authorizes Community Colleges to establish baccalaureate degree pilot programs. The Board voted to support the measure at its February 26, 2014 and June 12, 2014 meetings.

SB 975 (Wright) [2012] - provided that the Board and the Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG) would have the sole and exclusive authority to license and regulate the practice of their respective professions pursuant to the provisions of the practice acts. No other entity (city, county, school district, special district, a local or regional agency, joint powers agency, or state agency, department or office) could impose licensing requirements. The bill was vetoed.

- **All regulation changes approved by the board since the last sunset review. Include the status of each regulatory change approved by the board.**

A number of relevant regulatory changes have been enacted since the last Sunset Review. These changes are listed below.

Fees [California Code of Regulations (CCR) section 144] - The Board amended its regulations to increase fees to account for: 1) increases in the cost of doing business; 2) normal workload growth; and 3) new programs and mandates. Consequently, the Board maintained its ability to continue providing required services to consumers, licensees, and candidates. The regulation became effective on November 23, 2010. (See Question 12)

Experience Evaluation [CCR section 117(c)(2)] - In the third and final phase of implementing IDP 2.0, the Board amended its regulations to align program requirements with the national standard, allowing supervisors to sign an experience evaluation form for an intern on experience gained from an

out-of-state project even if the firm does not have an office located in the jurisdiction where the work took place. This regulation became effective on March 3, 2011.

California Supplemental Examination (CCR section 124) - The Board conducted a format study of the CSE, and as a result, the Board voted to transition the CSE from an oral format to a written, computer-based examination. The Board amended its regulations to address the format change, as well as detail the method of applying for and reapplying for the CSE. The regulation became effective on May 18, 2011.

IDP Sunset (CCR sections 109 and 121) - The Board repealed specific language “sunsetting” IDP from its regulations as a result of the IDP sunset date being repealed from the Business and Professions Code (BPC). This regulation became effective on October 11, 2011.

Filing of Applications (CCR section 109); Form of Examinations, Reciprocity (CCR section 121) - The Board amended its regulations to recognize NCARB Certification of architects licensed in foreign countries obtained via the Broadly Experienced Foreign Architect (BEFA) Program (other than Canada, which is specifically excluded from BEFA) through reciprocity in California. The regulation became effective on October 22, 2011.

IDP Guidelines Alignment (CCR sections 109, 117, and 121) - The Board amended its regulations to update and make consistent the reference to the NCARB *IDP Guidelines* and remove language referring to an IDP entry point. The regulation became effective on February 10, 2012.

Repeal of CIDP (CCR sections 109, 116, 177, and 121) - The Board amended its regulations to repeal the requirement for CIDP in accordance with the Board’s 2011 vote to eliminate the program based on improvements made to NCARB’s IDP since the inception of CIDP. The regulatory change became effective on March 29, 2012.

Delegation of Certain Functions (CCR section 103) - Senate Bill (SB) 1111 (2010) failed to pass, but per DCA’s direction, the Board reviewed nine provisions included in the legislation to determine whether they might be utilized to improve its enforcement processes. Accordingly, the Board amended its regulations to delegate authority to the EO to approve stipulated settlements to revoke or surrender a license. The regulation became effective on January 1, 2014.

Academic Internships (CCR sections 109 and 121) - The Board amended its regulations to update the referenced edition of the NCARB *IDP Guidelines*, as well as allow candidates to earn IDP credit through qualifying academic internships approved by NCARB. This regulation became effective on January 1, 2014.

Re-Examination (CCR section 120) - The Board approved proposed regulatory language regarding NCARB’s Architect Registration Examination (ARE) Five-Year Rolling Clock provision, as to ARE divisions that were previously exempt. Those previously exempt divisions expired on July 1, 2014 unless all divisions of the ARE have been passed. This regulation became effective on July 1, 2014.

Filing of Applications (CCR section 109) - The Board approved proposed regulatory language to update the reference to the NCARB *IDP Guidelines*. This regulation is in progress.

NCARB Record (CCR section 116) - The Board approved proposed regulatory language to reflect the NCARB requirement that all candidates possess and maintain an active NCARB Record to take the ARE. This regulation is in progress.

4. Describe any major studies conducted by the board (cf. Section 12, Attachment C).

The Board is currently conducting an Occupational Analysis (OA) for its CSE. The Board's last OA was conducted in 2007. OAs (or practice analyses) are required surveys of a licensed profession or trade that are required to ensure an examination is valid and legal. Additionally, as part of its 2014 OA, the Board conducted focus group meetings with building officials, general building contractors, and related design professionals. The Board is also conducting a review of the national licensing examination development process and a linkage study to determine appropriate content for ongoing CSE development. The OA survey will be conducted in July 2014, while the national examination review and linkage study are expected to be complete by June 2015.

5. List the status of all national associations to which the board belongs.

- Does the board's membership include voting privileges?

The Board is a member of NCARB and enjoys voting rights pursuant to NCARB's bylaws.

- List committees, workshops, working groups, task forces, etc., on which board participates.

The Board currently has members on the NCARB Licensure Task Force (Pasqual Gutierrez), Examination Committee (Jon Baker), and Professional Conduct Committee (Sheran Voigt).

In addition, Executive Officer Doug McCauley has served on the NCARB Public Member Task Force.

- How many meetings did board representative(s) attend? When and where?

Regional Summit (Jon Baker, Pasqual Gutierrez, and Doug McCauley)
March 7-8, 2014 (San Antonio, TX)

NCARB Annual Meeting (Jon Baker, Pasqual Gutierrez, and Doug McCauley)
June 19-21, 2014 (Philadelphia, PA)

NCARB Licensure Task Force (Pasqual Gutierrez)
August 15-16, 2014 (Portland, ME)

NCARB Examination Committee (Jon Baker)
September 26-27, 2014 (Washington, D.C.)

NCARB Professional Conduct Committee (Sheran Voigt)
August 15-16, 2014 (Washington, D.C.)

NCARB Public Member Task Force (Doug McCauley)
June 21, 2013 (San Diego, CA)
February 10, 2014 (Teleconference)

- If the board is using a national exam, how is the board involved in its development, scoring, analysis, and administration?

The national examination, the ARE, is computer-based. As such, there is no opportunity for involvement on scoring and analysis. However, Jon Baker and Michael Merino (former Board member) have both been involved in item writing. In addition, the Board periodically conducts an exam review wherein NCARB opens a test center in California for Board members to view the exam and test its software.

Section 2 – Performance Measures and Customer Satisfaction Surveys

6. Provide each quarterly and annual performance measure report for the board as published on the DCA website.

The Board’s quarterly and annual performance measure reports for the last four years are attached (cf., Section 12, Attachment E).

7. Provide results for each question in the board’s customer satisfaction survey broken down by fiscal year. Discuss the results of the customer satisfaction surveys.

The Board performs customer satisfaction surveys of consumers, including those who have filed complaints against architects/unlicensed individuals, and of individuals seeking or renewing a license to practice architecture in California. As shown below, a majority (80%) of the responses to the survey demonstrate that individuals are satisfied or very satisfied with the services provided by the Board (non-applicable responses excluded). The results of these surveys are provided below (data for FY 10/11 and 11/12 is not available due to the data system conversions).

	FY 2013–2014	Not Applicable	Strongly Agree	Agree	Disagree	Strongly Disagree
1.	Board staff is courteous when contacted by phone.	14	22	3	1	1
2.	Board staff assistance is efficient.	2	24	8	3	4
3.	Board staff assistance is accurate.	4	25	8	1	3
4.	Board’s website contains useful information.	5	16	11	4	4
5.	Board’s website is organized so that information is easy to find.	4	14	13	6	3
6.	The processing of my application was timely.	18	10	7	1	5
7.	The processing of my application was accurate.	19	11	8	0	3
8.	The processing of my renewal was timely.	22	7	8	0	3
9.	The processing of my renewal was accurate.	23	6	7	0	2
10.	The processing of my name change or change of address was accurate.	31	6	3	0	1
11.	The complaint process was described fully and accurately.	30	6	3	0	2
12.	Overall, I was satisfied with the service I received from the Board.	0	24	8	3	6
	Total:	172	171	87	19	37

	FY 2012–2013	Not Applicable	Strongly Agree	Agree	Disagree	Strongly Disagree
1.	Board staff is courteous when contacted by phone.	27	19	6	1	3
2.	Board staff assistance is efficient.	2	33	8	5	7
3.	Board staff assistance is accurate.	5	32	11	4	3
4.	Board's website contains useful information.	8	16	22	6	3
5.	Board's website is organized so that information is easy to find.	10	12	20	9	3
6.	The processing of my application was timely.	29	11	7	3	5
7.	The processing of my application was accurate.	33	12	6	1	2
8.	The processing of my renewal was timely.	33	11	4	4	3
9.	The processing of my renewal was accurate.	35	12	4	2	1
10.	The processing of my name change or change of address was accurate.	41	6	3	1	2
11.	The complaint process was described fully and accurately.	37	5	4	5	2
12.	Overall, I was satisfied with the service I received from the Board.	1	29	13	4	7
	Total:	261	198	108	45	41

Section 3 – Fiscal and Staff

Fiscal Issues

8. Describe the board's current reserve level, spending, and if a statutory reserve level exists.

The Board's fund condition is shown below in Table 2, identifying fund balance and expenditure levels. Per Business and Professions Code (BPC) 128.5 (b), the Board's statutory fund limit is no more than 2 years or 24 months in reserve. The recent economic climate has resulted in a variety of State Budget spending restrictions, which have impacted the Board's expenditures. In addition, due to California Supplemental Examination (CSE) savings, the Board is currently pursuing a negative Budget Change Proposal (BCP) in the amount of \$400,000 for FY 2015/16 and ongoing.

9. Describe if/when a deficit is projected to occur and if/when fee increase or reduction is anticipated. Describe the fee changes (increases or decreases) anticipated by the board.

The Board does not currently project any deficits or a need to increase or decrease fees.

Table 2. Fund Condition								
(Dollars in Thousands)	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Beginning Balance	\$2,484*	\$2,580*	\$4,067*	\$4,098*	\$5,252	\$4,121	\$4,183	\$2,894
Revenues and Transfers	\$2,836	\$4,156	\$2,791	\$4,153	\$2,773	\$4,041	\$2,770	\$4,056
Total Resources	\$5,320	\$6,736	\$6,858	\$8,251	\$8,025	\$8,162	\$6,953	\$6,950
Budget Authority	\$3,591	\$3,624	\$3,671	\$3,818	\$3,901	\$3,979	\$4,059	\$4,140
Expenditures**/**	\$2,839**	\$2,694**	\$2,797**	\$2,999**	\$3,903**/**	\$3,979***	\$4,059***	\$4,140***
Loans to General Fund	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Accrued Interest, Loans to General Fund	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Loans Repaid From General Fund	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Fund Balance	\$2,481	\$4,042	\$4,061	\$5,252	\$4,121	\$4,183	\$2,894	\$2,810
Months in Reserve	11.1	17.3	16.2	16.1	12.4	12.4	8.4	8.0
* Includes beginning balance adjustments								
** Includes direct draws from SCO and FiScal								
*** Projected to spend full budget								

10. Describe the history of general fund loans. When were the loans made? When have payments been made to the board? Has interest been paid? What is the remaining balance?

The Board has not issued any general fund loans in the preceding four fiscal years. In FY 2003/04, the Board loaned the general fund \$1.8 million that was repaid with interest in FY 2006/07.

11. Describe the amounts and percentages of expenditures by program component. Use Table 3. Expenditures by Program Component to provide a breakdown of the expenditures by the board in each program area. Expenditures by each component (except for pro rata) should be broken out by personnel expenditures and other expenditures.

During the last four years, the Board has spent approximately 40% of its budget on the enforcement program, 33% on the examination program, 21% on the licensing program, and 6% on administration.

Table 3. Expenditures by Program Component								
	FY 2010/11		FY 2011/12		FY 2012/13		FY 2013/14*	
	Personnel Services	OE&E						
Enforcement	\$501,544	\$546,082	\$483,669	\$672,519	\$490,384	\$625,875	\$531,694	\$474,348
Examination	\$423,526	\$662,008	\$408,432	\$412,771	\$403,204	\$522,674	\$437,171	\$348,933
Licensing	\$356,653	\$211,374	\$343,943	\$235,691	\$348,717	\$263,095	\$378,094	\$161,362
Administration**	\$111,454	\$65,903	\$107,482	\$73,523	\$108,974	\$82,096	\$118,154	\$50,426
Diversion (if applicable)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTALS	\$1,393,177	\$1,485,367	\$1,343,526	\$1,394,504	\$1,351,279	\$1,493,740	\$1,465,113	\$1,035,069
DCA Pro Rata***		\$437,427		\$479,387		\$499,955		\$538,738
* Governor's Budget FY 14/15								
** Administration includes costs for executive staff, board, administrative support, and fiscal services								
*** DCA Pro Rata included in OE&E								

12. Describe license renewal cycles and history of fee changes in the last 10 years. Give the fee authority (Business and Professions Code and California Code of Regulations citation) for each fee charged by the board.

The Board is a special fund agency that generates its revenue from its fees. The Board's main source of revenue is from its applicants and licensees through the collection of examination, licensing, and renewal fees. These fees support the license, examination, enforcement, and administration programs, which includes processing and issuing licenses, maintaining Board records, producing and distributing publications, mediating consumer complaints, enforcing statutes, disciplinary actions, personnel, and general operating expenses.

Fees for an original license and biennial renewal (in each odd calendar year) increased on January 1, 2011. As a result:

- 1) Original license fees increased from \$200 to \$300 (if the license is issued less than one year before the date on which it will expire, the fee increased from \$100 to \$150);
- 2) Renewal fees increased from \$200 to \$300 (prior to that, the fee had not been increased since 1989, when it was raised from \$100 to \$200); and
- 3) The delinquency fee increased from \$50 to \$100.

CCR section 144 currently authorizes the following fees:

- a) The application fee for reviewing a candidate's eligibility to take any or all division(s) of the ARE is one hundred dollars (\$100) for applications submitted on or after July 1, 1999;
- b) The application fee for reviewing a reciprocity candidate's eligibility to take the CSE is thirty-five dollars (\$35);
- c) The fee for the CSE is one hundred dollars (\$100);
- d) The fee for an original license is three hundred dollars (\$300). If the license is issued less than one year before the date on which it will expire, the fee is one hundred fifty dollars (\$150);
- e) The biennial renewal fee commencing with the renewal period which begins on or after January 1, 2011 shall be three hundred dollars (\$300);
- f) The delinquency fee is one hundred dollars (\$100); and
- g) The fee for a duplicate certificate is fifteen dollars (\$15).

(See Section 10, CAB Issue #1, for additional information regarding biennial renewal cycle)

Table 4. Fee Schedule and Revenue

Fee	Current Fee Amount	Statutory Limit	FY 2010/11 Revenue	FY 2011/12 Revenue	FY 2012/13 Revenue	FY 2013/14 Revenue	% of Total Revenue
Duplicate License/Cert.	\$15	\$25	\$615	\$645	\$600	\$630	0.02
Certification	2	2	8	10	26	20	0.00
Citation/Fine FTB Collection	Various	Various	18	0	1,998	500	0.02
Re-licensure	100	100	700	900	600	600	0.02
Reciprocity	35	100	8,050	7,245	8,085	7,700	0.22
Retired License	300	400	64,300	42,600	19,200	42,000	1.21
Initial License	300	400	43,100	137,400	41,400	135,000	2.57
Initial License ½	150	200	34,850	24,300	20,700	67,500	1.06
CA Supplemental Exam	100	100	200,100	112,400	90,000	90,000	3.55
ARE Eligibility	100	100	68,700	65,500	79,800	75,000	2.08
Biennial Renewal	300	400	2,365,800	3,620,400	2,435,700	3,600,000	86.70
Accrued Renewal	Various	Various	8,800	22,800	11,400	25,000	0.49
Delinquent Renewal	100	200	31,950	107,000	40,100	100,000	2.01
Misc. Service to Public	N/A	N/A	754	468	255	250	0.01
Dishonored Check	25	50	325	1,175	450	450	0.02
TOTAL(S)			\$2,828,070	\$4,142,843	\$2,750,314	\$4,144,650	100%

13. Describe Budget Change Proposals (BCPs) submitted by the board in the past four fiscal years.

The Board has not submitted any BCPs in the past four fiscal years; however, in 2014, it submitted a negative BCP to the Department of Finance to request a voluntary expenditure authority reduction by \$400,000 for FY 2015/16 and ongoing; approval is currently pending. The Board, in consultation with the DCA Budget Office, determined that a \$400,000 reduction is appropriate due to savings from the CSE. Following the February 2011 transition of the CSE from an oral format to a written, computer-based version, the examination is now administered with greater efficiency and the Board's budget should reflect that efficiency.

Staffing Issues

14. Describe any board staffing issues/challenges, i.e., vacancy rates, efforts to reclassify positions, staff turnover, recruitment and retention efforts, succession planning.

The Board's position vacancies have mainly been in the Office Technician classification, which is entry level. Other professional class positions, such as Staff Services Analyst, Associate Governmental Program Analyst, and Staff Services Manager have a lower vacancy rate. Vacancies are often attributed to other promotional opportunities, a common civil service occurrence. The Board has been successful in reclassifying positions when needed to ensure appropriate classifications are available to meet operational needs. The Board works to expeditiously fill vacant positions to help ensure adequate staff resources to meet the Boards' objectives. Currently the Board has just 2.5 vacancies, and they will be filled within the next 60 days.

The Board utilizes DCA's Workforce and Succession Plan and has identified mission critical positions that have a significant impact on the Board and require specialized job skills and/or expertise. The Board is refining the plan to develop strategies to retain the expertise and staff knowledge so that it is preserved for the future and on a continual basis.

15. Describe the board's staff development efforts and how much is spent annually on staff development (cf., Section 12, Attachment D).

The Board encourages training for all staff and participates heavily in courses offered at no cost through DCA's Strategic Organization, Leadership & Individual Development (SOLID) Training and Planning Solutions. These courses include customer service, computer software, and other inter-personal classes. Staff are also encouraged to pursue SOLID's Analyst Certification Training. This training program is also free of charge and includes a series of courses to develop analytical tools, strategies and techniques. The courses offered and completed develop staff to have the essential tools and training to effectively perform their job. It also enables them to be a viable candidate for future promotional opportunities both in-house and externally. In the past four fiscal years, staff have taken more than 100 courses at no charge.

Specialized training is also encouraged and provided to staff through outside providers as needed. These include mandatory courses, such as the Enforcement Academy, investigative training, sexual harassment prevention, ethics, and information technology. In the past four fiscal years, staff have taken five courses at a cost of approximately \$700.

**Section 4 –
Licensing Program**

16. What are the board's performance targets/expectations for its licensing program? Is the board meeting those expectations? If not, what is the board doing to improve performance?

The Board's performance target for processing applications and issuing licenses is 30 days from receipt of the application. Where the application is complete, all requirements met (including the submission of required supporting documentation), and there is no criminal history, the Board has typically been able to meet this goal. When the volume of applications and staffing shortages delay processing, the Board temporarily redirects available staff from other units. Additionally, staff is cross-trained to help mitigate the effects of extended absences. Staff and management work together in a continuous effort to improve the quality of service provided by the Board to its candidates and licensees. To this end, processes are routinely evaluated for efficiency to maximize staff performance and achieve performance expectations. Next year, when the Board is migrated to the DCA enterprise-wide licensing and enforcement system (BreEZe), it is anticipated that additional process efficiencies will be realized.

17. Describe any increase or decrease in the board's average time to process applications, administer exams and/or issue licenses. Have pending applications grown at a rate that exceeds completed applications? If so, what has been done by the board to address them? What are the performance barriers and what improvement plans are in place? What has the board done and what is the board going to do to address any performance issues, i.e., process efficiencies, regulations, BCP, legislation?

Staff processing applications typically meets its established performance targets. As stated above, management works with staff to routinely evaluate processes for efficiencies and implement them in a

timely manner to maintain performance expectations and provide continuously improving customer service to stakeholders.

When evaluating performance on processing applications, it should be taken into consideration that candidates may submit applications for the Architect Registration Examination (ARE), California Supplemental Examination (CSE), and licensure at any time. There are no set deadlines for submission. Consequently, a significantly greater than anticipated influx of applications can present a challenge for staff in meeting performance expectations and may cause slightly longer (seven to ten additional days) processing times. However, as part of its due diligence, management monitors the volume of applications received and processed through weekly reports and makes the appropriate adjustments to workflow and staffing necessary for achieving performance targets.

Another matter for consideration relative to application processing is the required documentation that must be submitted in support of an application. Candidates requesting consideration of their education must have certified transcripts sent directly from their school and Employment Verification Forms submitted by employers. The Board sends Ineligibility Notifications advising candidates of documents that must be submitted for eligibility; however, it is the candidate’s responsibility to ensure that the necessary documents are provided.

There can also be a great variation in the amount of time candidates who have passed the CSE wait to apply for licensure. CSE results are provided to candidates immediately upon completion of an examination at the test center. However, a candidate may choose to wait before applying for licensure. If a candidate applies immediately upon passing the examination, the license is typically issued within 30 days after receipt of the completed application and fee.

18. How many licenses or registrations does the board issue each year? How many renewals does the board issue each year?

Table 6. Licensee Population					
		FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
Architect	Active	19,434	20,181	20,217	20,504
	Out-of-State	3,763	3,773	3,733	3,768
	Out-of-Country	169	187	185	182
	Delinquent	3,185	3,561	3,585	3,485
	Issued	432	638	489	481
	Renewed*	7,932	12,068	8,119	12,168

* Data does not include pending renewal applications determined to be incomplete, which range from 200 to 1,200 per FY.

Table 7a. Licensing Data by Type

Application Type		Received	Approved	Closed	Issued	Pending Applications			Cycle Times		
						Total (Close of FY)	Outside Board control*	Within Board control*	Complete Apps	Incomplete Apps	Combined, if unable to separate out
FY 2011/12	ARE	655	518	DNA	N/A	DNA	DNA	DNA	See note below ²		
	CSE	1,124	1,124	DNA	N/A	DNA	DNA	DNA	See note below ²		
	License	620	638	0	638	DNA	DNA	DNA	See note below ²		
	Renewal ¹	12,068	12,068	0	12,068	DNA	DNA	DNA	See note below ²		
FY 2012/13	ARE	798	699	DNA	N/A	DNA	DNA	DNA	See note below ²		
	CSE	900	900	DNA	N/A	DNA	DNA	DNA	See note below ²		
	License	480	489	0	489	DNA	DNA	DNA	See note below ²		
	Renewal ¹	8,119	8,119	0	8,119	DNA	DNA	DNA	See note below ²		
FY 2013/14	ARE	984	761	DNA	N/A	DNA	DNA	72	See note below ²		
	CSE	906	906	DNA	N/A	DNA	DNA	12	See note below ²		
	License	483	481	0	481	DNA	DNA	0	See note below ²		
	Renewal ¹	12,168	12,168	0	12,168	DNA	DNA	0	See note below ²		
* Optional. List if tracked by the board.											
DNA = Data Not Available						N/A = Not Applicable					

¹ Data does not include pending renewal applications determined to be incomplete, which range from 200 to 1,200 per FY.

² Staff typically process applications within 30 days from the date of receipt in the Board office, provided the application is complete and the required supporting documentation has been submitted in accordance with the Board’s regulations (i.e., certified transcripts sent by the educational institution).

Table 7b. Total Licensing Data			
	FY 2011/12	FY 2012/13	FY 2013/14
Initial Licensing Data:			
Initial License/Initial Exam Applications Received	2,399	2,178	2,373
Initial License/Initial Exam Applications Approved	2,280	2,088	2,148
Initial License/Initial Exam Applications Closed	DNA	DNA	DNA
License Issued	638	489	481
Initial License/Initial Exam Pending Application Data:			
Pending Applications (total at close of FY)	DNA	DNA	84
Pending Applications (outside of board control)*	DNA	DNA	DNA
Pending Applications (within the board control)*	DNA	DNA	DNA
Initial License/Initial Exam Cycle Time Data (WEIGHTED AVERAGE):			
Average Days to Application Approval (All - Complete/Incomplete)	See note 2 above for Table 7a		
Average Days to Application Approval (incomplete applications)*			
Average Days to Application Approval (complete applications)*			
License Renewal Data:			
License Renewed	12,068	8,119	12,168
* Optional. List if tracked by the board.			

19. How does the board verify information provided by the applicant?

The Board uses several measures to verify information provided by candidates on an application. For example, transcripts are required to substantiate any postsecondary education listed on the application for which a candidate wishes to receive credit. The transcripts must be certified and submitted directly to the Board from the respective school in order for the credit to be granted.

Work experience must be submitted on the Board approved Employment Verification Form (EVF) and signed by the licensed professional who supervised the candidate's work in order to receive credit. Board staff verifies with the appropriate jurisdiction or regulatory agency that the licensing information provided on the EVF is true and correct for the supervising professional.

Individuals who are licensed in another jurisdiction and applying for reciprocity must request that their state board provide a license certification to substantiate licensure, license status (i.e., current, delinquent, suspended, etc.), and information on disciplinary action. Additionally, the certifying board must provide the examination history detailing what form of the ARE was taken and when each division was passed. Reciprocal licensure candidates may substitute the National Council of Architectural Registration Boards (NCARB) Certificate in lieu of the above, which will provide information on education (if any), examination, and internship (experience). The NCARB Certificate in fact demonstrates that an individual has met the highest professional standards and therefore makes it easier to obtain reciprocal registration in other jurisdictions.

a. What process does the board use to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant?

The Board's applications include the following questions about the candidate's criminal/disciplinary history:

- Have you ever had registration denied, suspended, or revoked, or otherwise been disciplined by a public agency in any state or country?
- Have you ever pleaded guilty or been convicted by a court of an offense?

The applications of those candidates responding "yes" to either or both questions are referred to the Board's Enforcement Unit for review and possible disciplinary action. The Enforcement Unit staff determines, based on the Board's regulations and relevant statutes, whether the offense or action is related to the practice of architecture or to the candidate's ability to practice architecture in the interest of the public health, safety, and welfare.

b. Does the board fingerprint all applicants?

The Board is not statutorily authorized to fingerprint candidates (applicants) for an architect license.

The Board considered the necessity for a fingerprinting requirement as part of its strategic plan objectives at its June 16, 2011 and June 14, 2012 meetings, and determined that based on the anticipated low number of arrest and prosecution reports expected there would be little increased benefit to the public health, safety, and welfare. It was noted that current law already requires architects working on school projects to have a background check conducted by submitting their fingerprints. Additionally, there would be increased costs to licensees and candidates.

Current law also limits Board investigations to violations which are substantially related to the practice of architecture, less than ten years old, or no more than five years after the Board discovers or is informed of the violation. Consequently, the Board would not be able to take action for a conviction that is older than this statutory limit.

c. Have all current licensees been fingerprinted? If not, explain.

The Board is not statutorily authorized to fingerprint licensees. See response to 19b for additional information.

d. Is there a national databank relating to disciplinary actions? Does the board check the national databank prior to issuing a license? Renewing a license?

Yes, NCARB maintains a database available to its membership that contains disciplinary actions reported by participating Member Boards, and the Board's Enforcement Unit utilizes this resource. The Board checks the database prior to issuing licenses. NCARB is currently working on a 2.0 version of the disciplinary database that would utilize personally identifiable information (PII) and better assist Member Boards. Unfortunately, due to privacy laws (such as the Information Practices Act) the Board is unable to share the PII necessary for inclusion in the database and full participation in the project. Ideally, if the Board were granted the authority by the Legislature to provide sufficient PII to NCARB, then the NCARB disciplinary database would become an invaluable tool.

e. Does the board require primary source documentation?

Yes, the Board requires candidates to submit (or have submitted on their behalf) original and/or certified documentation (such as university transcripts) to provide verification of authenticity.

20. Describe the board's legal requirement and process for out-of-state and out-of-country applicants to obtain licensure.

The Board's regulations require all candidates for licensure to meet the same prerequisites for a license. Candidates must document eight years of experience (earned through education, work experience, internship, or a combination of each), and successfully complete both a national examination (ARE or an equivalent) and the CSE.

21. Describe the board's process, if any, for considering military education, training, and experience for purposes of licensing or credentialing requirements, including college credit equivalency.

The Board considers military education, training, and experience the same as that from any other source, provided it is related to the practice of architecture. Education, training and experience must fall within the parameters established in California Code of Regulations section 117 to receive credit towards the minimum eight-year experience licensure requirement.

a. Does the board identify or track applicants who are veterans? If not, when does the board expect to be compliant with BPC § 114.5?

The Board is implementing the requirements of Business and Professions Code (BPC) 114.5 to be in place by the effective date of January 1, 2015.

b. How many applicants offered military education, training or experience towards meeting licensing or credentialing requirements, and how many applicants had such education, training or experience accepted by the board?

The Board does not specifically identify the origin of any education, training, or experience. Consequently, the number of candidates who may have submitted such education, training, or experience is unknown.

c. What regulatory changes has the board made to bring it into conformance with BPC § 35?

No changes are necessary, as the Board is already permitted by its regulations to grant credit for military education, training, or experience that is related to the practice of architecture.

d. How many licensees has the board waived fees or requirements for pursuant to BPC § 114.3, and what has the impact been on board revenues?

None. Consequently, there has been no impact to the revenue received by the Board.

e. How many applications has the board expedited pursuant to BPC § 115.5?

None. No candidates seeking reciprocal licensure and who are married to, or in a domestic partnership or other legal union with, an active duty member of the Armed Forces of the United States who is assigned to a duty station in California have requested the expedited processing.

22. Does the board send No Longer Interested notifications to DOJ on a regular and ongoing basis? Is this done electronically? Is there a backlog? If so, describe the extent and efforts to address the backlog.

N/A

Examinations

Table 8. Examination Data – Tables modified to include examination result data for the ARE (by division) and CSE.

Architect Registration Examination (National Examination) – California Candidates								
License Type		Architect						
Exam Title: ARE Divisions*		PPP	SPD	BD	SS	BS	SD	CDS
FY 2010/11	# of 1 st Time Candidates	See note below						
	Pass %	54%	69%	55%	63%	57%	71%	59%
FY 2011/12	# of 1 st Time Candidates	See note below						
	Pass %	54%	65%	53%	71%	58%	71%	55%
FY 2012/13	# of 1 st Time Candidates	See note below						
	Pass %	53%	62%	56%	69%	59%	74%	53%
FY 2013/14	# of 1 st time Candidates	See note below						
	Pass %	55%	60%	54%	63%	58%	70%	54%
Date of Last OA		2012						
Name of OA Developer		PSI Services, LLC						
Target OA Date		TBA						

* Acronyms used in the above table for ARE 4.0 (currently administered national examination) divisions are explained as follows:

- PPP Programming, Planning & Practice
- SPD Site Planning & Design
- BD Building Design & Construction Systems
- SS Structural Systems
- BS Building Systems
- SD Schematic Design
- CDS Construction Documents & Services

Note: The previous candidate management system used by NCARB was unable to track this information. The new system being used by NCARB may be able to provide this information in the future.

California Supplemental Examination (CSE)		
License Type		Architect
FY 2010/11	# of 1 st Time Candidates	662
	Pass %	52%
FY 2011/12	# of 1 st Time Candidates	484
	Pass %	66%
FY 2012/13	# of 1 st Time Candidates	406
	Pass %	70%
FY 2013/14	# of 1 st time Candidates	595
	Pass %	62%
Date of Last OA		2007
Name of OA Developer		HumRRO
Target OA Date		2014*

* The Board is presently in the process of conducting an occupational analysis.

23. Describe the examinations required for licensure. Is a national examination used? Is a California specific examination required?

Each candidate for licensure is required to complete both the national (ARE) and CSE in order to receive licensure. The two examinations test candidates for their knowledge, skills, and ability to provide the services required of an architect who possesses entry-level competence.

Architect Registration Examination (ARE)

The ARE (currently in version 4.0) is a practice-based examination developed by NCARB. The content of the ARE is based on an analysis of architectural practice. The most recent “Practice Analysis” was conducted by NCARB in 2012. The ARE concentrates on those services that most affect the public health, safety, and welfare. The ARE has been developed with specific concern for its fidelity to the practice of architecture; that is, its content relates to the actual tasks an architect encounters in practice. No single examination can test for competency in all aspects of architecture, which is why the ARE is not the only requirement to become a licensed architect. Education and experience are also crucial licensure requirements. The examination attempts to determine the candidate's qualifications not only to perform measurable tasks, but also to exercise the skills and judgment of a generalist working with numerous specialists. In short, the objective is to reflect the practice of architecture as an integrated whole.

ARE 4.0 is comprised of seven divisions and is more integrative than the previous version. Six of the divisions contain both graphic vignettes and multiple-choice questions and one division with only graphic vignettes. All divisions of the ARE are administered and graded by computer. Below is a list of the divisions.

- Programming, Planning, Practice
- Site Planning and Design
- Building Design and Construction Systems
- Schematic Design
- Structural Systems
- Building Systems
- Construction Documents and Services

Graphic vignettes are scored through a computer-based analysis of a candidate's solution. This analysis evaluates each solution against many predetermined requirements that are weighted by importance. Based on a candidate's overall performance for each requirement, a solution is reported as acceptable, indeterminate (moderate deficiencies), or unacceptable (major deficiencies). NCARB utilizes a process called "conjunctive scoring" to combine scores for the multiple-choice section and the graphic vignette section into a single pass or fail score. This scoring model allows candidates to compensate for a poor vignette performance if he or she performed well on the multiple-choice section or vice versa.

Candidates must pass each division of the ARE independently and receive credit for divisions passed, but must retake those divisions not passed. Also, credit for divisions passed is valid for five years (unless an extension is granted by NCARB), during which time all remaining divisions of the ARE must be passed. Otherwise, credit is lost in the order the divisions were taken and the affected division(s) must be retaken. This validity process is known as the "Five-year Rolling Clock" rule, which was implemented on January 1, 2006. Candidates receive an email from NCARB when their results are ready for viewing and downloading through its *My Examination* service, which was implemented in September 2013.

California Supplemental Examination (CSE)

The setting for architectural practice in California is distinct from that of other states. California's large physical size, massive and diverse population, varied landscape and climate, high seismicity, distinctive legal framework, and expansive economy create an unusually demanding environment for architectural practice. The varying interplay of these conditions for specific projects gives rise to even more complicated settings. Additionally, these complexities are further exacerbated by the pressure to accommodate change with increased speed, requiring architects to stretch the limits of their capacity to practice safely. Due to these unique needs and regulatory requirements, California administers the CSE to ensure that candidates have the necessary architectural knowledge and skills to respond to the conditions found in California.

The Board administers the CSE to candidates who have successfully completed all seven divisions of the ARE, as well as to eligible licensees from other jurisdictions and countries, all of whom must pass the CSE prior to receiving licensure. The CSE tests for those aspects of practice unique to California, including seismic design, accessibility, energy conservation, environmental concerns, and legal issues, as well as those aspects of practice that are not adequately tested for in the ARE.

The CSE was previously administered orally, but has been delivered via computer since February 2011. The CSE is based on the 2007 Test Plan and consists of two separately timed sections (a project scenario section – pertaining to a hypothetical project, and general section). The CSE is administered by computer at

a total of 39 nationwide locations, including 17 testing centers within California, and lasts approximately three and one-half hours.

A new OA is currently underway that will play a strong role in shaping the future of the CSE. The 2014 OA is expected to be completed November 2014. The OA will be immediately followed by a review of the ARE psychometric process and linkage study that correlates the knowledge, skills, and abilities tested for in the CSE Test Plan with those present in the NCARB 2012 Practice Analysis to ensure there is no overlap between the content on the ARE and CSE.

24. What are pass rates for first time vs. retakes in the past 4 fiscal years? (Refer to Table 8: Examination Data)

Statistics collected by NCARB relative to pass rates for the ARE do not distinguish between first-time and retake candidates. However, the Board does collect CSE pass rate statistics for a comparison between first-time and retake candidates. The table below shows this comparison for CSE candidates.

Fiscal Year	First-Time Candidates	Retake Candidates
2010/2011	52%	50%
2011/2012	66%	50%
2012/2013	70%	53%
2013/2014	62%	43%

25. Is the board using computer-based testing? If so, for which tests? Describe how it works. Where is it available? How often are tests administered?

Yes, the Board utilizes computer-based testing (CBT) for its licensing examinations. The ARE and CSE, which are required for licensure, are both administered through CBT. The ARE has been administered via CBT since February 1997 and is currently in its fourth iteration, ARE 4.0. The CSE, which had been delivered in an oral format since 1929, was transitioned to CBT in February 2011 after the conclusion of a CSE Format Study conducted in 2010. The study determined the CBT format to be more efficient for exam delivery and more defensible.

The seven-division ARE is administered during normal business hours year-round (Monday through Saturday) at testing centers throughout California and the U.S. Additionally, the ARE is administered in Guam, Puerto Rico, Canada, London, U.K., and Abu Dhabi, United Arab Emirates. NCARB is in the process of finalizing additional testing centers outside the U.S. Eligible California candidates may take the ARE at any testing center.

Candidates schedule ARE divisions through the NCARB *My Examination* online service. The *My Examination* service allows candidates to view all pertinent information relative to their examination history and schedule examinations at their convenience. Prometric is the test administrator for the ARE. Candidates schedule their exam appointments through *My Examination* and sit for an administration at a Prometric test center. Each of the seven ARE divisions is scheduled and administered separately. Depending on the length of the specific division, it is possible to take more than one division on the same day.

The CSE is also administered year-round (Monday through Saturday). PSI Exams is the DCA test

administration vendor. There are 39 PSI Exams locations throughout the U.S. (including 17 in California) where a candidate may take the CSE during normal business hours. A candidate may call the PSI Exams scheduling department or use the online scheduler to make an appointment. Candidates receive their CSE results immediately upon completion of their administration.

26. Are there existing statutes that hinder the efficient and effective processing of applications and/or examinations? If so, please describe.

No.

School approvals

27. Describe legal requirements regarding school approval. Who approves your schools? What role does BPPE have in approving schools? How does the board work with BPPE in the school approval process?

The Board is not statutorily authorized to approve schools of architecture. The Bureau for Private Postsecondary Education does not play any role in the process of approving schools of architecture or architectural degree programs for the purposes of the Board.

The National Architectural Accrediting Board (NAAB) is the only entity nationally recognized to accredit professional and post-professional degree programs in architecture within the U.S. NAAB accredits the degree programs within the schools, not the schools themselves. The Canadian Architectural Certification Board (CACB) is the Canadian equivalent of NAAB and accredits the architectural degree programs in Canada.

28. How many schools are approved by the board? How often are approved schools reviewed? Can the board remove its approval of a school?

The Board is not statutorily authorized to approve schools of architecture or the professional and post-professional degree programs offered by them. NAAB reviews schools every three to six years.

29. What are the board's legal requirements regarding approval of international schools?

The Board is not authorized to approve schools of architecture. The legally authorized accrediting entity (if one exists) within each country would be responsible for such approvals of architectural schools or the professional and post-professional programs available at those schools. NAAB provides advice and consultation to organizations in other countries that are developing accreditation standards and procedures.

Continuing Education/Competency Requirements

30. Describe the board's continuing education/competency requirements, if any. Describe any changes made by the board since the last review.

Senate Bill (SB) 1608 (Chapter 549, Statutes of 2008) requires all California architects to complete five hours of continuing education (CE) courses on disability access requirements as a condition of license renewal. The bill also required licensees to certify completion of coursework and provide complete documentation from the course provider to the Board with the renewal application. In order to process a license renewal, the Board had to verify that the documentation included the course title and subjects covered, name of provider and trainer or educator, date of completion, number of hours completed, and a statement about the trainer or educator's knowledge and experience background. Failure to complete an

appropriate course (and appropriate hours), or submittal of incomplete course documentation, resulted in non-renewal of a license and licensees were notified accordingly. Upon compliance with the coursework documentation, the license renewal was processed.

Commencing January 1, 2013, as a result of Assembly Bill 1746 (Chapter 240, Statutes of 2010), the process for demonstrating fulfillment of the CE requirement changed. This legislation requires licensees to certify completion of CE and requires the Board to conduct audits for verification of compliance. An architect is no longer required to submit CE documentation along with their renewal, making the program more efficient. Now, only upon audit, does an architect need to provide coursework documentation to the Board as substantiation of CE requirement compliance.

At the national level, NCARB has been a leader in standardizing requirements to promote better mobility between states and thus, has made changes to its model law with regard to CE. In addition, NCARB's recent "CE Report - 2012 Practice Analysis of Architecture" offers an empirical basis for future CE discussions. As such, the Board will continue to assess its CE requirement in order to ensure that reciprocity issues do not exist.

a. How does the board verify CE or other competency requirements?

The Board requires architects to certify, under penalty of perjury (on their license renewal form), that they have completed the required continuing education course hours in disability access requirements within the previous two years. Architects are required to maintain their coursework documentation for two years from the date of renewal, and upon audit, provide this information to the Board. Otherwise, the architect will be referred to the Board's Enforcement Unit for further action.

b. Does the board conduct CE audits of licensees? Describe the board's policy on CE audits.

Yes. Licensees have 30 days from the date of the audit notice to provide the Board with coursework documentation. A second audit notice (requiring a response within 15 days) is sent to architects who do not respond to the initial request. Architects who do not respond to the second request are referred to the Board's Enforcement Unit.

Licensees are referred to the Board's Enforcement Unit for not:

- Responding to the Board's requests for information and documentation;
- Completing the required CE within the two years prior to license renewal;
- Providing truthful information on documentation; or
- Correcting a deficiency.

c. What are consequences for failing a CE audit?

Architects failing to successfully complete a CE audit are referred to the Board's Enforcement Unit and are then subject to an administrative citation, which may include a fine, or disciplinary action by the Board.

d. How many CE audits were conducted in the past four fiscal years? How many fails? What is the percentage of CE failure?

The Board, in accordance with BPC 5600.05 (which became effective on January 1, 2013), audits three percent of the license renewals received each year to verify compliance with the CE requirement. The

number of audits conducted for the past two fiscal years and the corresponding failure rate is presented in the following table.

Fiscal Year	Audits Conducted	Licensees Failing Audit
2012/2013	251	39 (16%)
2013/2014	365	51 (14%)

e. What is the board’s course approval policy?

The Board does not have statutory authority to approve courses.

f. Who approves CE providers? Who approves CE courses? If the board approves them, what is the board application review process?

The Board does not have statutory authority to approve courses or course providers.

g. How many applications for CE providers and CE courses were received? How many were approved?

N/A

h. Does the board audit CE providers? If so, describe the board’s policy and process.

The Board does not have statutory authority to approve courses or course providers.

i. Describe the board’s effort, if any, to review its CE policy for purpose of moving toward performance based assessments of the licensee’s continuing competence.

During the past few years, the Board has examined its CE requirement due to legislation sponsored by The American Institute of Architects, California Council AIACC (AB 623) and changes to NCARB Model Law. In any potential future actions on CE, the Board will certainly consider any models for performance based assessments of continuing competence. However, the Board will need to be mindful of CE requirements in other jurisdictions to ensure that reciprocal licensure is preserved.

Section 5 – Enforcement Program

31. What are the board’s performance targets/expectations for its enforcement program? Is the board meeting those expectations? If not, what is the board doing to improve performance?

The Board’s performance measures for the Enforcement Unit are defined by DCA’s Consumer Protection Enforcement Initiative (CPEI) and focus on timely response to consumers and the pursuit of prompt disciplinary action against those found to be in violation of the Act.

For all complaints received, the Board has a goal of assigning complaints to staff for investigation within seven days. Currently, the Enforcement Unit averages three days to assign complaints. Concerning the time necessary to investigate a complaint, the Board’s CPEI standards stipulate that complaints are to be

closed within an average of 270 days of receipt. For FY's 2010/11, 2011/12, 2012/13, and 2013/14, the Board averaged 246 days, 145 days, 92 days, and 131 days respectively. The Board is exceeding expectations in this area.

32. Explain trends in enforcement data and the board's efforts to address any increase in volume, timeframes, ratio of closure to pending cases, or other challenges. What are the performance barriers? What improvement plans are in place? What has the board done and what is the board going to do to address these issues, i.e., process efficiencies, regulations, BCP, legislation?

The Board received an average of 275 complaints per year since FY 2010/11. The average number of complaints decreased 8% since the previous reporting period. Enforcement staff closed 53% of investigations within 90 days and 90% within one year. The average number of days from receipt of a complaint to the closure of investigation was 158 days for all cases, which is a 46% reduction since the last reporting period. During the previous reporting period, the average number of days to complete an investigation was 294 days, and 34% of investigations were closed within 90 days.

Since the last reporting period, the average number of advertising complaints received by the Board increased 5% to 118 per year. The average number of settlement cases received also increased 34% to 35 per year. The Board received an average of 74 complaints per year against licensees, which is a 9% decrease since 2010. The Board also received an average of 49 unlicensed activity complaints, which is a 38% reduction since the previous reporting period.

Since the Board's last report in 2010, the number of citations issued has decreased. This may be due, in part, to the Board's efforts to reduce the number of pending cases during the last reporting period, which included closing a number of older cases that resulted in the issuance of a citation. For this reporting period, citations average 22 per year. Of the citations issued, all included a fine assessment, averaging \$2,500 per citation. The majority of citations issued were to unlicensed individuals, who are often difficult to locate because they change addresses frequently. Staff utilizes the Franchise Tax Board (FTB) Intercept Program to attempt to collect fines; however, there is currently no incentive for these individuals to pay their fines, unlike licensees who cannot renew their license without paying.

In FY 2013/14, there was an increase in cases due to the continuing education audits. A total of 58 licensees were referred to the Enforcement Unit for further action.

The Board adopted an Enforcement Improvement Plan in 2010. This Plan, in part, included implementing DCA's Performance Measures and facilitating coordination with other entities, such as the Office of the Attorney General and the Division of Investigation (DOI). The Board continues to utilize the Plan, which includes a requirement that all enforcement staff complete DCA's Enforcement Academy.

The Board's 2011 Strategic Plan contained an objective to review and make recommendations regarding Senate Bill (SB) 1111 components. This legislation failed to pass, but DCA encouraged boards and bureaus to review nine provisions included in SB 1111 to determine whether they might be utilized to improve their enforcement processes. After reviewing the provisions, the Board amended California Code of Regulations section (CCR) 103 (Delegation of Certain Functions) to allow the Board to delegate authority to its Executive Officer to approve stipulated settlements to revoke or surrender a license. CCR 103 became effective January 1, 2014.

The Board is also seeking new tools to make its citation program more effective. Authority to release social security numbers to collection agencies, precluding renewal of vehicle registrations or drivers licenses when an individual's citation has not been satisfied (penalty is unpaid), and denying the renewal of an occupational license when a citation has not been satisfied (many of the Board's unlicensed individuals who receive citations also hold licenses with the Contractors State License Board), are all concepts the Board would like to explore.

Table 9a. Enforcement Statistics			
	FY 2011/12	FY 2012/13	FY 2013/14
COMPLAINT			
Intake			
Received	228	296	294
Closed	0	0	0
Referred to INV	228	296	294
Average Time to Close	3	3	2
Pending (close of FY)	0	0	0
Source of Complaint			
Public	123	92	80
Licensee/Professional Groups	19	73	70
Governmental Agencies	57	61	115
Other	29	70	29
Conviction/Arrest			
CONV Received	0	0	1
CONV Closed	0	0	1
Average Time to Close	N/A	N/A	42
CONV Pending (close of FY)	0	0	0
LICENSE DENIAL			
License Applications Denied	0	1	0
SOIs Filed	1	1	0
SOIs Withdrawn	0	0	1
SOIs Dismissed	0	0	0
SOIs Declined	0	0	0
Average Days SOI	149	225	405
ACCUSATION			
Accusations Filed	1	0	0
Accusations Withdrawn	0	0	0
Accusations Dismissed	0	0	0
Accusations Declined	0	0	0
Average Days Accusations	153	N/A	N/A
Pending (close of FY)	1	0	0

Table 9b. Enforcement Statistics (continued)			
	FY 2011/12	FY 2012/13	FY 2013/14
DISCIPLINE			
Disciplinary Actions			
Proposed/Default Decisions	1	1	0
Stipulations	2	0	0
Average Days to Complete	851	421	405
AG Cases Initiated	2	1	2
AG Cases Pending (close of FY)	1	1	2
Disciplinary Outcomes			
Revocation	1	0	0
Voluntary Surrender	0	0	0
Suspension	0	0	0
Probation with Suspension	0	0	0
Probation	2	1	0
Probationary License Issued	0	0	0
Other	0	1	0
PROBATION			
New Probationers	2	1	0
Probations Successfully Completed	1	2	0
Probationers (close of FY)	8	7	7
Petitions to Revoke Probation	0	1	0
Probations Revoked	0	0	0
Probations Modified	0	0	0
Probations Extended	0	0	0
Probationers Subject to Drug Testing	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A
Petition for Reinstatement Granted	0	0	0
DIVERSION			
New Participants	N/A	N/A	N/A
Successful Completions	N/A	N/A	N/A
Participants (close of FY)	N/A	N/A	N/A
Terminations	N/A	N/A	N/A
Terminations for Public Threat	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A

Table 9c. Enforcement Statistics (continued)			
	FY 2011/12	FY 2012/13	FY 2013/14
INVESTIGATION			
All Investigations			
First Assigned	228	296	294
Closed	280	279	228
Average days to close	147	91	126
Pending (close of FY)	70	87	153
Desk Investigations			
Closed	276	237	200
Average days to close	145	92	131
Pending (close of FY)	68	76	146
Non-Sworn Investigation			
Closed	0	0	0
Average days to close	0	0	0
Pending (close of FY)	0	0	0
Sworn Investigation			
Closed	4	42	28
Average days to close	268	83	87
Pending (close of FY)	2	11	7
COMPLIANCE ACTION			
ISO & TRO Issued	0	0	0
PC 23 Orders Requested	0	0	0
Other Suspension Orders	0	0	0
Public Letter of Reprimand	0	0	0
Cease & Desist/Warning	180	172	129
Referred for Diversion	N/A	N/A	N/A
Compel Examination	N/A	N/A	N/A
CITATION AND FINE			
Citations Issued	26	22	20
Average Days to Complete	268	447	280
Amount of Fines Assessed	\$55,250	\$30,750	\$47,000
Reduced, Withdrawn, Dismissed	\$7,750	\$8,750	\$6,000
Amount Collected	\$22,022	\$34,992	\$26,024
CRIMINAL ACTION			
Referred for Criminal Prosecution	1	0	0

Table 10. Enforcement Aging						
	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14	Cases Closed	Average %
Attorney General Cases (Average %)						
Closed Within:						
1 Year	2 (28.6%)	1 (33.3%)	0 (0%)	0 (0%)	3	25%
2 Years	1 (14.3%)	0 (0%)	1 (100%)	1 (100%)	3	25%
3 Years	2 (28.6%)	1 (33.3%)	0 (0%)	0 (0%)	3	25%
4 Years	1 (14.3%)	0 (0%)	0 (0%)	0 (0%)	1	8.3%
Over 4 Years	1 (14.3%)	1 (33.3%)	0 (0%)	0 (0%)	2	16.7%
Total Cases Closed*	7	3	1	1	12	100%
Investigations (Average %)						
Closed Within:						
90 Days	116 (38.2%)	144 (51.4%)	199 (71.3%)	120 (52.6%)	579	53.1%
180 Days	61 (20.1%)	48 (17.1%)	45 (16.1%)	62 (27.2%)	216	19.8%
1 Year	66 (21.7%)	66 (23.6%)	24 (8.6%)	30 (13.2%)	186	17%
2 Years	33 (10.9%)	21 (7.5%)	8 (2.9%)	14 (6.1%)	76	7%
3 Years	18 (5.9%)	1 (0.4%)	3 (1.1%)	1 (0.4%)	23	2.1%
Over 3 Years	10 (3.3%)	0 (0%)	0 (0%)	1 (0.4%)	11	1%
Total Cases Closed	304	280	279	228	1091	100%

* Includes Accusations, Statements of Issues, and Petitions to Revoke Probation.

33. What do overall statistics show as to increases or decreases in disciplinary action since last review.

The Board filed seven accusations, one petition to revoke probation, and two statements of issues during the current reporting period (FY 2010/11 through FY 2013/14), which is a 25% increase from the previous review period. Eleven cases resulted in disciplinary action compared with four cases in the previous reporting period, an increase of 175%. The severity of the sanctions imposed on licensees has also increased since the last review. During this review period, the Board revoked four licenses, ordered probation for six licensees (two with actual suspensions), and one licensee surrendered his license.

In evaluating a Board’s enforcement program, it is important to reflect on the nature of the profession being regulated. Architects often collaborate with other parties (engineers, landscape architects, attorneys, contractors, and other architects) who provide additional quality control, and their plans must be approved by local building departments. Thus, there are parties who can identify problems earlier in the process so that cases that come to the Board typically do not deal with major property damage or bodily injury. (See Section 10, CAB Issue #2, for additional information)

34. How are cases prioritized? What is the board’s complaint prioritization policy? Is it different from DCA’s *Complaint Prioritization Guidelines for Health Care Agencies (August 31, 2009)*? If so, explain why.

The Board’s case prioritization policy is consistent with DCA’s guidelines and appropriate for the profession being regulated. As complaints are received, staff immediately reviews the complaint to determine the appropriate course of action based on the Board’s prioritization guidelines. Complaints given the highest or “urgent” priority include imminent life and safety issues, severe financial harm to clients,

egregious pattern of complaints, and project abandonment. Complaints given a “high” priority level include those that involve aiding and abetting, and unlicensed practice. The more common complaints are contract violations, unlicensed advertising violations, and routine settlement reports.

35. Are there mandatory reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report to the board actions taken against a licensee. Are there problems with the board receiving the required reports? If so, what could be done to correct the problems?

Mandatory reporting requirements are specified in Business and Professions Code (BPC) 5588 (Report of Settlement or Arbitration Award) and 5588.1 (Requirement that Insurer Report Certain Judgment, Settlement, and Arbitration Awards). The law requires that within 30 days, every licensee and insurer providing professional liability insurance to a California architect send a report to the Board on any civil action judgment, settlement, arbitration award, or administrative action of \$5,000, or greater of any action alleging the license holder’s fraud, deceit, negligence, incompetency, or recklessness in practice. The Board received 103 settlement reports the previous reporting period and 138 in the current period.

Another mandatory reporting requirement is BPC 5590 (Malpractice Judgment in Civil or Criminal Case; Clerk’s Report), which requires that within ten days after a judgment by a court of this state that a licensee has committed a crime or is liable for any death, personal or property injury, or loss caused by the licensee’s fraud, deceit, negligence, incompetency, or recklessness in practice, the court which rendered the judgment shall report that fact to the Board. However, if the judge who tried the matter finds that it does not relate to the defendant’s professional competence or integrity, the judge may, by order, dispense with the requirement that the report be sent.

Historically, the Board has tried to work with the courts to gain cooperation and compliance with BPC 5590. However, during the past decade the Board has not received a report of a judgment from a court. The Board has collaborated with its Deputy Attorney General (DAG) liaison to seek assistance to obtain compliance from the courts. The Board’s DAG disseminated a letter to clerks of the courts reminding them of BPC 5590. The Board has requested that the California Administrative Office of the Courts assist in attaining compliance from court clerks. In addition, the Board has asked DCA’s Office of Legal Affairs and the California Attorney General to collaborate in a solution that will facilitate compliance.

In addition, BPC 5600(c) (Expiration of License; Renewal of Unexpired Licenses) mandates that licensees report on their renewal forms whether they have been convicted of a crime or disciplined by another public agency during the preceding renewal period.

36. Does the board operate with a statute of limitations? If so, please describe and provide citation. If so, how many cases have been lost due to statute of limitations? If not, what is the board’s policy on statute of limitations?

The Board’s statute of limitations is defined by BPC 5561 (Time for Processing). All accusations charging the holder of a license issued under this chapter with the commission of any act constituting a cause for disciplinary action shall be filed with the Board within five years after the Board discovers, or through the use of reasonable diligence should have discovered, the act or omission alleged as the ground for disciplinary action, whichever occurs first, but not more than ten years after the act or omission alleged as the ground for disciplinary action. However, with respect to an accusation alleging a violation of BPC 5579 (Fraud in Obtaining a License), the accusation may be filed within three years after the discovery by the Board of the alleged facts constituting the fraud or misrepresentation prohibited by BPC 5579.

The Board received 14 cases in which the potential violation occurred beyond the statute of limitations. These cases were settlement reports where violations occurred more than ten years prior to the receipt of the report.

37. Describe the board's efforts to address unlicensed activity and the underground economy.

In most cases, consumers, licensees, or other government agencies provide evidence of unlicensed activity to be investigated.

The Board's 2011 Strategic Plan directed the Regulatory and Enforcement Committee (REC) to develop a strategy for working with the League of California Cities and the American Planning Association, California Chapter to inform them of the Architects Practice Act (Act) requirements. It was determined a letter should be disseminated to the Planning Departments advising them of the Act's requirement pertaining to unlicensed individuals submitting plans for non-exempt projects.

On April 17, 2012, the Board, in conjunction with the Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG), issued a letter to Planning Departments to address the same issue. The Board has received positive feedback.

In an effort to address unlicensed practice and educate consumers, the Board published a revised edition of a *Consumer's Guide to Hiring an Architect* in 2012. The Guide was designed with the intention to help consumers understand the sometimes complex and technical nature of architectural services. It provides information on: what types of projects require a licensed architect; how to find and select an architect; written contract requirements and recommendations; how to manage the budgeting and construction of a project; and what to do if a problem occurs with the project. The Guide continues to be distributed to various Building and Planning Departments throughout the state.

The Board also published *Consumer Tips for Design Projects*. This information contains a number of basic steps that consumers can take to help keep their projects on track.

In addition, the Board provides presentations at schools to educate students about the title act and exempt area of practice, thereby helping to prevent future violations.

Cite and Fine

38. Discuss the extent to which the board has used its cite and fine authority. Discuss any changes from last review and describe the last time regulations were updated and any changes that were made. Has the board increased its maximum fines to the \$5,000 statutory limit?

The citation program provides the Board with an expedient method of addressing violations involving unlicensed activity, repeated advertising violations, and the less serious practice or technical violations that have not resulted in substantial financial or physical harm. CCR 152, the regulation that authorizes the Board to issue administrative citations and fines, was last amended in 2006 to: 1) increase the maximum administrative fine the Board could assess to \$5,000; 2) modify the fine ranges for Class A, B, and C violations; and 3) modify the Class A violation to pertain to unlicensed individuals in violation of the Act.

For this reporting period, citations averaged 22 per year. This disparity can be attributed to the high volume of cases being resolved during CPEI efforts (to reduce pending caseload, case aging, etc.) and the decrease in the total complaints received since the previous reporting period. Of the citations issued, all included a fine assessment, averaging \$2,500 per citation.

39. How is cite and fine used? What types of violations are the basis for citation and fine?

The citation program provides the Board with an expedient method of addressing violations involving unlicensed activity, repeated advertising violations, and the less serious practice or technical violations that have not resulted in substantial financial or physical harm. All professional practice complaints and some unlicensed complaints recommended for citation are reviewed by a Board architect consultant. Administrative fines range from \$250 to \$5,000 per violation, depending on prior violations; the gravity of the violation; the harm, if any, to the complainant, client or public; and other mitigating evidence.

The Board has used the citation program most frequently to cite individuals who have violated the following:

BPC Sections:

- 5536 (a) and (b) - Practice Without License or Holding Self Out as Architect
- 5536.1 - Signature and Stamp on Plans and Documents; Unauthorized Practice
- 5536.22 - Written Contract
- 5558 - Mailing Address and Name and Address of Entity Through Which License Holder Provides Architectural Services: Filing Requirements
- 5584 - Negligence or Misconduct
- 5585 - Incompetency or Recklessness

CCR Section:

- 104 - Filing of Addresses

Licensees who fail to pay the assessed fines have a “hold” placed on their license record that prevents renewal of the license until the fine is paid.

40. How many informal office conferences, Disciplinary Review Committees reviews and/or Administrative Procedure Act appeals of a citation or fine in the last 4 fiscal years?

There have been 26 informal conferences and 5 administrative hearings.

41. What are the 5 most common violations for which citations are issued?

BPC Sections:

- 5536 (a) and (b) - Practice Without License or Holding Self Out as Architect
- 5536.1 - Signature and Stamp on Plans and Documents; Unauthorized Practice
- 5536.22 - Written Contract
- 5558 - Mailing Address and Name and Address of Entity Through Which License Holder Provides Architectural Services: Filing Requirements
- 5584 - Negligence or Misconduct

42. What is average fine pre- and post-appeal?

The average pre-appeal fine is \$2,500 and the average post-appeal fine is \$1,775.

43. Describe the board’s use of Franchise Tax Board intercepts to collect outstanding fines.

The Board uses the FTB Intercept Program to collect unpaid administrative fines from unlicensed individuals and recover on dishonored checks. The majority of the Board’s outstanding, unpaid fines are against unlicensed individuals, and Intercept provides an additional tool to seek those penalties. Thus far, the success in collecting via this program has not been significant, as the potential sources of recovery are Lottery proceeds and tax refunds. It is quite possible that unscrupulous operators who engage in unlicensed practice do not even pay taxes, although they may play the Lottery. (See Section 11, New Issues, for additional information)

Cost Recovery and Restitution

44. Describe the board’s efforts to obtain cost recovery. Discuss any changes from the last review.

The Board seeks cost recovery in all disciplinary cases (i.e., accusations, statements of issues, and petitions to revoke probation). Cost recovery is always a term in stipulated settlements. In cases where the respondent is placed on probation, cost recovery generally proceeds in compliance with established payment schedules. However, for those cases calling for revocation or a significant suspension period, costs are often difficult to collect. In these cases, respondents have fewer financial resources due to the suspension of their practice, or in the case of revocation, have no incentive to pay.

45. How many and how much is ordered by the board for revocations, surrenders and probationers? How much do you believe is uncollectable? Explain.

The amount of cost recovery ordered is dependent upon the amount of time spent on the investigation, including the classification of the investigator.

The Board has had four revocations, one surrender, and six probationers during the reporting period as follows:

Revocations: 4	default decisions, Board did not order cost recovery
Surrender: 1	\$24,028 (must be paid prior to issuance of a new or reinstated license)
Probationers: 6	\$39,695 (all are collectable and payments are being made)

46. Are there cases for which the board does not seek cost recovery? Why?

No.

47. Describe the board’s use of Franchise Tax Board intercepts to collect cost recovery.

The Board is utilizing FTB to collect cost recovery. (See Section 11, New Issues, for additional information)

48. Describe the board’s efforts to obtain restitution for individual consumers, any formal or informal board restitution policy, and the types of restitution that the board attempts to collect, i.e., monetary, services, etc. Describe the situation in which the board may seek restitution from the licensee to a harmed consumer.

The Board has no authority to order restitution outside of a stipulated agreement or an administrative law judge’s proposed decision. Since the last review, there was one stipulated agreement that required a licensee to pay \$18,500 in restitution to the client and one Proposed Decision Order that required a licensee to pay \$2,167 in restitution to the client. Additionally, through the Board’s complaint handling process, the Board may recommend that a licensee refund a client’s monies or make an adjustment to satisfactorily resolve a complaint involving services provided and fees paid. The Board has no jurisdiction over fee disputes.

Table 11. Cost Recovery				
	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
Total Enforcement Expenditures	\$1,047,626	\$1,156,188	\$1,116,259	\$1,006,042
Potential Cases for Recovery *	5	3	1	0
Cases Recovery Ordered	4	1	1	0
Amount of Cost Recovery Ordered	\$40,931	\$3,350	\$2,125	0
Amount Collected	\$2,250	\$9,376	\$7,015	\$3,715
* “Potential Cases for Recovery” are those cases in which disciplinary action has been taken based on violation of the license practice act.				

Table 12. Restitution				
	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
Amount Ordered	\$18,500	\$226,775	\$2,167.10	0
Amount Collected	0	\$4,240	\$5,927	\$5,710

Section 6 – Public Information Policies

49. How does the board use the internet to keep the public informed of board activities? Does the board post board meeting materials online? When are they posted? How long do they remain on the board’s website? When are draft meeting minutes posted online? When does the board post final meeting minutes? How long do meeting minutes remain available online?

The Board continually updates its website to reflect upcoming Board and committee meetings and activities, changes in laws or regulations, licensing information, forms, publications, and other relevant information of interest to consumers, candidates, and licensees. Meeting notices are posted to the website ten days prior to a meeting, and the related meeting packet seven days prior. Board meeting minutes and committee summary reports are posted on the website once officially approved and remain for 100 years, in accordance with the Board’s retention schedule. Other meeting related documents, such as meeting packets, remain on the website for 50 years, also in accordance with the Board’s retention schedule. The website also provides

links to important collateral organizations, California accredited architecture schools, and other government agencies. The Board continually seeks input from users for items that may be included on the site and makes a specific effort to ensure that our site meets the needs of our constituents. Other tools used by the Board to communicate its messages include the e-subscriber list for e-news broadcasts, the Board's newsletter, and social media, specifically Twitter.

50. Does the board webcast its meetings? What is the board's plan to webcast future board and committee meetings? How long do webcast meetings remain available online?

The Board has used webcasting. There was a period of time when the remote service was unavailable. The Board is reinstituting the use of webcasting for future Board meetings. Meetings of the Board are held at a variety of locations throughout the state in order to increase public participation. Varying technical capabilities of the meeting sites (schools of architecture) can affect the ability to webcast.

51. Does the board establish an annual meeting calendar, and post it on the board's web site?

Yes. The Board establishes a meeting calendar at its December meeting and posts it on the website afterwards. Meetings of committees are also posted to the calendar when the dates are determined by the respective committee Chair.

52. Is the board's complaint disclosure policy consistent with DCA's *Recommended Minimum Standards for Consumer Complaint Disclosure*? Does the board post accusations and disciplinary actions consistent with DCA's *Web Site Posting of Accusations and Disciplinary Actions (May 21, 2010)*?

The Board's complaint disclosure policy is consistent with DCA's Recommended Minimum Standards for Consumer Complaint Disclosure. Accusations and disciplinary actions are posted on the Board's website and summarized in its newsletter.

53. What information does the board provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?

California Code of Regulations section 137 requires the Board to maintain a public information system to provide members of the public with information regarding complaints and disciplinary or enforcement actions against licensed architects and unlicensed persons subject to the Board's jurisdiction.

Information subject to the public information system is disclosed to the public upon request by telephone, in person, or in writing (including fax or email). The information is made available by the Board in writing or by telephone. Requests for information are responded to within ten days.

The following information is disclosed regarding license status of past and current licensees:

1. Name of the licensee, as it appears on the Board's records;
2. License number;
3. Address of record;
4. License issue date;
5. License expiration date; and
6. License status and history.

The Board also discloses the total number of enforcement and disciplinary actions, as well as brief summaries. It provides the current status of pending complaints (that comply with the criteria for disclosure pursuant to CCR 137), accusations, statements of issues, and citations filed by the Board.

54. What methods are used by the board to provide consumer outreach and education?

The Board provides outreach and education to consumers through a variety of means to ensure effective dissemination of information.

The Board has specific publications targeting consumers. The Board published a revised edition of a *Consumer's Guide to Hiring an Architect* in 2012. The Guide is designed to help consumers understand the sometimes complex and technical nature of architectural services. It provides information on: 1) types of projects that require a licensed architect; 2) how to find and select an architect; 3) written contract requirements and recommendations; 4) how to manage the budgeting and construction of a project; and 5) what to do if a problem occurs with the project. The Board also published a new consumer information piece: *Consumer Tips for Design Projects*. This information is a concise document that summarizes the basic steps that consumers can take to help keep their projects on track. A key means of distributing both of these publications is making them available in city and county building departments. This enables consumers who are researching permit requirements for their projects to have timely information on architects and managing a project.

The Board's newsletter, *California Architects*, is also a valuable source of information. The Board has augmented its efforts by establishing a Twitter account to share concise information on key Board issues. In addition, the Board's website continues to be a primary focus of our efforts, providing the public, licensees, and candidates with a wide range of information. The website provides the above parties with access to enforcement actions, a license verification tool, past newsletters, as well as a comprehensive list of downloadable applications, forms, publications, and instructional materials.

Perhaps the most valuable tool for consumers is the ability to contact the Board's Architect Consultants to provide advice on their projects and resolve issues. The Architect Consultants have decades of practice experience and are Architects Practice Act and project management experts. Consumers who use this service find the information invaluable and crucial to avoiding problems with their projects.

The Board will continue to evaluate these consumer education methodologies and work to identify other effective means to provide information.

Section 7 – Online Practice Issues

55. Discuss the prevalence of online practice and whether there are issues with unlicensed activity. How does the board regulate online practice? Does the board have any plans to regulate internet business practices or believe there is a need to do so?

The explosion of technology in the architectural profession continues to have a tremendous impact on practice. While technology has certainly provided efficiencies in practice, it also can have an impact on quality control.

In order to remain efficient and competitive, architects can out-source the production of their instruments of service to on-line “plan production mills.” Such arrangements can stretch the limit of an operational definition of the architect’s “responsible control” over the work produced. As long as Business and Professions Code (BPC) 5536.1 continues to require the architect’s stamp and signature “...as evidence of the person’s responsibility for those documents...”, the Board has an enforceable consumer protection provision. At this point, the use of such plans has not resulted in an increase in complaints, but the Board will continue to track the issue closely.

Another important consumer protection tool in this area is the written contract requirement. BPC 5536.22 requires architects “...to use a written contract when contracting to provide professional services to a client...” The statute further states that this requirement does not apply when the professional services rendered by an architect will not be compensated. If architects who propose to “practice without presence” intend to be compensated, they must find a way to comply with the statute. If they do not intend to be compensated, the architect should be very clear about that in their offering. An architect’s license can be subject to discipline under the provisions of the Architects Practice Act by providing advice in this setting whether or not compensation is actually requested or received.

An obvious issue with the increased use of technology in architecture is privacy. Privacy and/or security of information or documents are generally not issues within the jurisdiction of the Board. The control of electronic documents, especially those that are electronically “stamped and signed,” is an issue the profession addresses in various ways. Theft of work product, however, is addressed under the fraudulent practice sections of the Act. The Board is also very concerned about targeted marketing within the state if persons not licensed to practice in California are marketing themselves and their services in California. The applicable business name restrictions and the provisions against misrepresentation and unlicensed practice found in BPC 5536.1 will be applied in such cases.

The Board has not identified Internet business practices as a key or focus area for enforcement. To date, there have been no consumer complaints specifically related to Internet business practice. There have been some complaints related to Internet advertising of architectural services by persons who are not California licensees. The Board expects this to be an ongoing issue since there are no governmental or geographic boundaries on the Internet. The recent revisions to the business name requirements of the Act provide sufficient regulatory control over this aspect of Internet practice. Another approach to the problem this situation creates is increased consumer education on the license requirements in California when selecting an architect on the Internet.

Section 8 – Workforce Development and Job Creation

56. What actions has the board taken in terms of workforce development?

The Board has amended regulations and implemented process efficiencies to reduce the length of time for eligibility evaluation. Additionally, the Board maintains a career website (architect.ca.gov) which contains easy to understand information about licensing requirements, history of the profession, career possibilities, and other related issues. Staff provides presentations regarding licensure at the accredited schools of architecture and local American Institute of Architects (AIA) chapters. The Board strives to remove hindrances to licensure, such as repealing the requirement for candidates to complete the Comprehensive Intern Development Program and allowing candidates to take the Architect Registration Examination (ARE) prior to completion of the National Council of Architectural Registration Boards’ (NCARB) Intern

Development Program (IDP). NCARB has also taken measures to remove hindrances, such as permitting candidates to begin IDP upon graduation from high school. The Board is also exploring new alternate pathways to licensure, such as “licensure upon graduation.”

57. Describe any assessment the board has conducted on the impact of licensing delays.

No formal studies have been conducted. However, Board management has been very proactive in directing the workload of staff to avoid or reduce delays in processing applications and mitigating any impact to the workforce. In addition, converting the California Supplemental Examination (CSE) to computer-based testing (CBT) format greatly expedites licensure, as does releasing scores on-site.

58. Describe the board’s efforts to work with schools to inform potential licensees of the licensing requirements and licensing process.

The Board has been concerned about the shortage of architects that consumers encounter during robust economic times. Such a scenario can encourage consumers to utilize unqualified practitioners to the detriment of the public health, safety, and welfare. To help address this issue, the Board maintains a career website. Architect.ca.gov contains easy to understand information about licensing requirements, history of the profession, career possibilities, and other related issues. At the commencement of the school year, the Board, through the chairs and deans at the architectural colleges, sends a letter welcoming students back and suggesting that they visit architect.ca.gov to make sure they are on track for licensure. A similar related letter is disseminated at the end of the school year. This effort is supplemented with presentations at the campuses. The Board believes that these efforts pay dividends by helping students become licensed more efficiently, which will save candidates time and money and preserve the Board's scarce resources.

59. Provide any workforce development data collected by the board, such as:

a. Workforce shortages

No data is available. However, it should be noted there is anecdotal information to suggest that when the economy is strong firms experience difficulty in hiring new architects.

b. Successful training programs.

No data is available.

**Section 9 –
Current Issues**

60. What is the status of the board’s implementation of the Uniform Standards for Substance Abusing Licensees?

N/A

61. What is the status of the board’s implementation of the Consumer Protection Enforcement Initiative (CPEI) regulations?

CPEI was launched in an effort to overhaul the enforcement processes of DCA healing arts boards and bureaus. However, the Board strives to achieve the performance measures outlined in CPEI, such as the

goal to complete all investigations within an average of 270 days. In addition, the Board continues to report to DCA on a quarterly basis the success in meeting the applicable enforcement goals of CPEI.

62. Describe how the board is participating in development of BreEZe and any other secondary IT issues affecting the board.

While the Board is not scheduled for full active participation with the BreEZe staff and vendor until the third development cycle has begun (late 2015), it understands the importance of its investment in BreEZe. To that end, the Board has assigned staff knowledgeable about the specific business needs and processes respective to their particular area of expertise to the project. The assigned staff has attended working sessions to create requirements for the licensing and enforcement aspects with BreEZe project staff. Staff is currently reviewing and analyzing the candidate and licensing data in the current DCA legacy systems to determine what information will be transitioned to BreEZe when the Board enters the active development phase.

Section 10 – Board Action and Response to Prior Sunset Issues

Include the following:

1. Background information concerning the issue as it pertains to the board.
2. Short discussion of recommendations made by the Committees/Joint Committee during prior sunset review.
3. What action the board took in response to the recommendation or findings made under prior sunset review.
4. Any recommendations the board has for dealing with the issue, if appropriate.

CAB ISSUE #1: (IS THE CURRENT FEE STRUCTURE APPROPRIATE FOR THE BOARD TO EFFECTIVELY REGULATE THE PROFESSION?)

The Board's reserve fund has been steadily decreasing and is projected to be more than \$1.4 million in debt by 2012-13 and it is not clear whether the Board will be financially stable.

Committee Staff Recommendation: *The Board should amend its license renewal fee collection process so that renewals occur in a manner similar to LATC, creating a steadier and more predictable fund level from year to year. Renewal and associated fees should be ongoing, rather than performed in stated years to better utilize staff resources while balancing revenue with expenditures.*

Board Response (2011):

The Board believes that the concern that drew attention to the renewal issue was the fund condition reports in our September 2010 Sunset Review Report. Since that time, the renewal fee has been adjusted as noted below. The Board's fund condition now demonstrates the Board's solvency with a 5.1 month projected reserve in 2012-13, trending downward to .9 months in 2017-18. These balances are generally within the three to six month range that has been specified by Department of Consumer Affairs (DCA) and the Department of Finance. It should be noted that the biennial renewal cycle has provided sufficient predictability to maintain the same fee level for over 20 years.

The Board identified the inadequacy of its fund condition in 2008. Accordingly, the Board sponsored AB 1145 (Price) in 2009 to increase the statutory authority for the Board's license and renewal fees from \$200 to \$400. At its December 2009 meeting, the Board voted to increase the fee amount specified in its regulations. Ultimately, the Board voted to increase its renewal and license fees from \$200 to \$300. The fees had been at \$200 since 1989.

The vast majority of the Board's license renewals are processed by DCA's automated cashiering system (approximately 90%). As such, any potential efficiencies from revision of the renewal cycle would be de minimis. Such efficiencies would simply permit staff to process other types of applications (examination eligibility, California Supplemental Examination, delinquent license, duplicate license, retired license, etc.) at a slightly faster rate. In addition, the Board's continuing education requirement is tied to the renewal cycle. That means that any change in the renewal cycle would require costly programming changes. In addition, the Board has already developed the business model and executed its agreements with DCA for the new business management system, BreEZe. (The Board's launch of BreEZe is scheduled for 2014.) Any new changes to the Board's BreEZe parameters will also have a workload and cost impact. Accordingly, it does not appear that changing the renewal cycle at this time would provide a benefit sufficient to warrant the change.

2014 Board Response:

As noted in 2011, the Board sponsored AB 1145 (Price) in 2009 to increase its statutory renewal and original license fee maximum from \$200 to \$400. Subsequently, the Board amended its regulation (CCR 144) in 2010, increasing these fees from \$200 to \$300 beginning January 1, 2011. These actions were taken in order to enable the Board to keep its fund condition solvent for multiple years and to maintain a balance within the Department of Finance's recommended three to six month reserve range.

Subsequently (and as noted in other portions of this report), the Board transitioned its California Supplemental Examination (CSE) from an oral format to a computer-based format beginning February 2011. As a result of this transition, the Board has experienced savings due to reduced costs for the new examination. As such, the Board proactively consulted with DCA's Budget Office to determine an appropriate course of action based on projected ongoing savings. In 2012, the Budget Office suggested that the Board pursue a "negative budget change proposal" (BCP) in order to reduce the level of expenditure authority for examinations. Since then, the Board has continued to monitor and analyze the actual annual savings, confirming the need for a negative BCP. In September 2013, the Board voted to proceed with pursuing a negative BCP to reduce the Board's expenditure authority by \$400,000 for FY 2015/16 and ongoing; approval is currently pending.

The Board believes that its actions demonstrate its continued fiscal responsibility and its commitment to ensuring that fees are set appropriately and that an adequate fund condition is maintained. Additionally, and as stated in 2011, the Board maintains that its biennial renewal cycle provides sufficient predictability and as such, does not see a need to modify the renewal cycle. Also still relevant is the fact that the Board will be transitioning to the new DCA integrated, enterprise-wide enforcement and licensing system called BreEZe in 2015. A modification to the Board's renewal cycle would unnecessarily require costly programming and Board/DCA resources.

CAB ISSUE #2: (DOES CAB DEDICATE ENOUGH RESOURCES TO ENFORCEMENT?)

In 2004, the Joint Committee noted that the Board spent only 34% of its budget on its enforcement program and recommended that the Board spend more on enforcement to bring it more in line with other boards, which typically spend more than 60% on enforcement. The Board reported to the Committee this year that it still spends 34% of its budget on enforcement.

Committee Staff Recommendation: CAB should describe to the Committee any delays in enforcement and explain challenges its enforcement program faces.

Board Response (2011):

State government resources are heavily restricted due to the unprecedented budget deficit. The reality for DCA boards is that we are being challenged to do more with less. Nevertheless, the Board developed its Enforcement Improvement Plan as part of DCA's Consumer Protection Enforcement Initiative. Some of its efficiencies include reducing the number of "requests for evidence" letters from three to two and requiring analysts (rather than architect consultants) to complete the chronology of cases in investigative files. Staff is exploring other efficiencies, such as processing final requests for evidence simultaneously with initial requests.

The Board does not wish to point to delays that are out of its control (Attorney General's Office, Division of Investigation, and Office of Administrative Hearings [OAH]). The reality is that to meet a 12-18 month goal, as directed by DCA, each of the components involved in the process, including the Board, can only encumber a reasonable portion of those 12-18 months. Presently, OAH indicates that the soonest possible hearing dates are six months out; in addition, the Board's disciplinary cases for the last two years have spent an average of 16 months with the Attorney General, for a total of 22 months out of the control of the Board. This is not a complaint or an excuse: it is simply a reality. The Board understands that each of those entities is focusing on efficiency, performance, and accountability, as is the Board. While the Board's caseload is at the lowest point in over five years and our case aging is generally within DCA's 12-18 month range, the Board is seeking to continually improve.

One of our main challenges can be in locating unlicensed individuals against whom we have complaints. If the only point of contact a consumer has had with the individual is on-line, finding a current physical address through which to correspond can be nearly impossible. The Board hopes that seeking the statutory authority to provide social security numbers to collection agencies will assist in finding these individuals and in collecting penalties.

Another challenge can be the need for multiple requests for evidence from multiple parties. Subjects and witnesses need time to reply to such requests. The Board does have a provision in its Rules of Professional Conduct that requires architects to respond within 30 days to a request for investigation information from the Board.

Referring cases to experts can also create challenges, particularly if expert consultant contracts have been suspended, consultants are not permitted to work due to budget impasses, or the contract renewal process has been delayed. In addition, a recent mandate from control agencies forced the Board to cut these contracts by 15%, thereby further reducing our workload capacity in the face of competing mandates to reduce case aging. Similarly, policy initiatives or responding to other non-casework mandates diverts the architect consultants and staff away from closing cases. Stronger case management is helping the Board to partially overcome these obstacles.

It should be noted that by “triaging” cases the Board best protects the public, but case aging can be impacted. For example, if the Board receives a significant case involving negligence regarding structural calculations on a school, clearly that case will take priority over the simple written contract and advertising cases. As such, the simple cases will age while the more serious case commands significant resources due to its criticality. In addition, while the Board generally tries to devote one third of its resources to newer cases, and two-thirds on older cases, addressing the most serious cases is always the overarching concern. Finally, the Board attempts to balance the realities of due process, thorough investigations, and fairness to both the consumer and the subject. These factors take time and are the price of quality enforcement. While the Board is focused on case aging, the Board also wishes to be efficient and pursue solid cases that have been thoroughly investigated so we do not waste resources by pursuing cases that are not ready for action. This is a delicate balance, but an important one.

For 2011-12, it is anticipated that the Board’s percentage of enforcement expenditures will be 37%. The percentage spent on enforcement is higher than other related boards.

Board for Geologists and Geophysicists:	33%
Landscape Architects Technical Committee:	30%
Board of Professional Engineers, Land Surveyors, and Geologists:	23%

An important consideration is that many boards that spend a higher percentage on enforcement do not have a California examination. For example, there is one non-healing arts board that spends about 50% of its budget on enforcement, but it does not have a California examination to fund, thus their enforcement expenditures appear to be greater in proportion to the total budget in comparison to other programs that do have a state exam. The Board’s enforcement expenditures would be approximately 58% under a “no state examination” model.

In evaluating a board’s enforcement program, it is also important to reflect on the nature of the profession being regulated. The nature of design and construction involves a multi-layered team of parties that bring a project to fruition. Architects collaborate with many others, such as engineers, landscape architects, contractors, construction managers, interior designers, a variety of consultants, and other architects. These parties provide additional quality control that minimizes potential problems. In addition, architects’ plans must be approved by local building officials and other regulatory agencies. Thus, there are a variety of parties who can help identify problems earlier in the process so that cases that come to the Board typically do not deal with death, theft, or serious negligence.

The Board’s enforcement efforts emphasize preventative strategies, rather than relying solely on remedial actions. The Board puts a great deal of enforcement effort into prevention and early intervention through its consumer and licensee education efforts. By counseling consumers and working with the profession to educate licensees, the consumer and the architect are better prepared to complete projects and avoid problems that can become expensive and/or dangerous. In addition, the Board relies heavily on its strong relationship with city and county building officials. The Building Official Contact Program allows the Board to collaborate with local enforcement officials on common consumer issues, professional practice issues, and education. These types of preventative enforcement are much more cost effective than waiting until negligence or misconduct has occurred. Protecting consumers by having a quality examination that ensures that incompetent individuals are not licensed and practicing architecture is also a critical preventative measure.

Other boards have unique enforcement scenarios that dramatically increase enforcement expenditures. For example, in the case of the Board, architects normally do not have access to controlled substances, do not have intimate one-on-one relationships with patients, and do not have access to large sums of clients’ cash, whereas healing arts boards in particular must take action against a wide range of violations that other boards simply do not encounter.

The Board is committed to ensuring that it has adequate resources to manage its enforcement program. Since the last Sunset Review, the Board has added one and one-half positions to its Enforcement Unit and attempted to further bolster its resources. In addition, more cases are being referred to the Attorney General's Office for disciplinary action, and the Board makes greater use of its liaison in the Attorney General's Office to better coordinate its disciplinary cases and streamline efforts to bring cases to conclusion. The Board will continue to measure its enforcement effectiveness, trends in practice, and new opportunities to determine resource needs.

2014 Board Response:

The enforcement program is performing effectively and consistently meeting and exceeding CPEI standards. The Board is pleased to have a proactive enforcement program that has achieved impressive improvements. Since the last Sunset Review reporting period, the Board has improved its case aging by 46%. Additionally, in January 2010, the Board had 205 cases pending, while in January 2014, it had 110 cases pending.

Despite the Board's significant improvements, there is more that can be done to serve consumers. One challenge is locating unlicensed individuals against whom the Board has complaints. Unlicensed individuals often do not have office addresses, frequently move, and do not advertise with typical contact information. Difficulty in finding unlicensed subjects has a negative impact on the Board's case aging. The Board has requested the Division of Investigation's (DOI) assistance and has achieved some success so far.

Another challenge is the fact that other entities have a significant impact on case aging. DOI, the Attorney General's Office, and the Office of Administrative Hearings all impact the time required to resolve a case. While DOI has made improvements over the last five years, as has the Attorney General's Office, Office of Administrative Hearings (OAH) is currently scheduling hearings as far as one year out.

One of the biggest problems is that unlicensed individuals often do not pay their citation penalties (see Section 11, New Issues, for additional information). This is probably due to the fact that they do not have a license that is in jeopardy. Currently, the Board does not have an effective mechanism to take additional action against these individuals. The Board has found, however, that unlicensed individuals sometimes hold a license issued by another DCA board. The Board is interested in collaborating with other related boards to develop recommendations for a program wherein an unpaid citation from one board could preclude renewing a license held from another board.

The Board is constantly striving to improve its enforcement efforts. Pursuant to the Legislature's recommendation, the Board has enhanced its enforcement resources. The Board now has a manager position to oversee the Enforcement Unit, which will greatly assist with performance review, strategy, policy development, and consumer education. In addition, the Board expends a greater portion of its budget on enforcement. The Board now spends 40%, whereas in the last reporting period the Board was at 34%. Other design-related boards spent 27% in the last review period.

The Board will continue to collaborate with the Department, other boards, the National Council of Architectural Registration Boards (NCARB), etc. to develop new and innovative ways to protect consumers.

CAB ISSUE #3: (BOARD'S ROLE OVERSEEING ARCHITECTS WORKING IN NON-TRADITIONAL PRACTICE AREAS)

The Board states that it recognizes the need to closely track the trend of architects in non-traditional practice areas and assess the potential impact on consumers.

Committee Staff Recommendation: *CAB should continue to track changes in the profession and provide input to this Committee as needed about necessary updates in statute and scope of practice definitions as they arise. CAB should only regulate the work of registered architects in non-traditional, non-practice-related areas in the limited instances where the work crosses over into practice-related service until specific licensure guidelines for those classifications are established. CAB should only regulate activities within the current scope of its jurisdiction.*

Board Response (2011):

The Board concurs with this recommendation.

2014 Board Response:

The Board continues to concur with this recommendation. The Board's enforcement program has not observed consumer issues relative to "non-traditional, non-practice-related areas." The Practice Act's definition of architecture specifies that practice involves professional services "in planning of sites, and the design, in whole or in part, of buildings, or groups of buildings and structures." This language is focused, and appropriately limited to the built environment. The Board will continue to monitor this issue and report to the Legislature on any future concerns that may need to be addressed.

CAB ISSUE #4: (SHOULD THE BOARD BE GRANTED PERMANENT STATUTORY AUTHORITY TO IMPLEMENT ITS INTERN DEVELOPMENT PROGRAM (IDP)?)

The Board's authority to implement an intern development expires on July 1, 2012. The program is successful and the Board continues to make enhancements to the work experience requirement that benefits licensees and the consumer.

Committee Staff Recommendation: *The program is working well and the Board's efforts to shape its future have been successful, and are continuing. The Board should have permanent authority to implement an intern development program and as such, the July 1, 2012 sunset date on this authority should be repealed.*

Board Response (2011):

The Board concurs with this recommendation.

2014 Board Response:

The Board continues to concur with this recommendation. The Board's internship requirement is now comprised solely of NCARB's Intern Development Program (IDP). IDP is a national structured internship program wherein interns gain experience in specified practice areas for designated amounts of time – a total of 5,600 hours in 17 distinct experience areas. IDP is required by all 50 states.

In 2012, the Board streamlined the internship process by repealing the Comprehensive Intern Development Program (CIDP), which was the Board's evidence-based overlay that worked in conjunction with NCARB's IDP. This was done because of the many improvements to IDP over the last ten years. Some of those improvements include:

- 1) Modifying the eligibility point so interns can begin the IDP process as soon as they complete high school.
- 2) Revising the “duration” standard so it is more flexible and allows interns to count more of their experience toward IDP.
- 3) Broadening opportunities to earn credit through academic internships and other experience alternatives (i.e., the Emerging Professional’s Companion, professional certificates, advanced degrees, CE, design competitions, site visits, etc.).
- 4) Establishing a “six-month” rule to foster frequent and regular reporting of experience and improve accuracy.
- 5) Transitioning to an electronic (rather than paper-and-pencil) records system.

NCARB is also initiating another valuable improvement. This proposal will permit interns to earn credit for experience beyond the “six-month” rule. This means that interns can receive credit for experience that is as much as five years old at a rate of 50%. This is important because interns will then be able to accrue more credit for prior experience and complete the program more efficiently. This proposal addresses the core thrust of the Board’s Broadly Experienced Design Professional (BEDP) proposal. BEDP was designed to recognize significant experience in the profession and create a new pathway into the profession. The Board is pleased with NCARB’s work to open such a pathway. These positive changes underscore the value and criticality of the Board’s participation at the national level in influencing national standards and proposals.

It should also be noted that CIDP was a catalyst for change in the national program. IDP now contains a requirement that supervisors verify an intern’s competence by reviewing work product, which was the core component of CIDP, and moved the program into more of a qualitative assessment rather than simply a time-based measurement of experience.

The future iteration of IDP will be based upon empirical data from NCARB’s 2012 Practice Analysis of Architecture Survey. The 2012 document is NCARB’s most robust, scientific, and compelling analysis of the practice of architecture to date. Its primary purpose is to drive the development of the national examination, but it is also being used to shape the national accreditation standards, as well as the future generation of IDP. Relying on the Practice Analysis to shape IDP will ensure that interns gain experience and training in the areas of practice that are most important to protecting public health, safety, and welfare – and that such standards are based upon current practice.

The Board is supportive of the efforts to constantly improve this critical means of preparing interns to become licensed and practice architecture and will continue to monitor IDP’s evolution.

CAB ISSUE #5: (NEW FORMAT FOR CSE)

CSE was previously administered orally but will now be administered via computer centers.

Committee Staff Recommendation: *The Board should update the committee on the status of the new examination format.*

Board Response (2011):

The new computer-based, multiple-choice format for the California Supplemental Examination (CSE) launched in February of 2011.

The Board began the development process in early 2010 by approving an intra-agency contract agreement with the Department of Consumer Affairs' (DCA) Office of Professional Examination Services (OPES) for CSE development services. Examination development began that March with a series of Item Writing and Item Review Workshops in the spring and summer and concluded with Examination Construction and Passing Score Workshops in August.

As part of the transition, staff worked with the DCA Office of Information Services in order to carry out required computer programming modifications to the Applicant Tracking System. Additionally, a new CSE Handbook was developed in order to provide candidates with detailed information on: Internet/telephone scheduling procedures; California and out-of-state examination site locations; preparing for the CSE; examination site reporting procedures; taking the CSE by computer; format of the examination; the CSE Test Plan; examination development; etc. Detailed information regarding the new CSE has also been posted on the Board's Web site.

The new CSE continues to be based on the most recent CSE Test Plan (2007), which was derived from the Board's last Occupational Analysis (OA). Additionally, the new examination format consists of two individually timed sections (with a combined 3.5 hour time limit), approximately 100 multiple-choice items, and additional items for the purpose of pre-testing (nonscoreable items). The two sections of the examination are: 1) project scenario: which includes multiple-choice items that pertain to a hypothetical project (i.e., small- or moderate-scale, nonexempt project or a portion of a larger project) and project scenario documents (handouts); and 2) general: which includes general multiple-choice items that also pertain to the CSE Test Plan and applicable knowledge and ability statements.

The computer-based format is a tremendous convenience for candidates. There are 13 PSI examination site locations in California and 10 additional locations out of state. The exam is offered six days per week, 52 weeks per year, compared to the oral exam, which was offered six times per year.

During the initial examination launch, it is anticipated that examination results will be held for approximately 90 days from the launch date, until such time as a sufficient pool of candidates complete the examination. This timeframe will allow for required statistical analysis to be completed.

Continued examination development with OPES is currently underway and will be an annual and ongoing process in order to develop future forms of the examination. The Board will continue to monitor the implementation of the new format to identify opportunities for improvement. In addition, the Board is closely monitoring the National Council of Architectural Registration Boards' (NCARB) (OA) process, as the next Board OA will build from NCARB's and is tentatively scheduled to commence in 2013. It is hoped that part of the Board's OA can include focus groups that might provide useful information for other programmatic needs, such as enforcement, consumer outreach, internship, education, etc.

2014 Board Response:

The computer-based multiple-choice format for the CSE has generally performed well since it was first launched more than three years ago on February 2, 2011. As with any new examination, the performance of initial forms of the CSE was not always consistent, and two exam forms were

decommissioned to provide supplemental quality control. The transition to a computer-based format has made the CSE more accessible and has proven to be tremendously convenient to candidates in the following ways: testing availability (six days a week – approximately 300 times per year); number of available testing locations (now 17 in-state and 22 out-of-state); and (as of June 1, 2012) immediate release of test results at the conclusion of the exam.

The CSE continues to be based on the CSE Test Plan derived from the Board's 2007 OA. NCARB completed its practice analysis in 2012, and the Board is using the data received for informing the 2014 CSE OA. The Board's involvement in NCARB efforts, like the practice analysis, helps ensure that NCARB projects, programs, and policies reflect California's needs. As noted previously, the Board was able to include stakeholder focus group meetings (involving general building contractors, engineers, land surveyors, landscape architects, and building officials) as part of its 2014 OA; these sessions provided additional information with regard to the job tasks and knowledge required of architects and can provide useful information for other programmatic needs. In addition, the Board will also be completing a review of the national examination (ARE) and its test specification along with a linkage study to determine the appropriate content for ongoing CSE development. Examination development is conducted on a continuous basis with new examination forms routinely being released. It should also be noted that because of the lower costs for administration with the computer-based format, the Board is pursuing a negative BCP (as indicated in Section 3, Question 13).

CAB ISSUE #6: (DISPARITY IN CALIFORNIA APPLICANTS' PASSAGE RATES ON THE ARCHITECT REGISTRATION EXAM (ARE))

California's pass rates for ARE have been consistently lower than the national average, sometimes significantly lower.

Committee Staff Recommendation: *The Board should explain to the committee what factors it sees leading to the lower passage rates for California test takers, and what can be done to improve the passage rates of California candidates.*

Board Response (2011):

California's eligibility standards are more flexible than most other states (this is the case for both the Board and LATC). While all candidates must complete a total of eight years of education and experience, there are multiple pathways to examination eligibility and licensure. As such, for some examination divisions in particular years there may be a difference between California's scores in comparison to the nation. Key factors as to the Board's eligibility standards include:

- ◆ Degree Requirement - Most other states require an accredited degree, while California has a variety of pathways to eligibility, including, but not limited to, experience equivalents only (no degree); associate degrees; and unaccredited baccalaureate and master's degrees.
- ◆ Internship Requirement - Most other states have required the national Intern Development Program for many years, while California has only required it since 2005. California candidates who have completed the program are just beginning to complete the examination process. As more candidates complete IDP and then take their examinations, we may see changes to the pass rates.

- ◆ Examination Eligibility Date - California has permitted candidates to take the exam after attaining five years of education/equivalents; other states preclude testing until completion of the education component, as well as the three-year internship requirement.

California's size and diversity may also play a role in examination scores. Some of the smaller states have only one accredited school of architecture. As such, it is relatively simple for the profession to mentor the small pool of graduates each year, place them in the large firms for internship, connect them with examination resources, and encourage them to become licensed. California has 10 accredited schools of architecture, plus over 25 community college programs, and a number of unaccredited baccalaureate programs. As such, our candidate population is massive and diverse, which presents a greater challenge in attracting individuals into the profession.

It should also be noted that the Western Region (12 states/territories) as a whole scores lower than the other six regions. California candidates perform at a rate that is very close to the average for the region. California is only 4% off the pace set by all registration boards in the Western Region and that percentage is unlikely to be statistically significant given the wide range of variables. In addition, the pass rates for states' ARE divisions can be influenced by a variety of factors, but clearly sample size is one of the most influential variables. For example, if a state has one candidate take and pass the division, the state's pass rate is 100%. California candidates do perform better than other states in some instances. On the 2010 Schematic Design division, for example, California candidates performed better or equal to 17 other states. Further, other large states with multiple pathways to eligibility and examination tend to score lower than the rest of the nation.

In addition, the new generation of the examination is still relatively new. While NCARB's psychometricians anticipated that scores would drop with the launch of the new examination, it could be possible that candidates will perform differently on ARE 4.0. At this time, the potential outcome of this change is unknown.

2014 Board Response:

The Board believes the response above is still appropriate for explaining the difference between California candidates and the rest of the nation relative to performance on the national examination. It should be noted that recent data analysis shows California candidate performance has noticeably improved since the last Sunset Review Report.

CAB ISSUE #7: (CONTINUING EDUCATION)

Architects are now required to complete five hours of mandatory continuing education courses on disabled access requirements as a condition of license renewal. CAB cites continuing education as one reason for the need for a fee increase yet seems to be interested in establishing comprehensive continuing education requirements.

Committee Staff Recommendation: *The Board should explain its contradictory statements and public positions on the issue of comprehensive continuing education for architects. The Board itself initiated a review of the profession, found no empirical data to support comprehensive continuing education, states in its current Strategic Plan a lack of need for comprehensive continuing education, yet supported recent legislation to create comprehensive continuing education. The Board also cites the negative impact that even a limited continuing education requirement, as outlined in SB 1608, has on staff and budget resources.*

Board Response (2011):

The Board members who initially considered architect proficiency did so over 10 years ago based upon a study that commenced 14 years ago. Since that time, a number of critical variables have changed. Over 46 states now require continuing education (CE) for architects. The Board itself now has a CE requirement via SB 1608 [Chapter 549, Statutes of 2008].

The Board did indeed suggest a comprehensive CE requirement on health, safety, and welfare (HSW) content as part of the negotiations on SB 1608. The Board took this position due to a concern that it could be subjected to multiple, single subject mandates from various interest groups and that such a piecemeal approach would not effectively protect the public. For example, the public would not be served if a product manufacturer were able to sponsor legislation to require that architects receive mandatory training regarding their product.

The Board also took a similar position during discussions on AB 623 (Emmerson) in 2009. The basis for the Board's interest in an HSW CE requirement is that the complexity of the practice of architecture has been increasing exponentially. New technologies, construction methods and materials, project delivery systems, regulations, and codes add to the dynamic context in which architects practice. Seismic issues, energy conservation, sustainability, disabled access, fire prevention, security, etc. are all critical and rapidly evolving issues that architects must be well prepared to address if they are to adequately protect the public.

At the national level, National Council of Architectural Registration Boards (NCARB) is analyzing the issue of varying requirements among jurisdictions and will be presenting recommendations, which are to culminate in 2012. The Board will examine this work to determine future actions.

It should also be noted that in California, building inspectors, real estate agents, insurance agents, security guards, and pest control operators are required to complete CE. So the individuals who inspect, sell, insure, guard, and eradicate the pests from buildings complete CE, but the professionals who actually design them do not. This seems contrary to the Board's statutory mandate to protect the public.

2014 Board Response:

The Board believes that the response above is still applicable. The reference in the Strategic Plan is relative to a study that commenced 16 years ago that is noted because it was a major effort of the Board. Since that study, many things have changed in the practice of architecture, as well as the Board's environment. First, the Board itself now has a CE requirement via SB 1608 [Chapter 549, Statutes of 2008]. In addition, AB 1746 [Chapter 240, Statutes of 2010] converted the Board from a "submittal-based" verification system to an audit system. Under the initial CE law, all licensees were required to submit specified information concerning the CE they had completed. Board staff had to review and process over 21,000 sets of records, follow-up on incomplete submittals, etc. The audit-based system is significantly more efficient.

CE continues to be a key reciprocity issue and 46 jurisdictions currently have a CE requirement. At the national level, NCARB has been a leader in standardizing requirements to promote better mobility between states. In addition, NCARB's recent "CE Report - 2012 Practice Analysis of Architecture" offers an empirical basis for future CE discussions.

The American Institute of Architects, California Council (AIACC) did sponsor the 2009 legislation, which the Board supported, in an effort to build a comprehensive CE system based on HSW requirements rather than a piecemeal program only focusing on single topics from particular interest

groups. It is the Board's understanding that AIACC has no current plans to sponsor CE legislation. It should be noted, however, that the Board did develop a framework for a potential CE program due to the introduction of the 2009 legislation. This was done so that the potential implementation would be as efficient as possible. The Board does plan to review that model once again due to the changes at the national level and to identify issues that could be addressed in the current CE requirement to avoid reciprocity issues.

CAB ISSUE #8: (CONSUMER SATISFACTION WITH CAB IS LOW.)

A Consumer Satisfaction Survey performed by CAB over the past four years shows that, on average, only about 23% of consumers were satisfied with the overall service provided by the CAB during the complaint process.

Committee Staff Recommendation: *CAB should explain to the Committee why it believes consumer satisfaction regarding the service of CAB is still so low and what other efforts CAB could take to improve its general service to the consumer. Does CAB believe that mediation could be used in certain circumstances to help resolve complaints from the general public regarding architects?*

Board Response (2011):

The Board has taken a number of steps toward further improving consumer satisfaction. First and foremost, the Board has focused on reducing its case aging and caseload. Due to a concerted effort over the last two years, the Board's caseload is at the lowest point in over five years. Case aging continues to improve as well. For the first three quarterly DCA CPEI performance measure reports, the Board is within the goal specified for investigation and intake. A variety of other measures have or are being implemented:

- ◆ Board staff is developing a Microsoft Outlook-based complainant contact system to ensure that complainants are regularly updated as to the status of their complaint.
- ◆ Board staff has updated the "letter of acknowledgement" sent to complainants so consumers will have a better understanding of the enforcement process and remedies.
- ◆ Board staff has streamlined the evidence-gathering process by issuing two evidence requests to complainants and witnesses, rather than the former methodology of making three such requests. In addition, the first and second requests are prepared simultaneously to promote further efficiency.
- ◆ The Board is updating its *Consumer Guide* to provide current information to consumers to assist them in avoiding problems with their design project.
- ◆ The Board is developing a new "*Consumer Tips*" piece (currently under production within the DCA Publications Unit) that will be published in both Spanish and English, and shared via local building departments, consumer fairs, etc.
- ◆ The Board is reviewing DCA's recommendations regarding SB 1111 to identify opportunities to amend its regulations or statutes to take advantage of new enforcement tools (e.g., delegating authority to the Executive Officer to sign stipulated agreements on default decisions).
- ◆ Board staff has participated in DCA's Enforcement Academy.
- ◆ The Board is in the process of seeking exemptions to fill positions in its Enforcement Unit.

As part of its continual effort to improve its enforcement program, the Board respectfully requests that the Senate Business, Professions, and Economic Development Committee sponsor or support legislation as part of the Sunset Review process to:

- 1) delegate authority to Enforcement Officer to preside over informal conferences for minor citations (written contact, title act, etc.); and
- 2) authorize the Board to provide Social Security Numbers to collection agencies for purposes of collecting citation penalties and cost recoveries.

It should be noted that in 2009, 58% of consumers were satisfied with the overall service provided by the Board, an improvement of over 50%. With the Board's vast improvements in its enforcement program, these statistics will likely continue to improve. Nevertheless, the Board believes that most consumers who take the time to complete the survey are those who were not satisfied, which diminishes the accuracy of these statistics. In addition, nearly 60% of those who were dissatisfied were seeking remedies not within the Board's jurisdiction and control.

The Board initially became interested in mediation due to a 2010 presentation regarding the Contractors State License Board program. Staff is recommending to the Board that the program be explored as a possible option for future use.

2014 Board Response:

The Board is pleased that the strategies noted in 2011 were effective. Consumer satisfaction with the Board's enforcement program continues to improve. Since the last review in 2010, consumer satisfaction has increased 52%, with 75% of the consumers surveyed satisfied with the overall service provided. The Board believes that this is likely due to the improved case aging statistics. Additionally, the Board continues to perform consistent with CPEI standards and is providing more information to complainants regarding the actions it is authorized to take, as well as what it does not have authority to pursue, such as seeking refunds. (See Section 11, New Issues, for additional information)

**Section 11 –
New Issues**

This is the opportunity for the board to inform the Committees of solutions to issues identified by the board and by the Committees. Provide a short discussion of each of the outstanding issues, and the board's recommendation for action that could be taken by the board, by DCA or by the Legislature to resolve these issues (i.e., policy direction, budget changes, legislative changes) for each of the following:

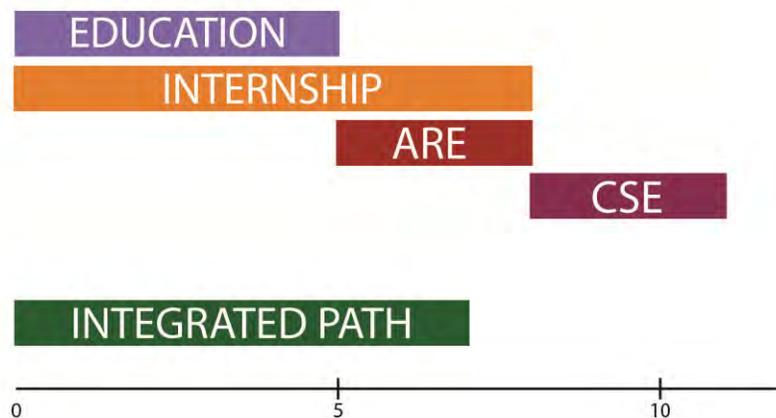
1. Issues that were raised under prior Sunset Review that have not been addressed.
2. New issues that are identified by the board in this report.
3. New issues not previously discussed in this report.
4. New issues raised by the Committees.

NEW ISSUES

Licensing

Perhaps the most compelling challenge the Board is addressing is the licensing system itself. The current eight-year model, with five years of education/equivalents, a three year experience component, and national and state examination, has been in place for decades. It is a relatively linear system with three distinct components, but contains complexities that can significantly impact the process. The reality is that the eight-year system can take some candidates as much as eleven years. While the licensing process is candidate-driven (that is, candidates determine the pace of completion), the system itself must be examined from time to time.

The question being asked is whether the licensure process can be streamlined and synthesized. In April 2013, Board staff drafted a white paper that proposed a potential model for a program that targeted community college transfer students. The Board has had discussions on this point and convened the accredited schools of architecture (nine of the ten participated) to discuss integrating licensure into education at its February 2014 meeting. A potential model that was articulated compresses the current eight year system into a six or seven year process that would culminate with the degree and the license to practice. This innovative model would be similar to that used in some other countries and would represent a monumental, but logical, configuration of the three components of licensure (education, experience, and examination).



Simultaneously, at the national level, NCARB convened a group to rethink the licensure process. Its first meeting was in September of 2013. The Licensure Task Force is charged with analyzing each component of the licensure process as a basis for exploring potential additional pathways that lead to licensure, including determining whether or where there may be overlap and opportunities for efficiencies to be realized. Ultimately, NCARB released a “Request for Interest and Information” in September of 2014. Based on the responses, NCARB plans to release a Request for Proposals in January 2015. The Board is aware of at least two California schools that will be pursuing a proposal. NCARB believes that the new system should not be prescriptive, and must be respectful of the diverse missions of the institutions. It should be noted that Board Vice President Pasqual Gutierrez is a member of the task force, once again underscoring the criticality of participation in national affairs.

The Board believes that “integrated degree programs” (they are also referred to as Additional Path to Licensure, Licensure Upon Graduation, and Integrated Path to Licensure, etc.) can be a powerful model that creates a stronger pipeline into the profession. It is vitally important the Board and profession work together to ensure that the path to licensure is efficient and effective so that California’s best and brightest are able to navigate the system and enter the profession.

An adequate supply of architects is crucial, because in robust economies, firms report that they are simply unable to find enough architects to hire. It is quite possible that a more integrated approach to licensing will produce more architects. The Board is beginning to hear anecdotal evidence that firms are having difficulties finding architects to hire as the economy expands.

A number of considerations must be evaluated to further the efforts regarding the new licensure model:

- Can the eligibility point to test be moved up (it is currently at the five year point)?
- Should eligibility for particular Architect Registration Examination (ARE) divisions be tied to the completion of corresponding course work?
- Are there any issues associated with the license with degree concept (can the degree be withheld if the licensure requirements are not fulfilled?)?
- What is the impact on California candidates who do not pursue the new degree type?
- Is there sufficient capacity in existing schools of architecture to accommodate new, more integrated programs?

The answers to these questions will likely be driven by the work being done at the national level and the Board does not wish to act hastily and create reciprocity issues. The Board will be analyzing these issues and monitoring NCARB’s work to determine future revisions to the Architects Practice Act. Nevertheless, the Board is highly enthusiastic about this innovation and believes it can be a powerful system that greatly enhances the licensure process. Again, this demonstrates the importance of the Board’s active participation with NCARB at the national level to ensure that major initiatives, such as this, meet California’s needs.

Education

Another crucial issue for the Board is the capacity of California’s public schools of architecture. University of California, Berkeley, University of California, Los Angeles, California Polytechnic State University, San Luis Obispo, and California State Polytechnic University, Pomona have not added seats to their programs in nearly 20 years. During that time, California’s population has increased by nearly 30% (8 million), and the demand for housing, schools, colleges/universities, hospitals, etc. has grown commensurately. Together, the four schools receive approximately 4,000 applications, yet are only able to enroll about 400 students.

This issue is tremendously concerning for a number of reasons. First, this lack of capacity means that many of California’s best and brightest students who wish to study architecture must go to other states (and perhaps not return). The lack of capacity can also force students to work in the underground economy as unlicensed designers. Finally, the lack of a sufficient supply of graduates has a direct impact of California firms’ ability to compete with out-of-state firms; as such, California ends up “importing” more architectural services than it exports, thereby denying the California economy a robust source of growth. California must remedy the “architectural education deficit” and find ways to expand capacity. The Board is interested in collaborating with interested parties to develop recommendations and strategies to expand capacity. The State Architect,

Chancellor of the community college system, deans and chairs from the four public schools of architecture, representatives from the California State University and University of California, and The American Institute of Architects, California Council, would all be invited to collaborate on a solution.

Enforcement

The Board is proud of its enforcement accomplishments. Its performance in terms of case aging and case load represent significant improvement over the last five years. Nevertheless, the Board seeks continuous improvement. One area in particular is that of unlicensed practice.

The Board's citation program is an effective tool and the Board believes it makes good use of that program. For the program to be more impactful, however, the monetary penalty must be "real." Many unlicensed individuals choose to ignore the citations and not pay the penalty, as they do not have a license that is in jeopardy. The Board does not currently have an effective mechanism to take additional action against these individuals.

The Board does use the Intercept Program through the Franchise Tax Board, which captures funds from State tax refunds and Lottery proceeds. The Board believes that collection agencies could also play a valuable role in recovering funds from citation penalties. Currently, the Board does not have authority to release Social Security Numbers (SSNs) to collection agencies. It is the Board's understanding that statutory authority to release SSNs was considered as part of the SB 1111 discussions in 2010, but ultimately the issue was not moved forward. The Board suggests that the Committee may wish to consider granting such authority to the Board via Sunset Review legislation. The Committee may also wish to consider other means to ensure payment of citations.

Currently, licenses cannot be renewed if there are outstanding family support or tax liabilities. The Board is interested in exploring the possibility of requiring the satisfaction of citation penalties as a condition of receiving other State services, such as driver's license and vehicle registration. The Board has also discovered that unlicensed individuals sometimes hold a license issued by another DCA board. The Board is interested in collaborating with other related boards (Contractors State License Board, Bureau of Real Estate, etc.) to develop recommendations for a program to ensure payment of that citation. Under such a system, an unpaid citation from one board could preclude renewing a license held from another board. It is possible that BreZE could help facilitate a collaborative enforcement program such as this. Any enhancements to the effectiveness of the citation program will serve as a deterrent to help reduce the threat to consumers through unlicensed practice. The Board is also interested in exploring mediation as an additional tool to assist consumers.

(Issues raised under the prior Sunset Review are addressed under Section 10 of this report. Since then, there have been no new issues raised by the Committees/Joint Committee.)

Section 12 – Attachments

Please provide the following attachments:

- A. Board's administrative manual.

See Attachment A - Board Member Administrative Procedure Manual

- B. Current organizational chart showing relationship of committees to the board and membership of each committee (cf., Section 1, Question 1).

See Attachment B - Committee Organizational Chart

- C. Major studies, if any (cf., Section 1, Question 4).

N/A

- D. Year-end organization charts for last four fiscal years. Each chart should include number of staff by classifications assigned to each major program area (licensing, enforcement, administration, etc.) (cf., Section 3, Question 15).

See Attachment D - Year-End Organization Charts - FYs 10/11 - 13/14

- E. Quarterly and annual performance measure reports (cf., Section 2, Question 6).

See Attachment E - Quarterly and Annual Performance Measure Reports

CALIFORNIA ARCHITECTS BOARD 2014 SUNSET REVIEW REPORT

APPENDIX

Attachment A

Board Member Administrative Procedure Manual

Attachment B

Committee Organizational Chart

Attachment C

N/A

Attachment D

Year-End Organization Charts - FYs 10/11 - 13/14

Attachment E

Quarterly and Annual Performance Measure Reports

Board Member Administrative Procedure Manual

Board Member

Administrative Procedure

Manual

Revised 6/14/12

Table of Contents

Chapter 1 -- Introduction

Overview	1
Definitions.....	2

Chapter 2 -- Board Meeting Procedures

Frequency of Meetings.....	2
Board Member Attendance at Board Meetings	2
Board Member Participation	2
Public Attendance at Board Meetings	3
Quorum.....	3
Agenda Items	3
Notice of Meetings.....	4
Record of Meetings.....	4
Tape Recording	4
Meeting Rules.....	4

Chapter 3 -- Travel & Salary Policies/Procedures

Travel Approval 4

Travel Arrangements 5

Out-of-State Travel 5

Travel Claims..... 5

Salary Per Diem 5

Chapter 4 -- Other Policies/Procedures

Board Member Disciplinary Actions 7

Removal of Board Members 7

Resignation of Board Members 8

Officers of the Board 8

Election of Officers 8

Officer Vacancies 8

Nomination of Officers 8

Committee Appointments 9

Attendance at Committee Meetings 9

Board Staff 10

Executive Officer Evaluation..... 10

Board Administration..... 10

Board Budget..... 11

Conflict of Interest..... 11

Ex Parte Communications 11

Communications with Other Organizations/Individuals. 13

Legislation..... 13

Contact with Candidates 14

Gifts from Candidates..... 14

Request for Records Access 14

Business Cards 14

Appendix

Member Position Description 15

Committee Policy..... 17

Chapter 1

Introduction

Overview

The California Board of Architectural Examiners was created by the California Legislature in 1901 to safeguard the public's health, safety, and welfare. It was renamed the California Architects Board (CAB) in 2000. It is one of the boards, bureaus, commissions, and committees within the Department of Consumer Affairs (DCA), part of the State and Consumer Services Agency under the aegis of the Governor. The Department is responsible for consumer protection and representation through the regulation of licensed professions and the provision of consumer services. While the DCA provides administrative oversight and support services, CAB has policy autonomy and sets its own policies, procedures, and regulations.

The CAB is presently composed of ten members of which, by law, five are public members, and five are architects. The five architect members are all appointed by the Governor. Three of the public members are also gubernatorial appointees; while one public member is appointed by the Assembly Speaker and the other is appointed by the Senate Rules Committee. Board members may serve up to two four-year terms. Board members fill non-salaried positions but are paid \$100 per day for each meeting day and are reimbursed travel expenses.

This procedure manual is provided to Board members as a ready reference of important laws, regulations, DCA policies, and Board policies in order to guide the actions of the Board members and ensure Board effectiveness and efficiency.

Definitions

ARE Architectural Registration Examination
B&P Business and Professions Code
DCA Department of Consumer Affairs
EO Executive Officer
NCARB National Council of Architectural
Registration Boards
SAM State Administrative Manual
WCARB Western Conference of Architectural
Registration Boards

Chapter 2

Board Meeting Procedures

Frequency of Meetings

(B&P Code Section 5522)

The Board shall meet at least once a quarter and may meet more often as it determines necessary.

**Board Member Attendance
at Board Meetings**

(Board Policy)

Board members shall attend each meeting of the Board. If a member is unable to attend he/she must contact the Board president or the executive officer and ask to be excused from the meeting for a specific reason.

**Board Member
Participation**

(Board Policy)

The Board president may ascertain from members whose level of participation is below standard whether or not the member is no longer able to continue serving as an active member of the Board. In such a case, the president may suggest that the member resign. If such resignation is not forthcoming within a reasonable time, the Board, by resolution, may request the appointing authority to have the member replaced. However, the member shall be given the opportunity to present to the Board his/her arguments against the resolution prior to such a resolution being adopted by the Board.

Public Attendance at Board Meetings

(Government Code Section 11120 et seq.)

Meetings are subject to all provisions of the Bagley-Keene Open Meeting Act. This act governs meetings of the state regulatory boards and meetings of committees of those boards where the committee consists of more than two members. It specifies meeting notice and agenda requirements and prohibits discussing or taking action on matters not included in the agenda.

Any general discussion of exams or disciplinary procedures shall be held in public. The Board may meet in closed session to discuss examinations where a public discussion would compromise the integrity of the examination and to deliberate on disciplinary cases. If the agenda contains matters which are appropriate for closed session, the agenda shall cite the particular statutory section and subdivision authorizing the closed session.

Quorum

(B&P Code Section 5524)

Six of the members of the Board constitute a quorum of the Board for the transaction of business. The concurrence of five members of the Board present at a meeting duly held at which a quorum is present shall be necessary to constitute an act or decision of the Board, except that when all 10 members of the Board are present at a meeting duly held, the concurrence of six members shall be necessary to constitute an act or decision of the Board.

Agenda Items

(Board Policy)

Any Board member may submit items for a Board meeting agenda to the executive officer 15 days prior to the meeting.

Notice of Meetings
(Government Code Section 11120 et seq.)

According to the Open Meeting Act, meeting notices (including agendas for Board meetings) shall be sent to persons on the Board's mailing list at least ten (10) calendar days in advance. The notice shall include a staff person's name, work address and work telephone number who can provide further information prior to the meeting.

Record of Meetings
(Board Policy)

The minutes are a summary, not a transcript, of each Board meeting. They shall be prepared by Board staff and submitted for review by Board members, before the next Board meeting. Board minutes shall be approved at the next scheduled meeting of the Board. When approved, the minutes shall serve as the official record of the meeting.

Tape Recording
(Board Policy)

The meeting may be tape-recorded if determined necessary for staff purposes. Tape recordings shall be disposed of upon Board approval of the minutes.

Meeting Rules
(Board Policy)

The Board will use Robert's Rules of Order, to the extent that it does not conflict with State law (e.g., Bagley-Keene Open Meeting Act), as a guide when conducting the meetings.

Chapter 3

Travel & Salary Policies/Procedures

Travel Approval
(DCA Memorandum 91-26)

Board members shall have Board president approval for all travel except for regularly scheduled Board and Committee meetings to which the Board member is assigned.

Travel Arrangements

(Board Policy)

Board members should attempt to make their own travel arrangements and are encouraged to coordinate with the executive officer’s secretary on lodging accommodations.

Out-of-State Travel

(SAM Section 700 et seq.)

For out-of-state travel, Board members will be reimbursed actual lodging expenses, supported by vouchers, and will be reimbursed for meal and supplemental expenses. Out-of-state travel for all persons representing the state of California is controlled and approved by the Governor’s Office.

Travel Claims

*(SAM Section 700 et seq.
and DCA Memorandum
91-26)*

Rules governing reimbursement of travel expenses for Board members are the same as for management level state staff. All expenses shall be claimed on the appropriate travel expense claim forms. The executive officer’s secretary maintains these forms and completes them as needed. It is advisable for Board members to submit their travel expense forms immediately after returning from a trip and not later than two weeks following the trip.

In order for the expenses to be reimbursed, Board members shall follow the procedures contained in DCA Departmental Memoranda which are periodically disseminated by the Director and are provided to Board members on at least an annual basis by the executive officer’s secretary.

Salary Per Diem

(B&P Code Section 103)

Compensation in the form of salary per diem and reimbursement of travel and other related expenses for Board members is regulated by Business and Professions Code Section 103.

In relevant part, this section provides for the payment of salary per diem for Board members “**for each day actually spent in the discharge of official duties,**” and provides that the Board member “**shall be reimbursed for traveling and other expenses necessarily incurred in the performance of official duties.**”

(Board Policy)

Accordingly, the following general guidelines shall be adhered to in the payment of salary per diem or reimbursement for travel:

1. No salary per diem or reimbursement for travel-related expenses shall be paid to Board members except for attendance in official Board or committee meetings, unless a substantial official service is performed by the Board member. Attendance at gatherings, events, hearings, conferences or meetings other than official Board or committee meetings in which a substantial official service is performed shall be approved in advance by the Board president. The executive officer shall be notified of the event and approval shall be obtained from the Board president prior to Board member attendance.
2. The term “day actually spent in the discharge of official duties” shall mean such time as is expended from the commencement of a Board meeting or committee meeting to the conclusion of that meeting. Where it is necessary for a Board member to leave early from a meeting, the Board president shall determine if the member has provided a substantial service during the meeting and, if so, shall authorize payment of salary per diem and reimbursement for travel-related expenses.

For Board specified work, Board members will be compensated for actual time spent performing work authorized by the Board president. That work includes, but is not limited to, authorized attendance at other gatherings, events, meetings, hearings, or conferences; exam item writing; exam grading; NCARB committee work; and travel time on non-meeting days. That work does not include preparation time for Board or committee meetings. Board members cannot claim salary per diem for time spent traveling to and from a Board or committee meeting.

Chapter 4

Other Policies/Procedures

Board Member Disciplinary Actions

(Board Policy)

A member may be censured by the Board if, after a hearing before the Board, the Board determines that the member has acted in an inappropriate manner.

The president of the Board shall sit as chair of the hearing unless the censure involves the president's own actions, in which case the vice president of the Board shall sit as chair. In accordance with the Public Meetings Act, the censure hearing shall be conducted in open session.

Removal of Board Members

(B&P Code Sections 106 and 106.5)

The Governor has the power to remove from office at any time any member of any Board appointed by him/her for continued neglect of duties required by law or for incompetence or unprofessional or dishonorable conduct. The Governor may also remove from office a Board member who directly or indirectly discloses examination questions to an applicant for examination for licensure.

Resignation of Board Members

(Government Code Section 1750)

In the event that it becomes necessary for a Board member to resign, a letter shall be sent to the appropriate appointing authority (Governor, Senate Rules Committee, or Speaker of the Assembly) with the effective date of the resignation. Written notification is required by state law. A copy of this letter shall also be sent to the director of the Department, the Board president, and the executive officer.

Officers of the Board

(B&P Code Section 5518)

The Board shall elect from its members a president, a vice president, and a secretary to hold office for one year or until their successors are duly elected and qualified.

Election of Officers

(Board Policy)

The Board shall elect the officers at the last meeting of the calendar year. Officers shall serve a term of one year. All officers may be elected on one motion or ballot as a slate of officers unless more than one Board member is running per office. An officer may be re-elected and serve for more than one year.

Officer Vacancies

(Board Policy)

If an office becomes vacant during the year, an election shall be held at the next meeting. If the office of the president becomes vacant, the vice president shall assume the office of the president. Elected officers shall then serve the remainder of the term.

Nomination of Officers

(Board Policy)

The Board president shall appoint a Nominations Committee prior to the last meeting of the calendar year and shall give consideration to appointing a public and a professional member of the Board to the Committee. The Committee's charge will be to recommend a slate of officers for the following year. The Committee's recommendation will be

based on the qualifications, recommendations, and interest expressed by the Board members. A survey of Board members will be conducted to obtain interest in each officer position. A Nominations Committee member is not precluded from running for an officer position. If more than one Board member is interested in an officer position, the Nominations Committee will make a recommendation to the Board and others will be included on the ballot for a runoff if they desire. The results of the Nominations Committee's findings and recommendations will be provided to the Board members in the meeting packet prior to the election of officers. Notwithstanding the Nominations Committee's recommendations, Board members may be nominated from the floor at the meeting.

Committee Appointments

(Board Policy)

The president shall establish committees, whether standing or special, as he or she deems necessary. The composition of the committees and the appointment of the members shall be determined by the Board president in consultation with the vice president, and the executive officer. When committees include the appointment of non-Board members, all impacted parties should be considered. *(See Committee Policy approved by the Board on June 14, 2012 in Appendix.)*

Attendance at Committee Meetings

(Board Policy)

If a Board member wishes to attend a meeting of a committee in an official capacity of which he/she is not a member, that Board member shall obtain permission from the Board president to attend and shall notify the committee chair and staff.

Committees operate at the direction of the Board to fulfill specific goals in the Strategic Plan. Committee chairs shall lead committees' actions

toward such goals without undue influence on the part of Board officers or members.

Board Staff

(DCA Reference Manual)

Employees of the Board, with the exception of the executive officer, are civil service employees. Their employment, pay, benefits, discipline, termination, and conditions of employment are governed by a myriad of civil service laws and regulations and often by collective bargaining labor agreements. Because of this complexity, it is most appropriate that the Board delegate all authority and responsibility for management of the civil service staff to the executive officer. Board members shall not intervene or become involved in specific day-to-day personnel transactions.

**Executive Officer
Evaluation**

(Board Policy)

Board members shall evaluate the performance of the executive officer on an annual basis. The Board president shall disseminate a performance appraisal form to all Board members who shall complete the form and return them to the Board president or his/her designee. The Executive Committee shall compile the results and will review the input from the Board members with the executive officer.

Board Administration

(DCA Reference Manual)

Board members should be concerned primarily with formulating decisions on Board policies rather than decisions concerning the means for carrying out a specific course of action. It is inappropriate for Board members to become involved in the details of program delivery. Strategies for the day-to-day management of programs and staff shall be the responsibility of the executive officer.

Consistent with the budget and Strategic Plan, requests by individual Board members that are not directly associated with a committee's goals or

have an impact on staff workload, as determined by the president and executive officer, may be declined. In the event the request is by the president, the vice president shall review the request.

Board Budget

(Board Policy)

The vice president shall serve as the Board's budget liaison with staff and shall assist staff in the monitoring and reporting of the budget to the Board. Staff will conduct an annual budget briefing with the Board with the assistance of the vice president. The executive officer or his/her designee will attend and testify at legislative budget hearings and shall communicate all budget issues to the Administration and Legislature.

Conflict of Interest

(Government Code Section 87100)

No Board member may make, participate in making or in any way attempt to use his or her official position to influence a governmental decision in which he or she knows or has reason to know he or she has a financial interest. Any Board member, who has a financial interest, shall disqualify himself/herself from making or attempting to use his/her official position to influence the decision. Any Board member who feels he or she is entering into a situation where there is a potential for a conflict of interest should immediately consult the executive officer.

Ex Parte Communications

(Government Code Section 11430.10 et seq.)

The Government Code contains provisions prohibiting ex parte communications. An ex parte communication is a communication to the decision-maker made by one party to an enforcement action without participation by the other party. While there are specified exceptions to the general prohibition, the key provision is found in subdivision (a) of section 11430.10,

which states:

“While the proceeding is pending, there shall be no communication, direct or indirect, regarding any issue in the proceeding to the presiding officer from an employee or representative of an agency that is a party or from an interested person outside the agency, without notice and an opportunity for all parties to participate in the communication.”

Board members are prohibited from an ex parte communication with Board enforcement staff while a proceeding is pending.

Occasionally an applicant who is being formally denied licensure, or a licensee against whom disciplinary action is being taken, will attempt to directly contact Board members.

If the communication is written, the person should read only far enough to determine the nature of the communication. Once he or she realizes it is from a person against whom an action is pending, they should reseal the documents and send them to the executive officer.

If a Board member receives a telephone call from an applicant or licensee against whom an action is pending, he or she should immediately tell the person they cannot speak to them about the matter. If the person insists on discussing the case, he or she should be told that the Board member will be required to recuse him or herself from any participation in the matter. Therefore, continued discussion is of no benefit to the applicant or licensee.

If a Board member believes that he or she has received an unlawful ex parte communication, he or she should contact the agency's assigned Legal

Office attorney.

**Communications with
Other Organizations/
Individuals**

(Board Policy)

All communications relating to any Board action or policy to any individual or organization including NCARB, WCARB, or a representative of the media shall be made only by the president of the Board, his/her designee, or the executive officer. Any Board member who is contacted by any of the above should inform the Board president or executive officer of the contact. All correspondence shall be issued on the Board's standard letterhead and will be created and disseminated by the Board office.

Board members shall not act on behalf of the Board without Board approval and consensus, including but not limited to meeting or interacting with other professional organizations, governmental entities, educational institutions, architectural associations, intern associations, etc. All actions on behalf of the Board shall be documented and communicated to the executive officer. The executive officer will then convey such information to the Board via the monthly report or by other means, as determined necessary.

Legislation

(Board Policy)

In the event time constraints preclude Board action, the Board delegates to the executive officer the authority to take action on legislation that would change the Architects Practice Act which impacts a previously established Board policy or affects the public's health, safety or welfare. Prior to taking a position on legislation, the executive officer shall consult with the Board president.

Contact with Candidates
(Board Policy) Board members shall not intervene on behalf of a candidate for any reason. They should forward all contacts or inquiries to the executive officer or Board staff.

Gifts from Candidates
(Board Policy) Gifts of any kind to Board members or the staff from candidates for licensure with the Board shall not be permitted.

Request for Records Access
(Board Policy) No Board member may access a licensee or candidate file without the executive officer's knowledge and approval of the conditions of access. Records or copies of records shall not be removed from the Board's office.

Business Cards
(Board Policy) Business cards will be provided to each Board member with the Board's name, address, telephone and fax number, and website address. A Board member's business address, telephone and fax number, and e-mail address may be listed on the card at the member's request.

APPENDIX**Member Position Description**

The California Architects Board exists to regulate the practice of architecture in the interest and for the protection of the public health, safety, and welfare. The Board is comprised of ten members, five architects and five public members. To ensure the most effective representation of the interests of both the public and the profession, the Board seeks to have among its members a broad cross-section of architects and consumers of architectural services (e.g., representatives from large and small firms, developers, building officials, educators). Whether a public or a professional member, each member of the Board is responsible first and foremost for public protection.

The Board manages its responsibilities by delegating to a number of committees and task forces and its staff, thereby enabling the Board to more effectively fulfill its mission. The Board appoints an executive officer to exercise the powers and perform the duties delegated by the Board. The executive officer manages the Board's staff (currently 19.6 positions). With direction from the Board and the Strategic Plan, the Board staff implements the Board's examination, licensing, enforcement, and administration programs.

As a whole, the Board's responsibilities include the following:

- Delineation of the basic professional qualifications and performance standards for admission to and practice of the profession of architecture. The Board accomplishes this objective by setting minimum qualifications for licensure, and administering the California Supplemental Examination.
- Establishment and administration of a fair and uniform enforcement policy to deter and prosecute violations of the Architects Practice Act and related regulations.
- Setting policy and procedures for the Board, its committees, task forces, and staff in carrying out the duties of the Board.
- Disseminating information to consumers, licensees, and professional and educational organizations about the Board's services and activities, and rules and regulations governing the profession.

Individual Board member responsibilities include:

- Attendance at Board meetings. (The Board regularly meets quarterly, but may meet more often if necessary. Meetings are generally one-day, and are scheduled in locations throughout California. Overnight travel may be necessary. Once per year, the Board meeting includes a Strategic Planning session, held over two days.)
- Participation on Board committees and task forces. (Time commitment for committees and task forces vary. Most committees meet 3–4 times per year. Meetings are generally one-day, and are scheduled in locations throughout California. Overnight travel may be necessary.)
- Board members are also expected to invest the time to review the "recommended reading" necessary to participate effectively in Board business. Such readings include the Board Member Administrative Procedure Manual, Sunset Review Report, board and committee packets, recent studies and reports, and related material.
- Acting as a representative of the Board to communicate information to the professional and educational communities (Board members may be assigned an architectural school and a constituency group with which they act as a liaison.)
- Possible participation in meetings of the National Council of Architectural Registration Boards' (NCARB) and Western Conference of Architectural Registration Boards' (WCARB) meetings and committees. (Each organization holds at least one meeting per year. NCARB committees typically meet twice per year. Meetings are usually two days, and up to two days travel time may be required, depending on meeting location.)
- Possible participation as a WCARB or NCARB officer or director. (The Board has a goal of exercising more influence on WCARB/NCARB by encouraging its members to participate at officer levels of these two organizations.)

APPENDIX**Committee Policy**

Committees

Board committees are the deliberative bodies that assist the Board in developing policy. Committees make recommendations for consideration by the Board. All Board members should serve on at least one committee each year. Commencing with the committees for the 2014 Strategic Plan, no committee should have more than nine members.

The committees should meet regularly. At a minimum, once the Board's Strategic Plan is adopted in March, committees should conduct a spring meeting so items may be forwarded to the Board for consideration, clarification, direction, etc. Committees' second and subsequent meetings (if necessary) should be scheduled so items can be finalized for the September or December Board meetings to culminate the program of work reflected in the annual Strategic Plan. (New issues that emerge during the course of the year, unless they are critical emergencies, should be referred to the next strategic planning session.) Teleconference meetings can be utilized for meetings on urgent or single-subject issues.

In the event that additional new committee members are needed, the Board president shall ask Board and committee members for suggested interested persons; if an insufficient pool exists, the Board may request names from various organizations, including, but not limited to: The American Institute of Architects, California Council; Society of American Registered Architects; Construction Specifications Institute; California Building Officials, etc.

Chairmanships

Each committee chair and vice chair shall be appointed by the Board president (in consultation with the vice president and executive officer) and shall be a Board member, absent extenuating circumstances (numerous vacancies on the Board). Chairs should serve for two to three years, if possible, and in the best interest of the Board. The Board should endeavor to offer opportunities for all

Board members to serve as a chair or vice chair during their tenure on the Board. The list of committee members will be reproduced as part of the Strategic Plan each year so it is memorialized in a centralized location.

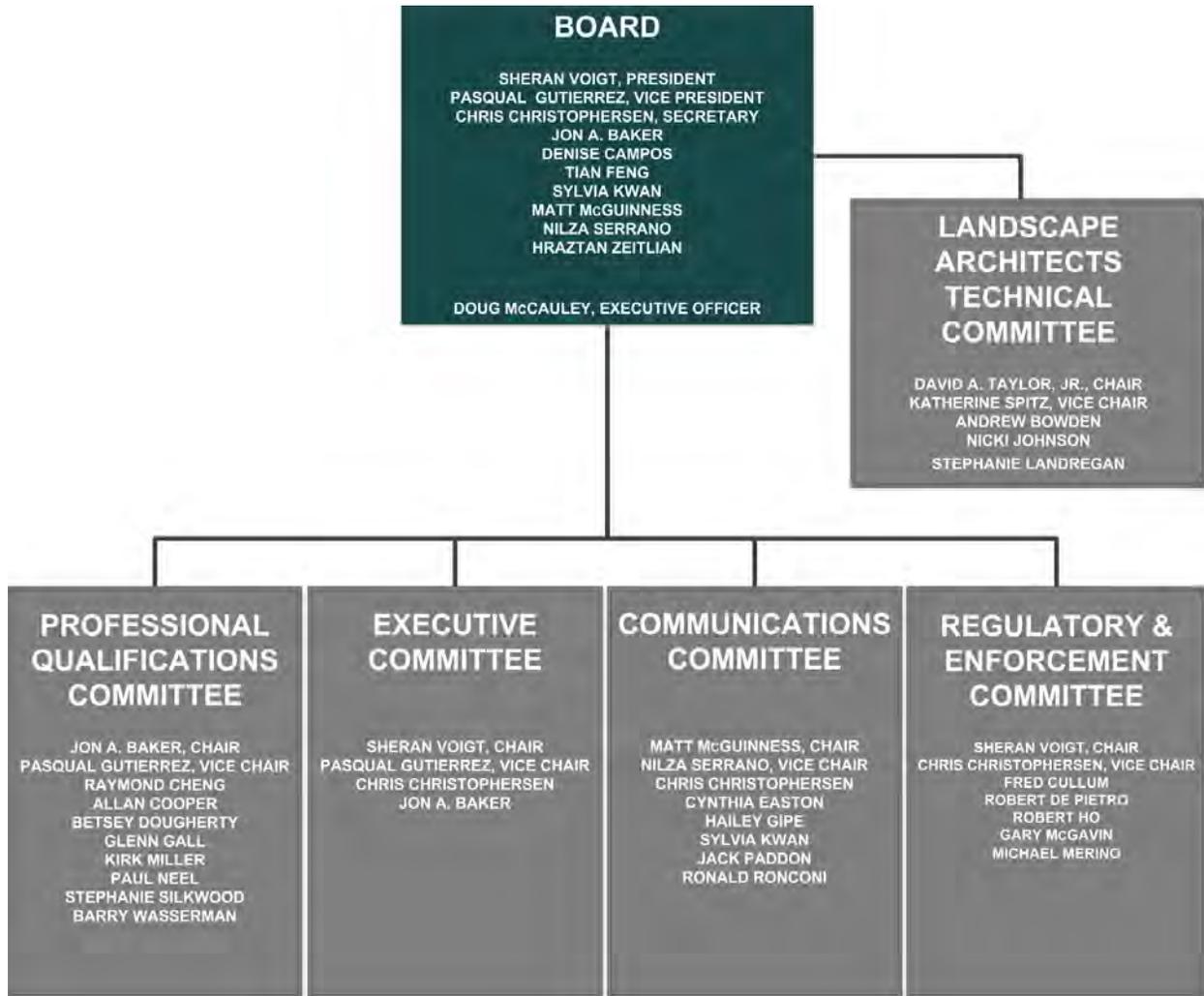
Review

Committee chairs should prepare a report for the Board president and president-elect by November 30th each year. The report would consist of a list of committee members, their committee meeting attendance record, and a synopsis of their contributions, as well as a recommendation as to whether they should be reappointed. Staff shall prepare a template for the report with the attendance data. Each chair shall consult with the executive officer in preparing the report.

Approved by the Board June 14, 2012

Committee Organizational Chart

Committee Organizational Chart



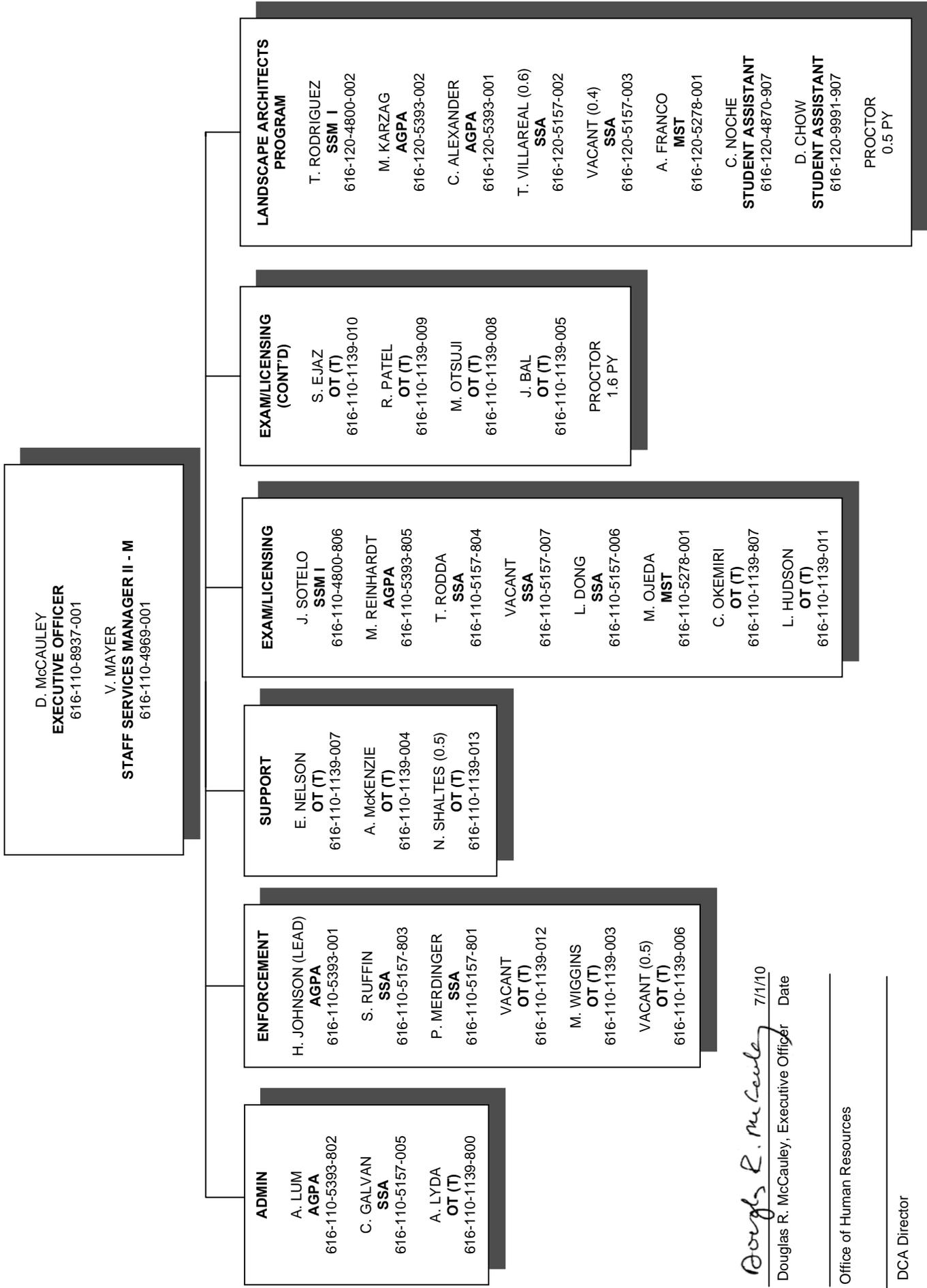
Year-End Organization Charts - FYs 10/11 - 13/14

DEPARTMENT OF CONSUMER AFFAIRS
CALIFORNIA ARCHITECTS BOARD

July 1, 2010

FY 2010/11
30 Positions
2.1 Positions (Proctor)

Current



Douglas R. McCauley 7/1/10
Douglas R. McCauley, Executive Officer Date

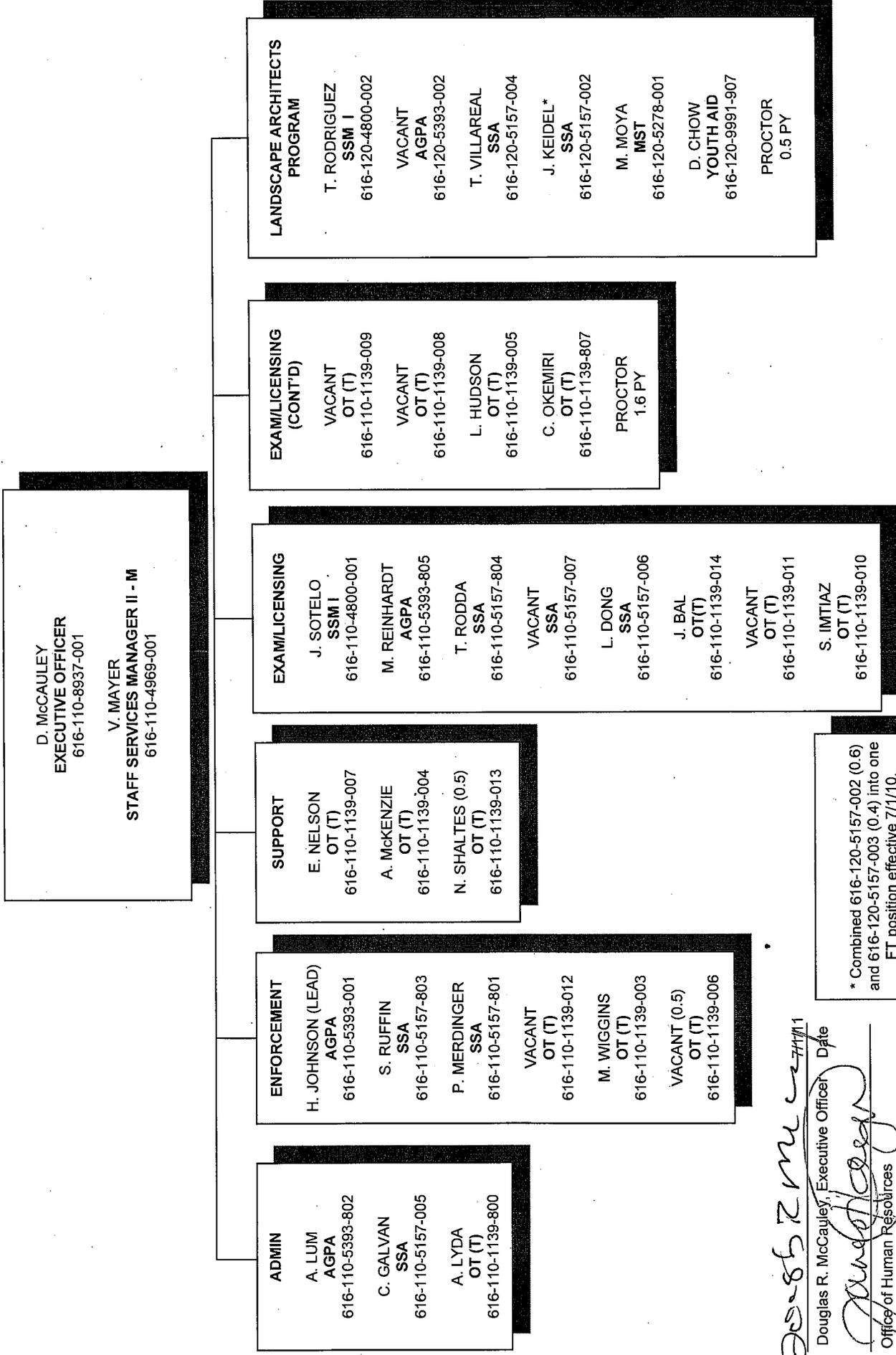
Office of Human Resources

DCA Director

DEPARTMENT OF CONSUMER AFFAIRS
CALIFORNIA ARCHITECTS BOARD

July 1, 2011

FY 2011/12
30 Positions
2.1 Positions (Proctor)
Current



* Combined 616-120-5157-002 (0.6) and 616-120-5157-003 (0.4) into one FT position effective 7/1/10.

Douglas R. McCauley
Douglas R. McCauley, Executive Officer Date
[Signature]
Office of Human Resources

DCA Director

DEPARTMENT OF CONSUMER AFFAIRS
CALIFORNIA ARCHITECTS BOARD

July 1, 2012

FY 2011/12
30 Positions
2.1 Positions (Proctor)
Current

D. McCAULEY
EXECUTIVE OFFICER
616-110-8937-001

V. MAYER
STAFF SERVICES MANAGER II - M
616-110-4969-001

ADMIN

M. REINHARDT
AGPA
616-110-5393-802

C. GALVAN
SSA
616-110-5157-005

VACANT
OT (T)
616-110-1139-800

ENFORCEMENT

H. JOHNSON (LEAD)
AGPA
616-110-5393-001

S. RUFFIN
SSA
616-110-5157-803

P. MERDINGER
SSA
616-110-5157-801

A. LYDA
OT (T)
616-110-1139-012

A. MCKENZIE
OT (T)
616-110-1139-003

A. CAMERON (0.5)
OT (T)
616-110-1139-006

SUPPORT

M. CHECHI
OT (T)
616-110-1139-007

VACANT
OT (T)
616-110-1139-004

N. SHALTES (0.5)
OT (T)
616-110-1139-013

EXAM/LICENSING

J. SOTELO
SSM I
616-110-4800-001

T. RODDA
SSA
616-110-5157-805

VACANT
SSA
616-110-5157-804

J. OLGUIN
SSA
616-110-5157-007

L. DONG
SSA
616-110-5157-006

VACANT
OT (T)
616-110-1139-014

J. BAL
OT (T)
616-110-1139-011

C. ORTIZ
OT (T)
616-110-1139-010

**EXAM/LICENSING
(CONT'D)**

VACANT
OT (T)
616-110-1139-009

S. IMTIAZ
OT (T)
616-110-1139-008

L. HUDSON
OT (T)
616-110-1139-005

C. OKEMIRI
OT (T)
616-110-1139-807

PROCTOR
1.6 PY

**LANDSCAPE ARCHITECTS
PROGRAM**

T. RODRIGUEZ
SSM I
616-120-4800-002

J. KEIDEL
SSA
616-120-5157-800

T. VILLAREAL
SSA
616-120-5157-004

J. FRENCH*
SSA
616-120-5157-002

M. MOYA
MST
616-120-5278-001

E. VACA
STUDENT ASSISTANT
616-120-4870-907

C. MENDOZA
STUDENT ASSISTANT
616-120-4870-907

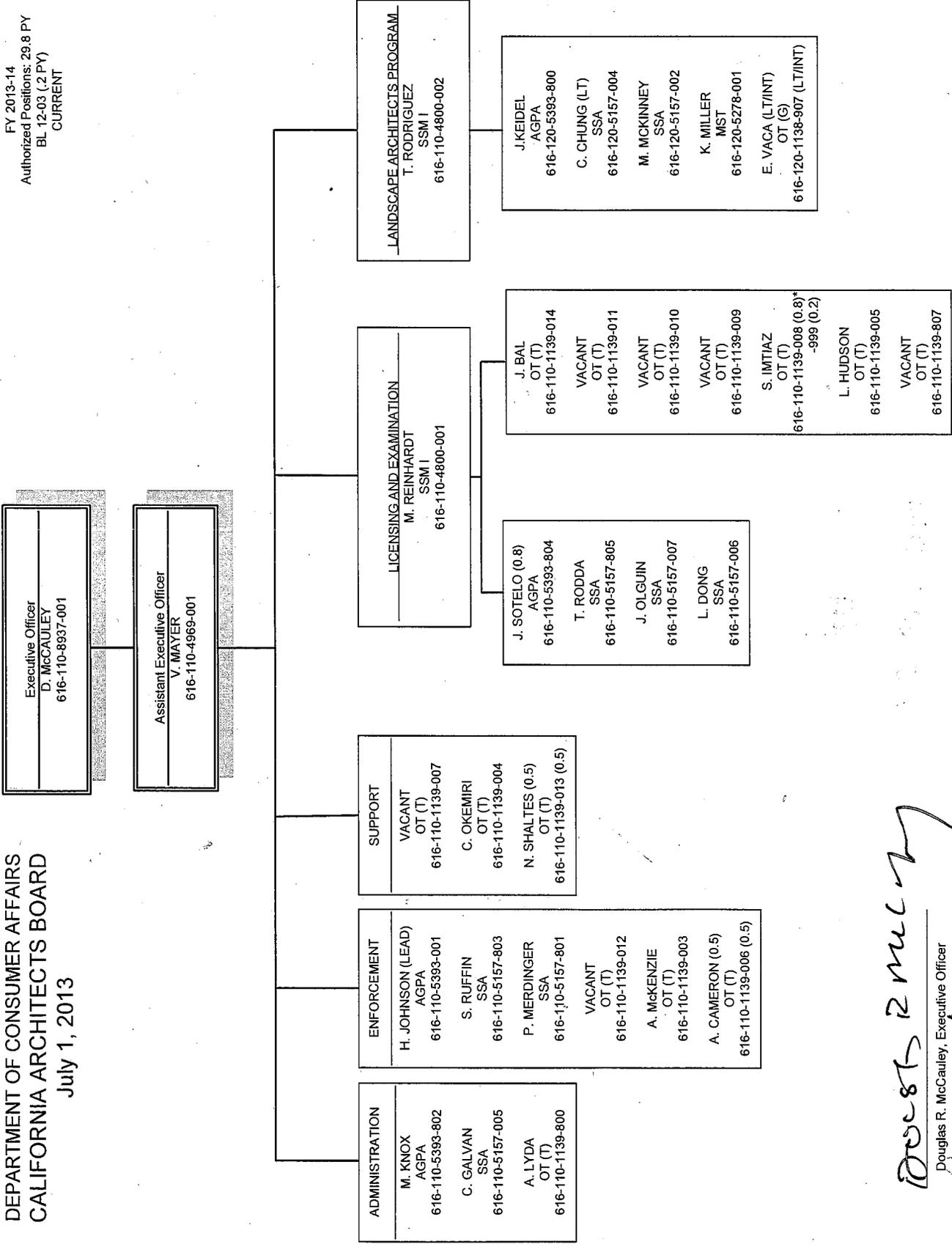
PROCTOR
0.5 PY

* Combined 616-120-5157-002 (0.6)
and 616-120-5157-003 (0.4) into one
FT position effective 7/1/10.

Douglas R. McCauley
Douglas R. McCauley, Executive Officer Date
J. Mayer
Office of Human Resources

DEPARTMENT OF CONSUMER AFFAIRS
 CALIFORNIA ARCHITECTS BOARD
 July 1, 2013

FY 2013-14
 Authorized Positions: 29.8 PY
 BL 12-03 (2 PY)
 CURRENT



Douglas R. McCauley

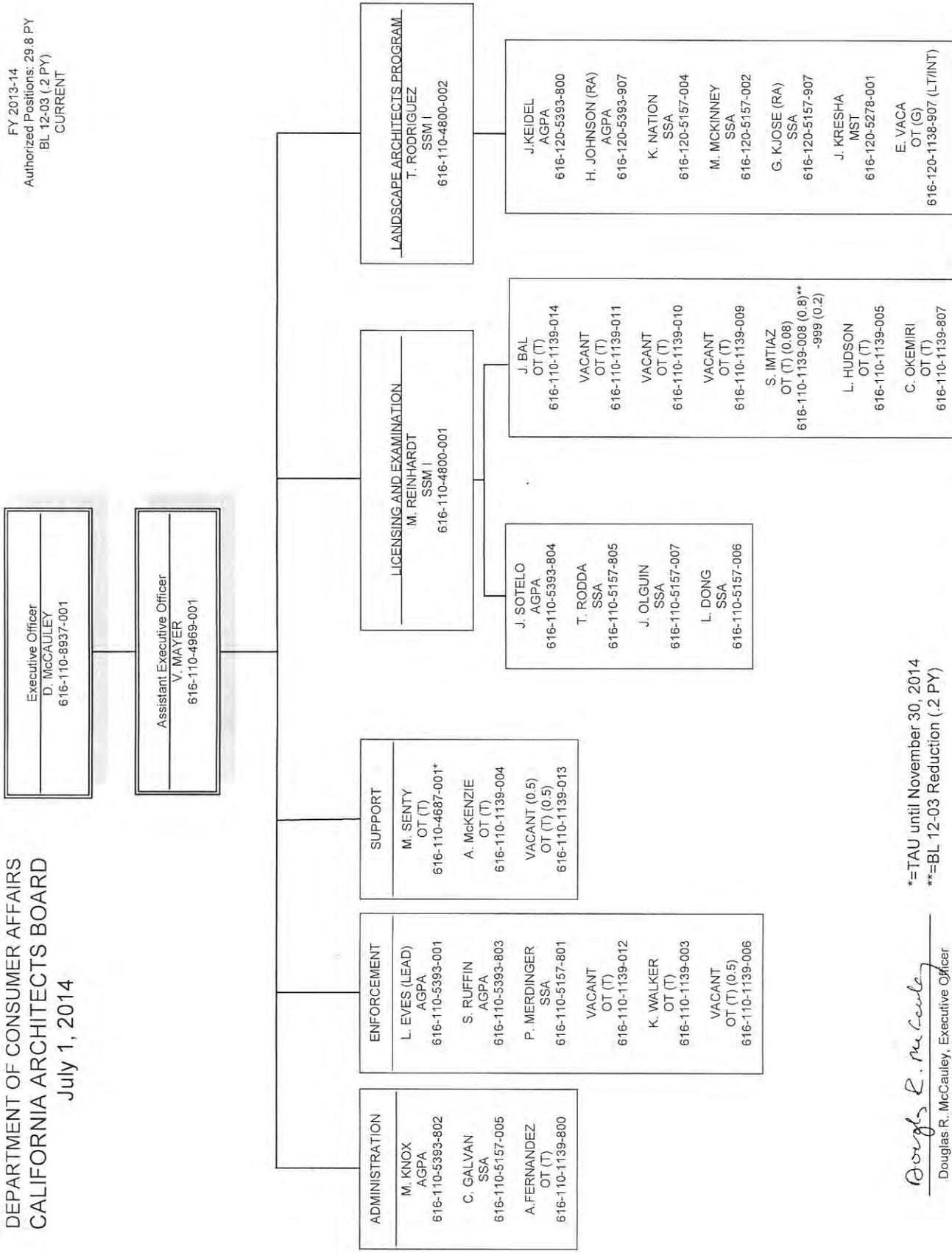
Douglas R. McCauley, Executive Officer

Christy Abate

Personnel Analyst

DEPARTMENT OF CONSUMER AFFAIRS
 CALIFORNIA ARCHITECTS BOARD
 July 1, 2014

FY 2013-14
 Authorized Positions: 29.8 PY
 BL 12-03 (2 PY)
 CURRENT



*=TAU until November 30, 2014
 **=BL 12-03 Reduction (2 PY)

Douglas R. McCauley
 Douglas R. McCauley, Executive Officer

Personnel Analyst

Quarterly and Annual Performance Measure Reports

Performance Measures

Q1 Report (July - Sept 2010)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

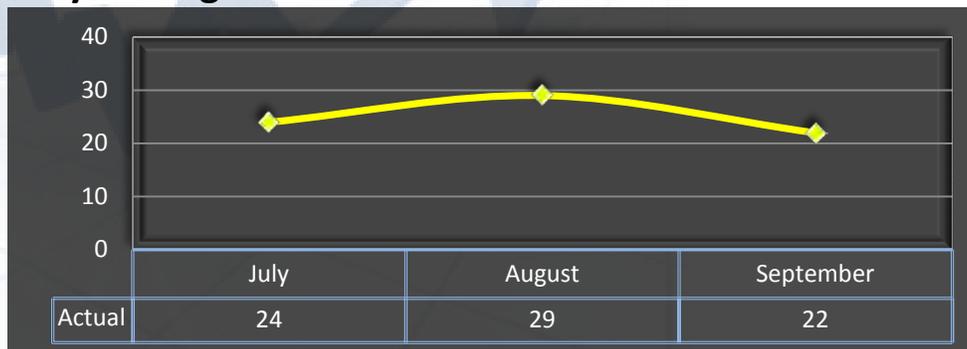
These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume

Number of complaints received.*

Q1 Total: 75

Q1 Monthly Average: 25

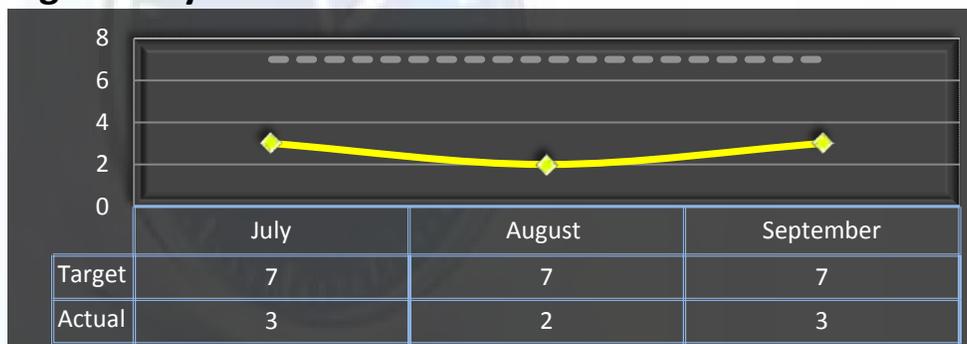


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q1 Average: 3 Days



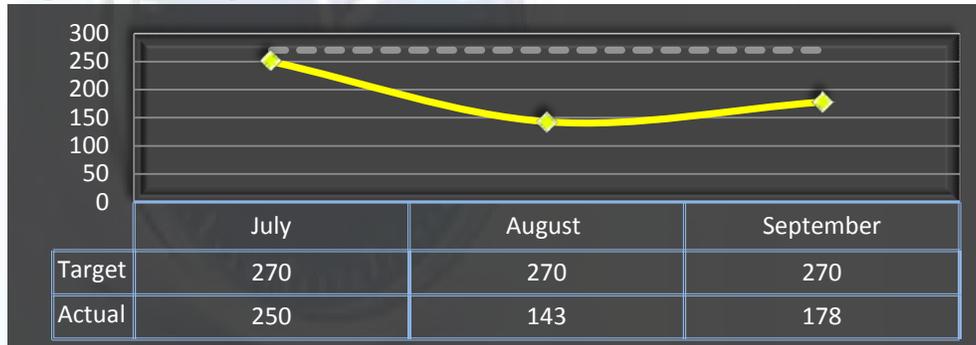
*"Complaints" in these measures include consumer complaints and internally generated complaints.

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q1 Average: 224 Days



Formal Discipline

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

Target: 540 Days

Q1 Average: N/A

The Board did not send any cases to the Attorney General this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q1 Average: N/A

The Board did not have any probation monitoring data to report this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q1 Average: N/A

The Board did not have any probation violation data to report this quarter.

Performance Measures

Q2 Report (October - December 2010)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

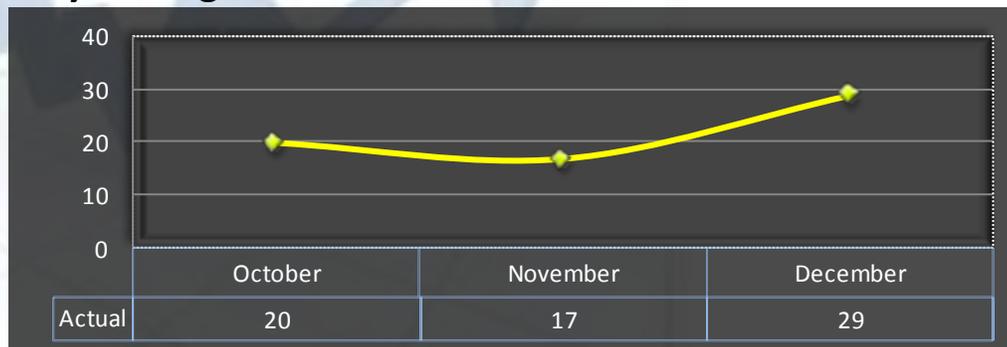
In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume

Number of complaints received.

Q2 Total: 66

Q2 Monthly Average: 22

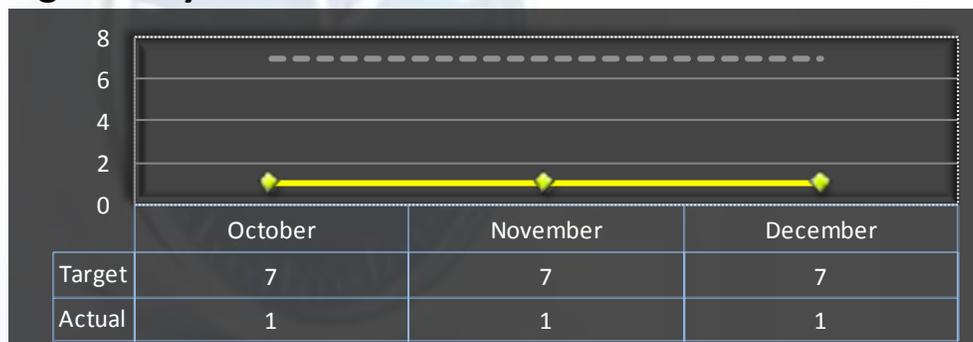


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q2 Average: 1 Day

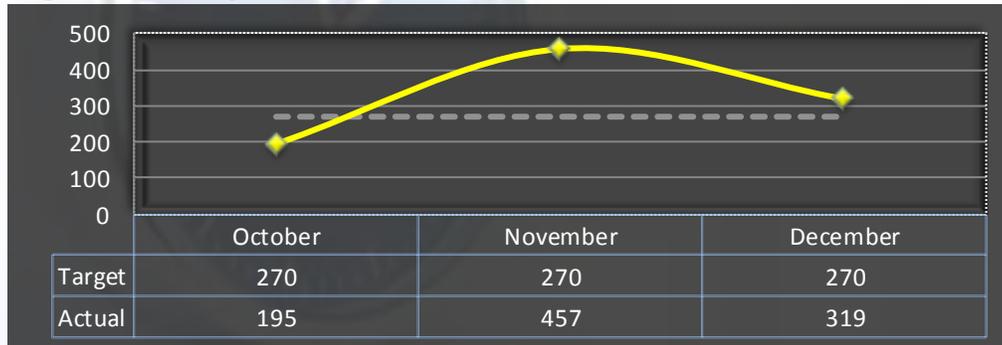


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q2 Average: 294 Days

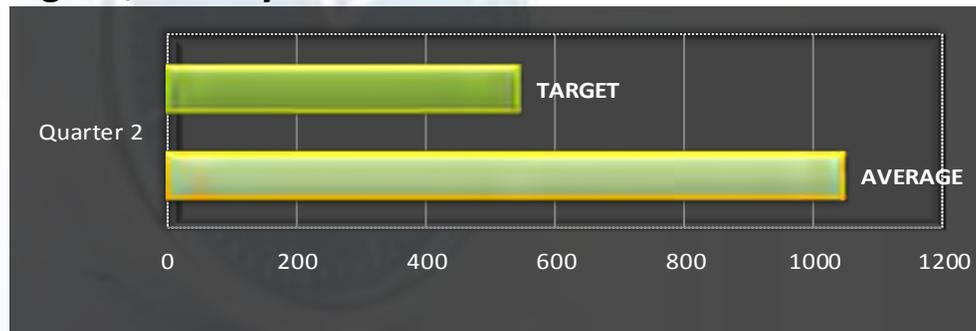


Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 1,042 Days

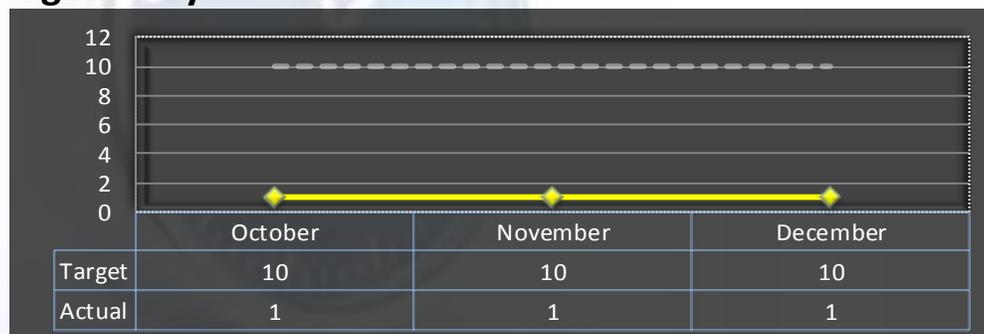


Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q2 Average: 1 Day



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q2 Average: N/A

The Board did not handle any probation violations this quarter.

Performance Measures

Q3 Report (January - March 2011)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

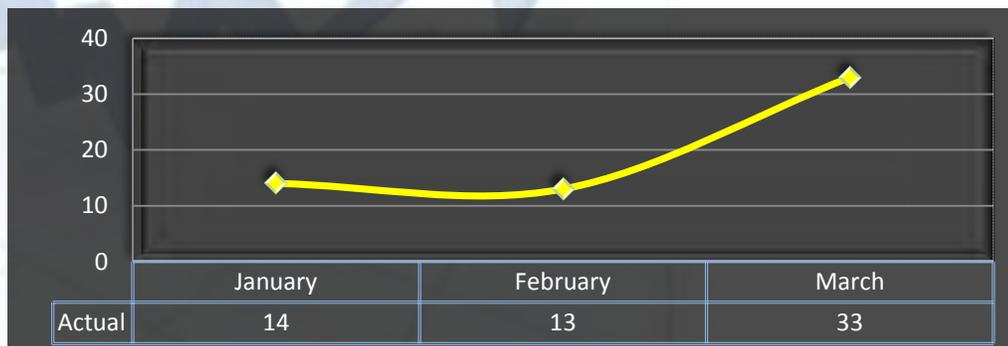
In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume

Number of complaints received.

Q3 Total: 60

Q3 Monthly Average: 20

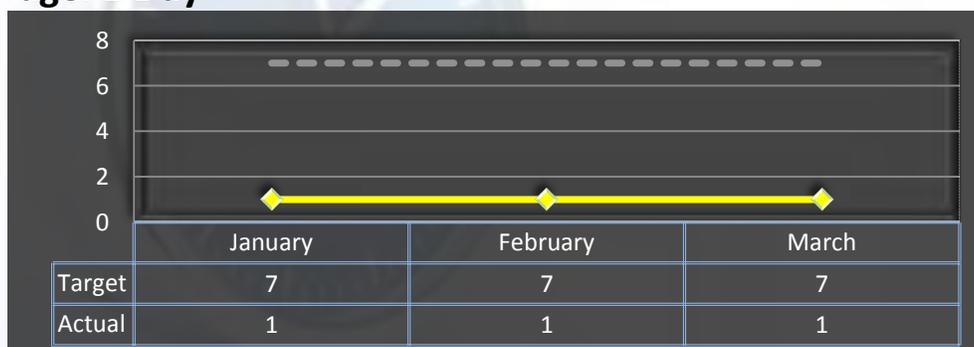


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q3 Average: 1 Day

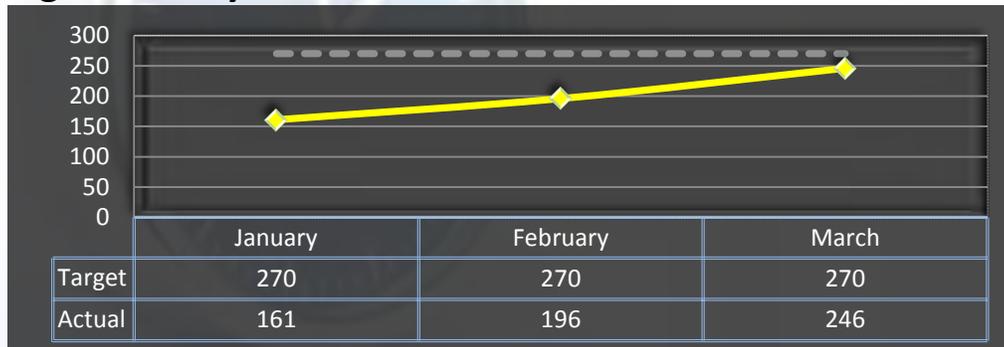


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q3 Average: 206 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q3 Average: N/A

The Board did not close any formal discipline cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q3 Average: N/A

The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q3 Average: N/A

The Board did not handle any probation violations this quarter.

Performance Measures

Q4 Report (April - June 2011)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

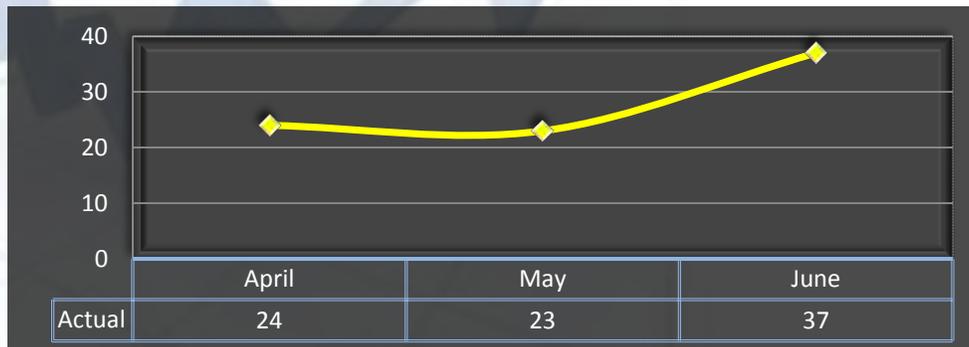
In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume

Number of complaints received.

Q4 Total: 84

Q4 Monthly Average: 28

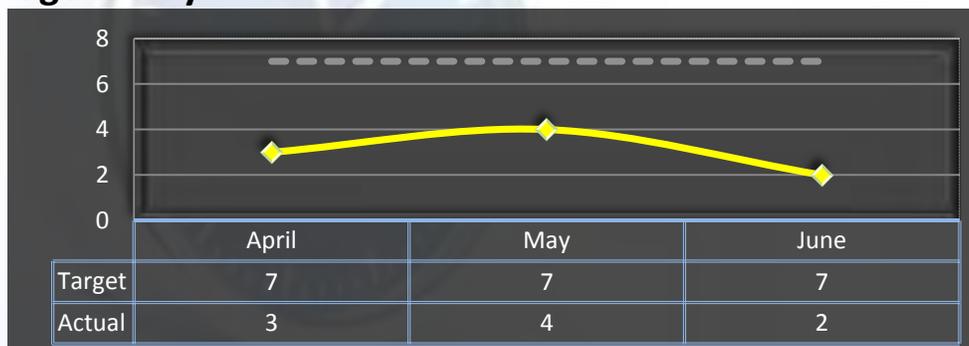


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q4 Average: 3 Day

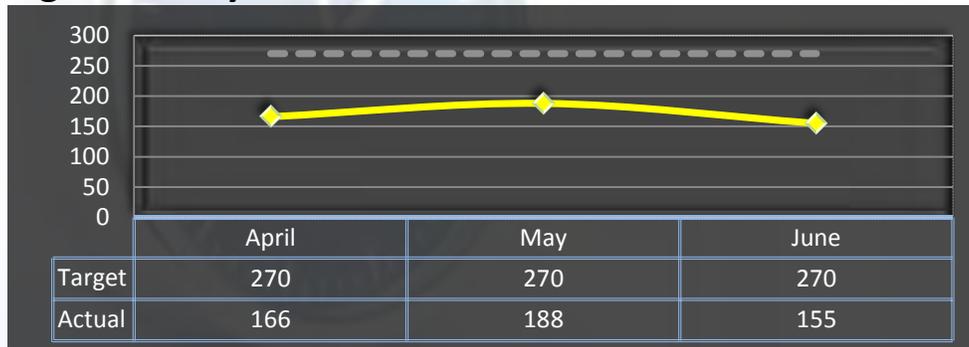


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q4 Average: 172 Days

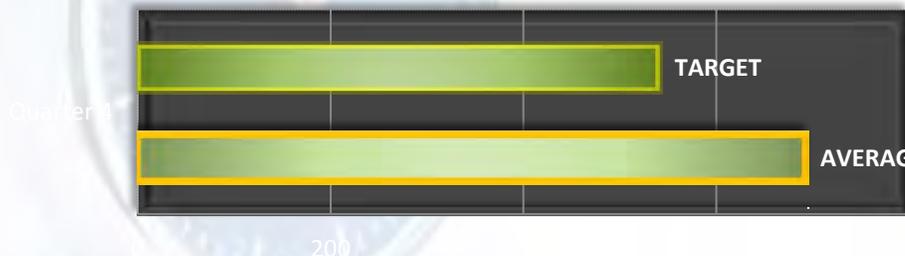


Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q4 Average: 691 Days

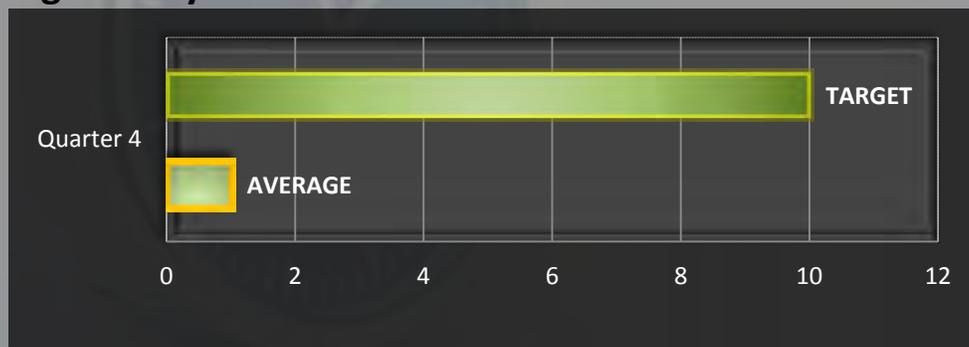


Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q4 Average: 1 Day



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: N/A



Performance Measures

Annual Report (2010 – 2011 Fiscal Year)

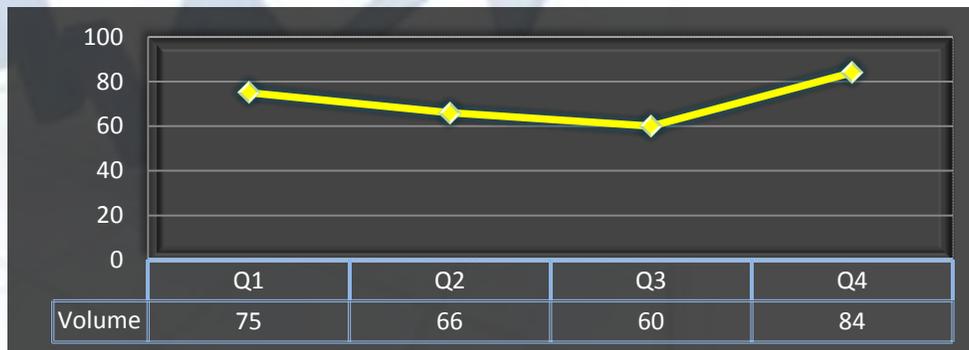
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the first four quarters worth of data.

Volume

Number of complaints and convictions received.

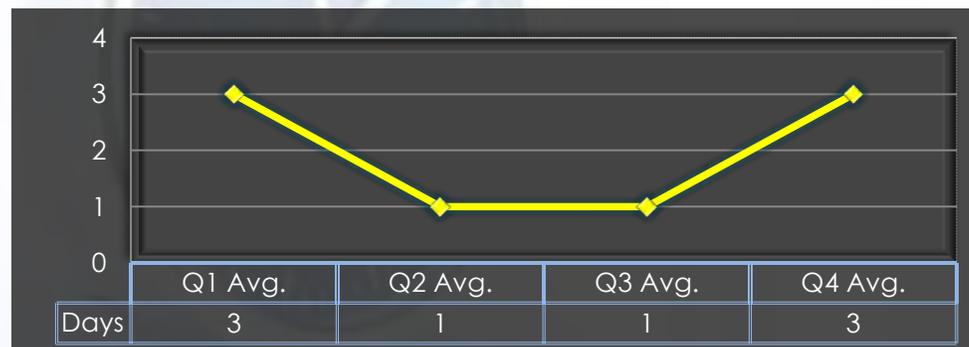
The Board had an annual total of 285 this fiscal year.



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

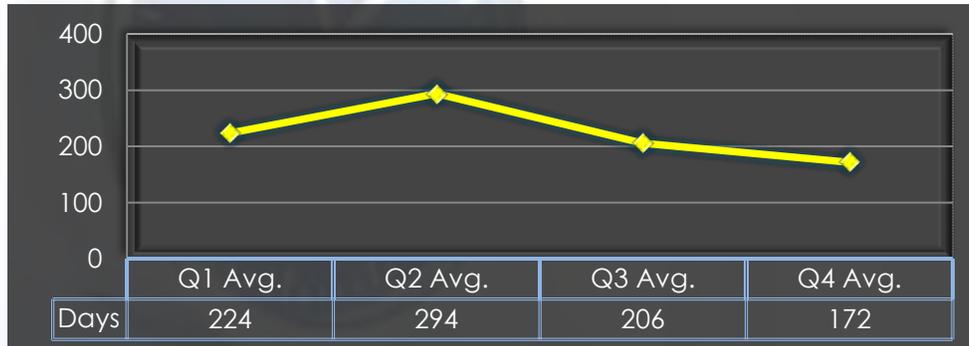
The Board has set a target of 7 days for this measure.



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

The Board has set a target of 270 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

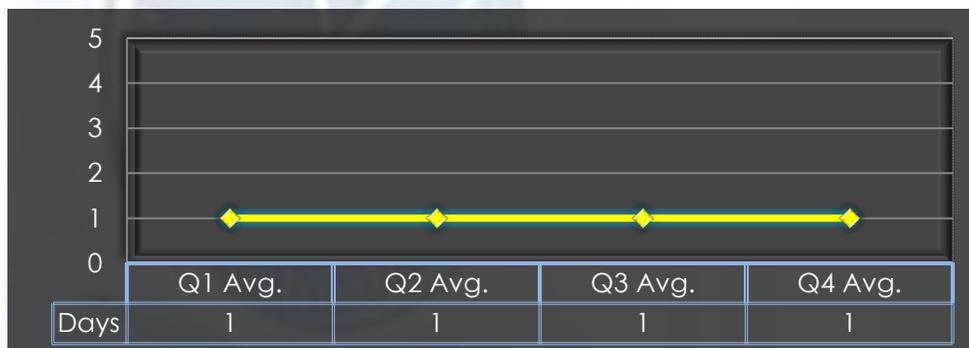
The Board has set a target of 540 days for this measure.



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board has set a target of 10 days for this measure.



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board has set a target of 10 days for this measure.



Performance Measures

Q1 Report (July - September 2011)

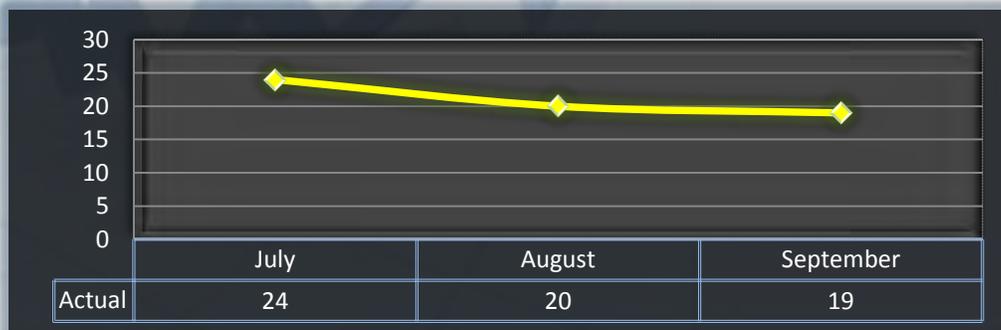
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q1 Total: 52

Q1 Monthly Average: 21

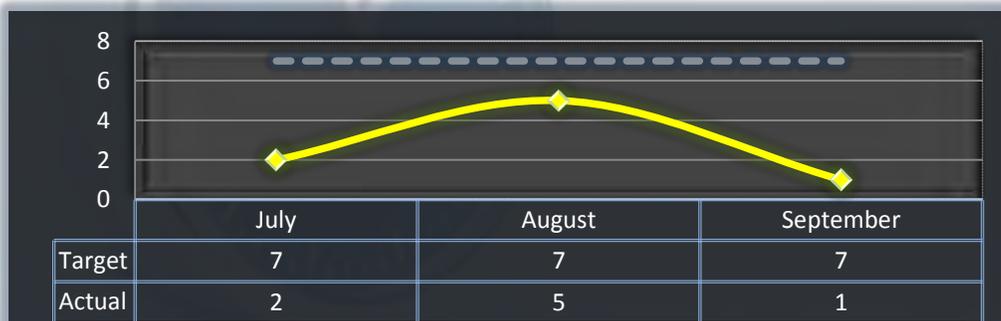


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q1 Average: 3 Day

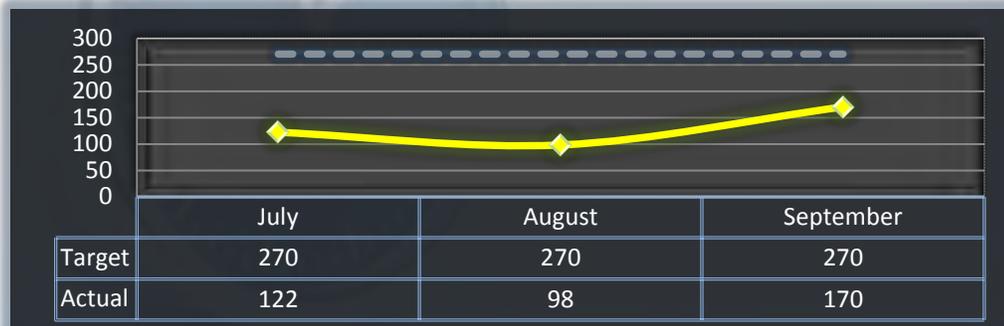


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q1 Average: 124 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q1 Average: N/A

The Board did not close any disciplinary cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q1 Average: N/A

The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q1 Average: N/A

The Board did not handle any probation violations this quarter.

Performance Measures

Q2 Report (October - December 2011)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q2 Total: 52

Q2 Monthly Average: 17

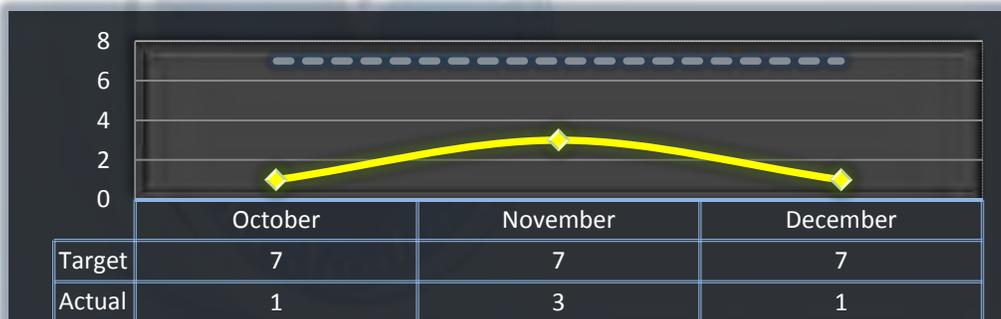


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q2 Average: 2 Days



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q2 Average: 136 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 514 Days



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q2 Average: 1 Day



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q2 Average: N/A

The Board did not handle any probation violations this quarter.

Performance Measures

Q3 Report (January - March 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q3 Total: 44

Q3 Monthly Average: 15

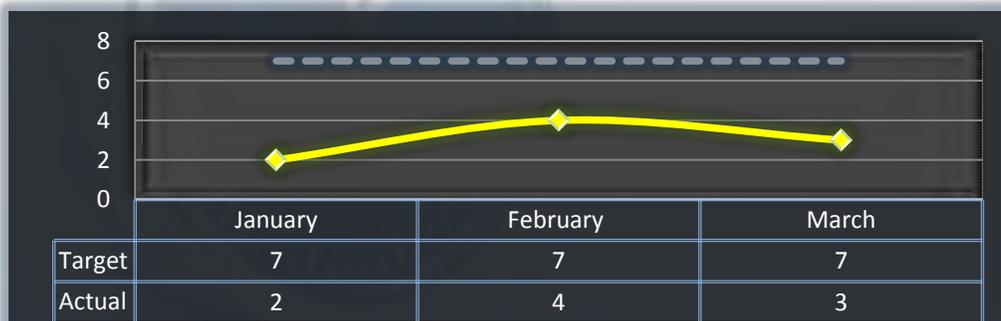


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q3 Average: 3 Days

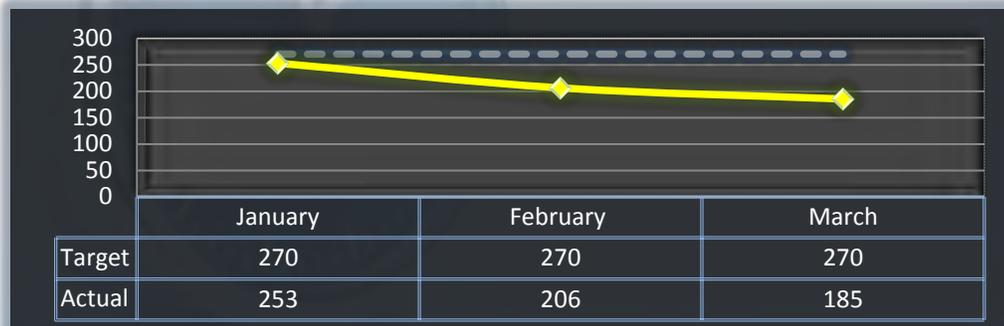


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q3 Average: 216 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q3 Average: N/A

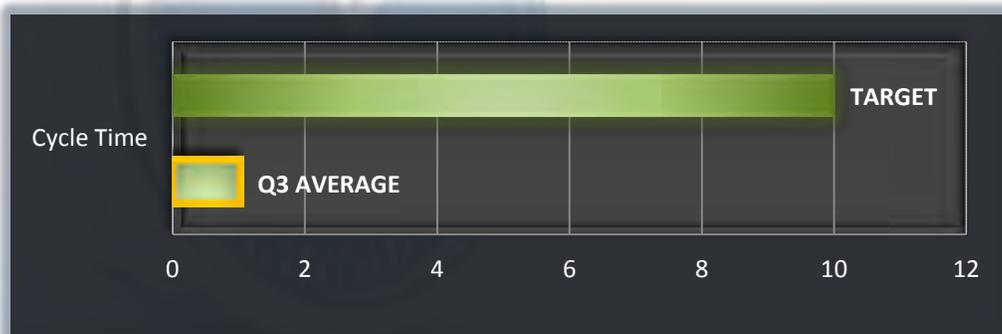
The Board did not close any formal discipline cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q3 Average: 1 Day



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q3 Average: N/A

The Board did not handle any probation violations this quarter.

Performance Measures

Q4 Report (April - June 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q4 Total: 69

Q4 Monthly Average: 23

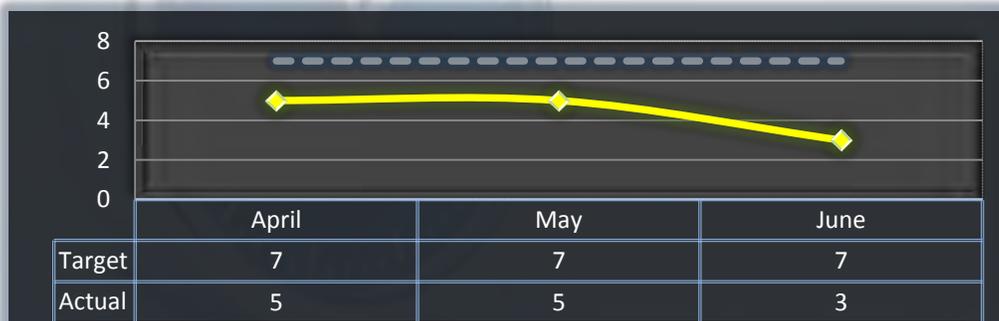


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q4 Average: 5 Days

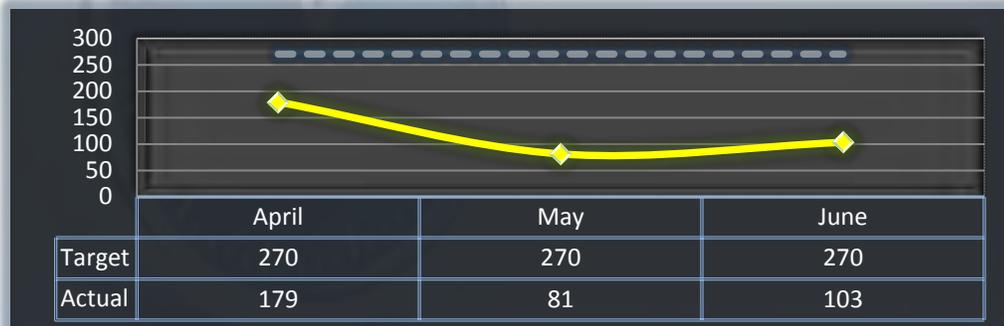


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q4 Average: 117 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q4 Average: N/A

The Board did not close any formal discipline cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q4 Average: 1 Day

The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: N/A

The Board did not report any probation violations this quarter.

Performance Measures

Annual Report (2011 – 2012 Fiscal Year)

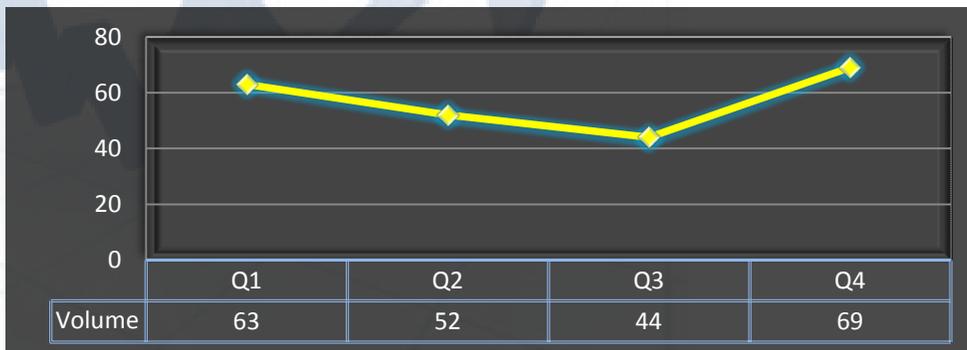
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the four quarters worth of data.

Volume

Number of complaints and convictions received.

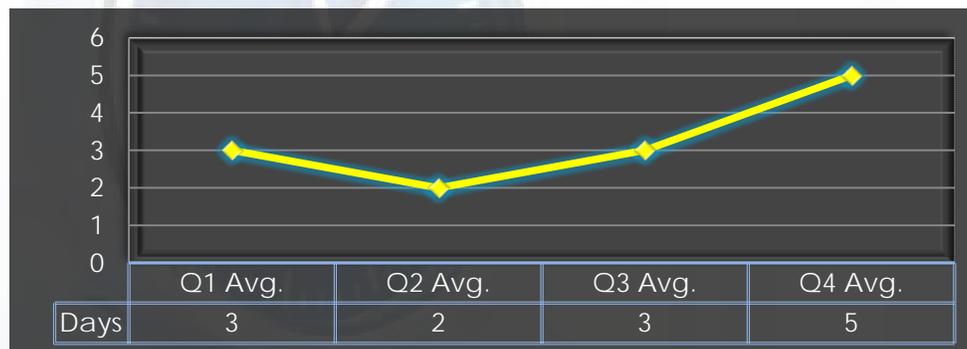
The Board had an annual total of 228 this fiscal year.



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

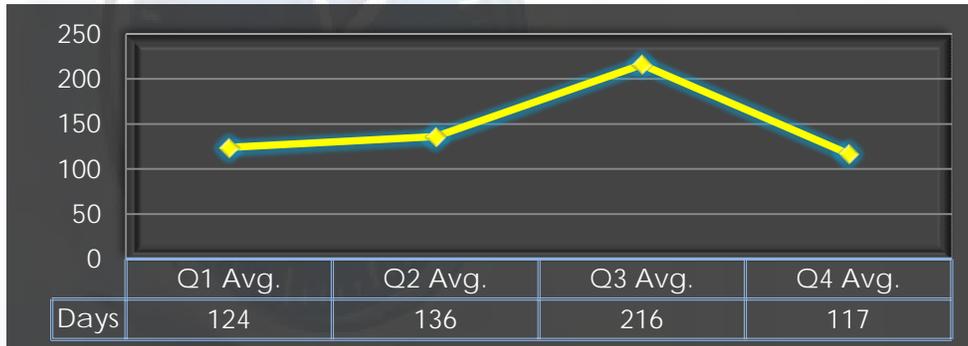
The Board has set a target of 7 days for this measure.



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

The Board has set a target of 270 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

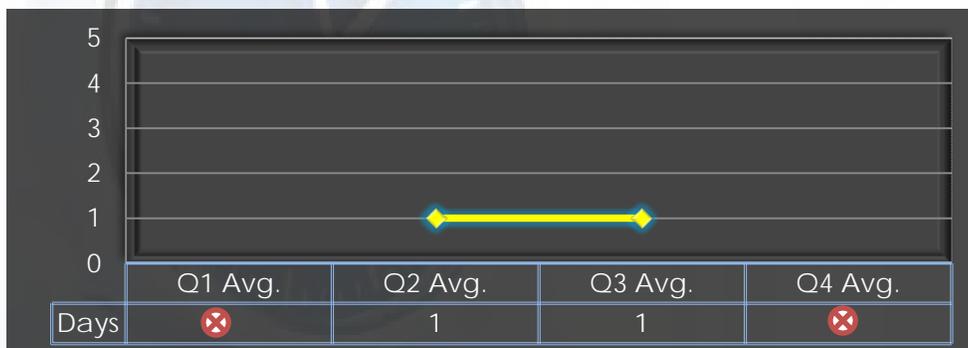
The Board has set a target of 540 days for this measure.



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board has set a target of 10 days for this measure.



Performance Measures

Q1 Report (July - September 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q1 Total: 115

Q1 Monthly Average: 38

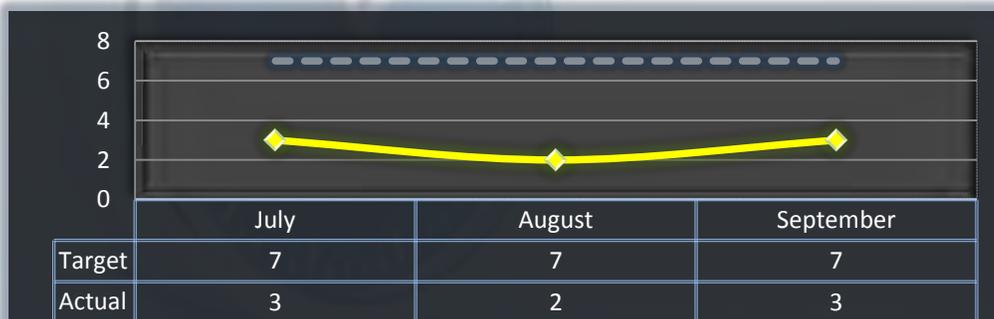


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q1 Average: 3 Day

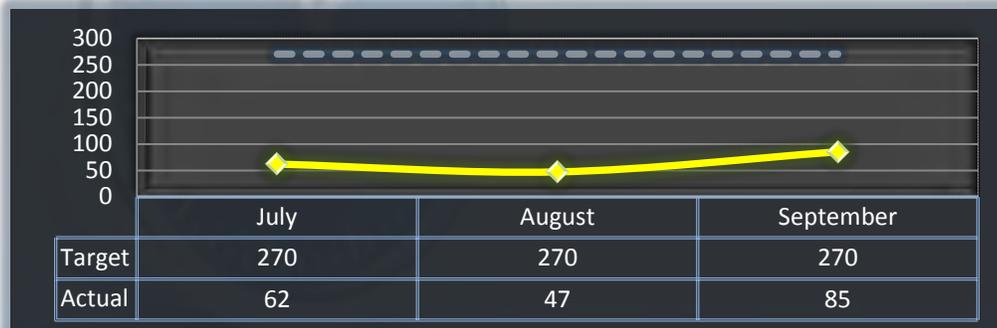


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q1 Average: 63 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q1 Average: N/A

The Board did not close any disciplinary cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q1 Average: N/A

The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q1 Average: N/A

The Board did not handle any probation violations this quarter.

Performance Measures

Q2 Report (October - December 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Number of complaints received.

Q2 Total: 69

Q2 Monthly Average: 23



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q2 Average: 3 Days



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q2 Average: 87 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 423 Days

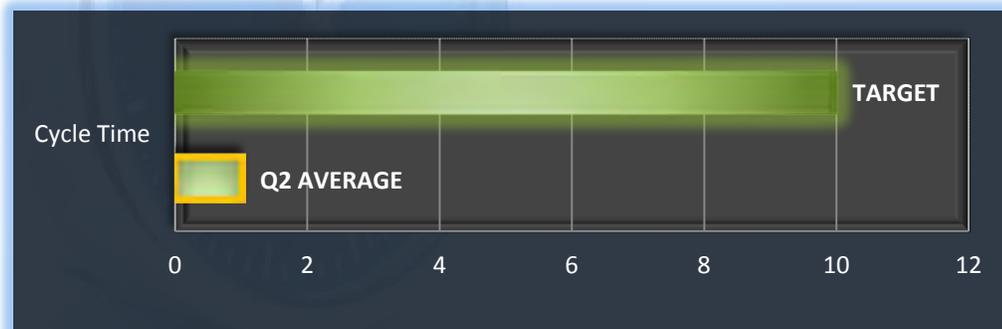


Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q2 Average: 1 Day



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q2 Average: N/A

The Board did not handle any probation violations this quarter.

Performance Measures

Q3 Report (January - March 2013)

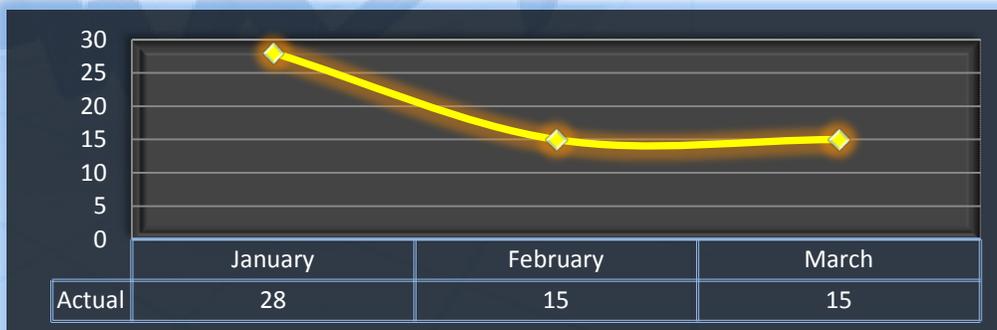
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q3 Total: 59

Q3 Monthly Average: 19



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q3 Average: 3 Days

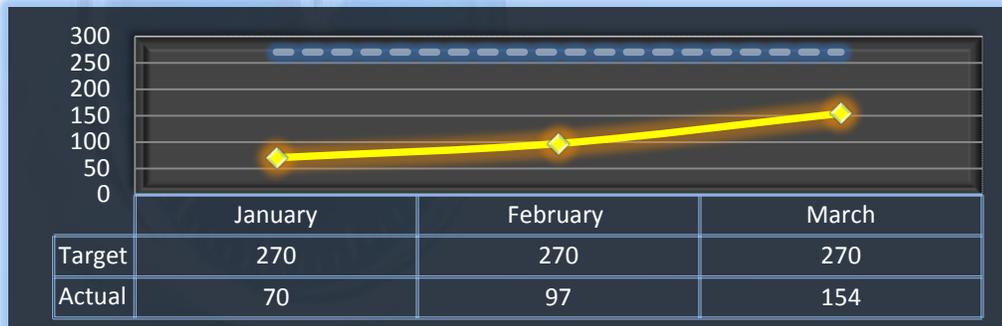


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q3 Average: 108 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q3 Average: N/A

The Board did not close any formal discipline cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q3 Average: N/A

The Board did not contact any probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q3 Average: N/A

The Board did not handle any probation violations this quarter.

Performance Measures

Q4 Report (April - June 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q4 Total: 53

Q4 Monthly Average: 18



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days

Q4 Average: 3 Days

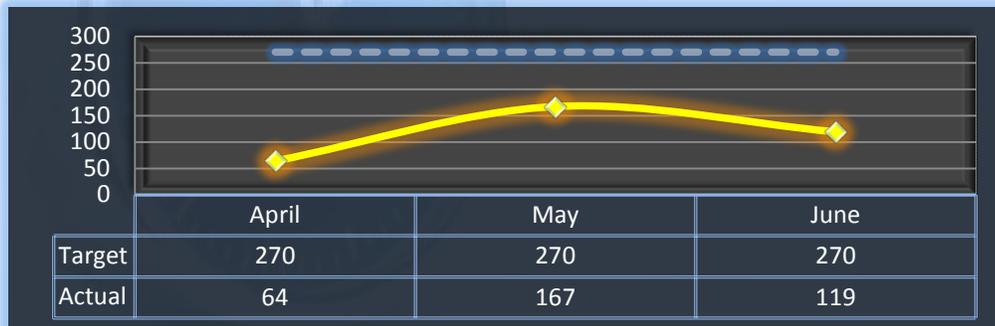


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q4 Average: 136 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q4 Average: N/A

The Board did not close any formal discipline cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q4 Average: N/A

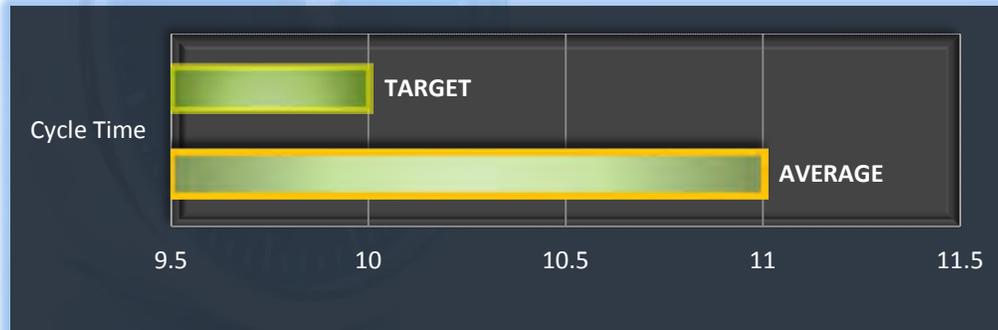
The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: 11 Days



Performance Measures

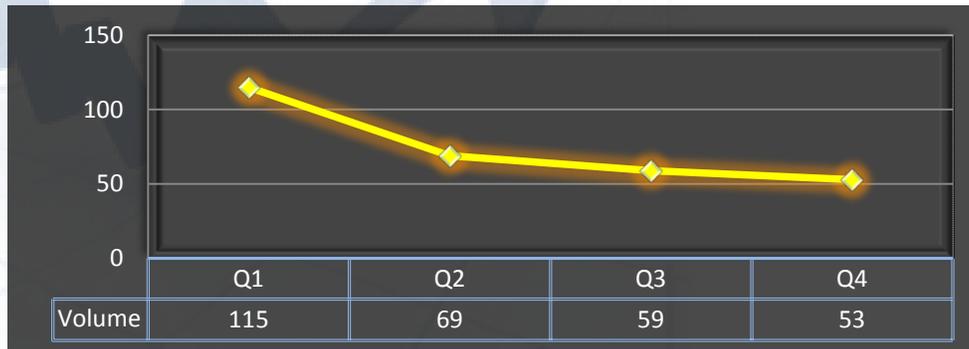
Annual Report (2012 – 2013 Fiscal Year)

To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

Volume

Number of complaints and convictions received.

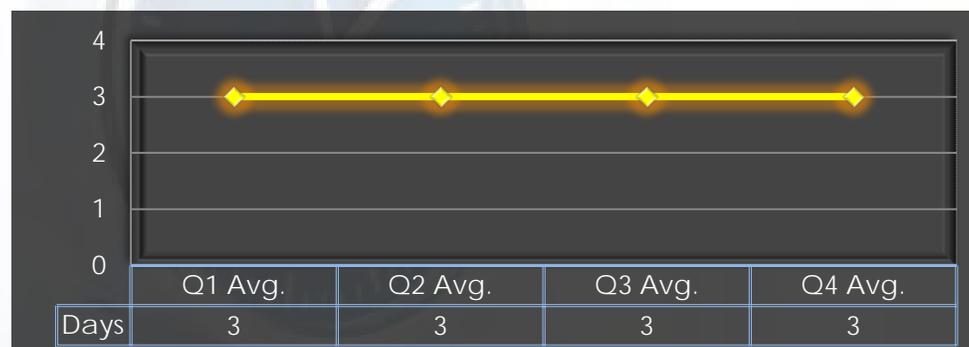
The Board had an annual total of 296 this fiscal year.



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

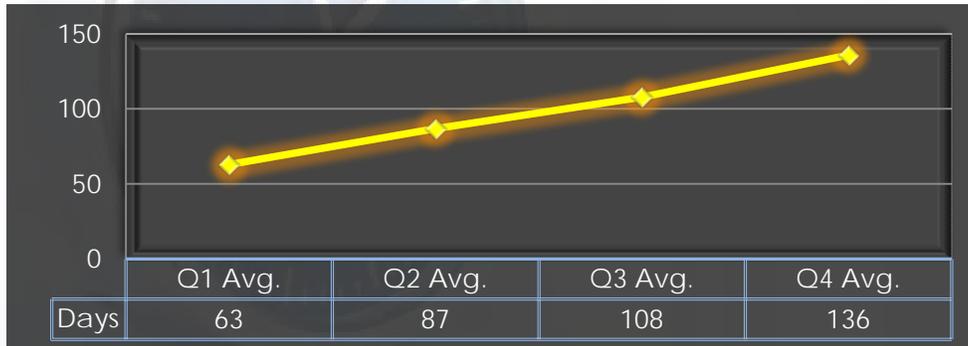
The Board has set a target of 7 days for this measure.



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

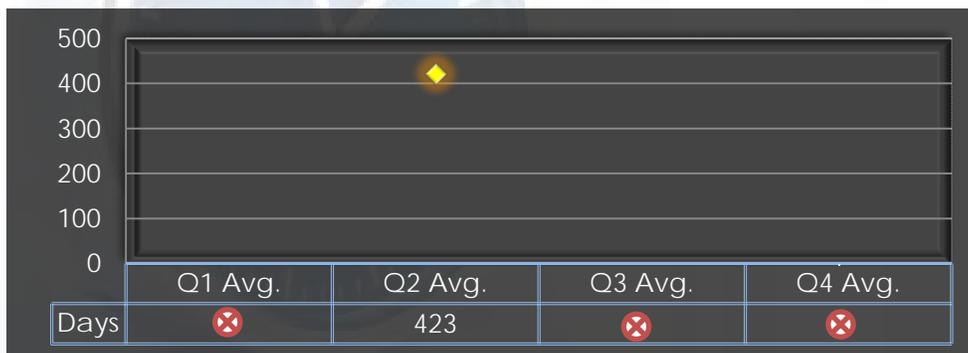
The Board has set a target of 270 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

The Board has set a target of 540 days for this measure.



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board has set a target of 10 days for this measure.



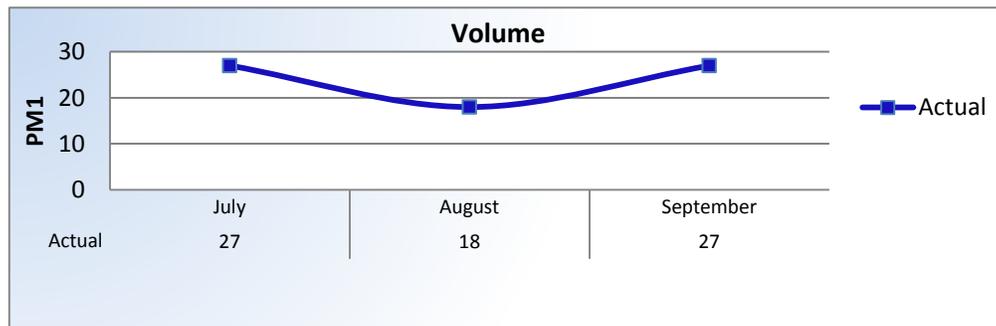
Performance Measures

Q1 Report (July - September 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

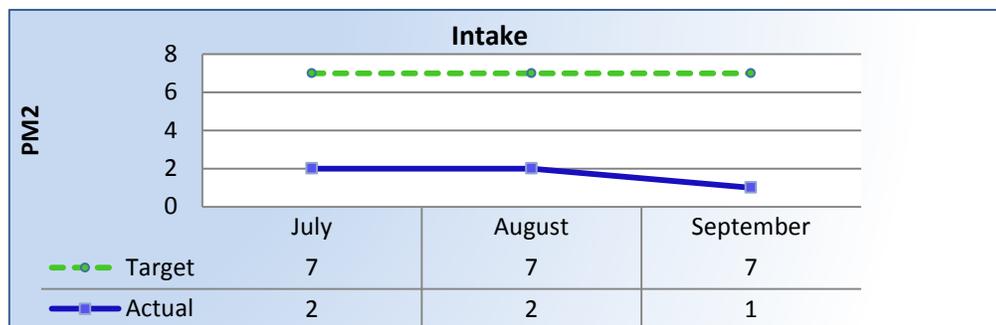


Total Received: 72 Monthly Average: 24

Complaints: 72 | Convictions: 0

PM2 | Intake

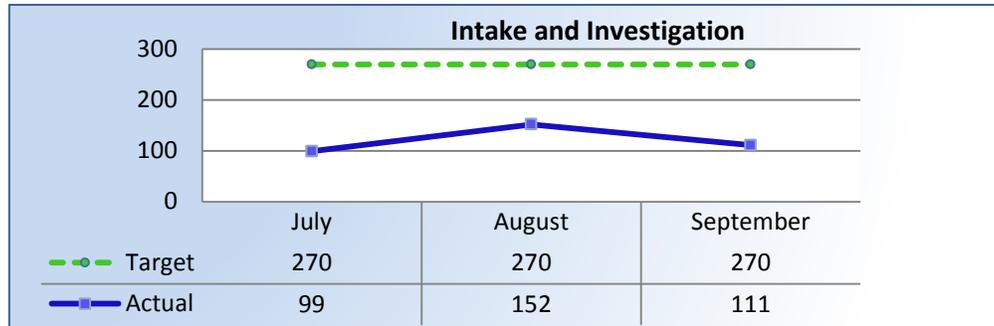
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | Actual Average: 2 Days

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 180 Days | Actual Average: 125 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).

The Board did not have report any formal discipline cases this quarter.

Target Average: 540 Days | Actual Average: N/A

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this quarter.

Target Average: 5 Days | Actual Average: N/A

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not report any new probation violations this quarter.

Target Average: 15 Days | Actual Average: N/A

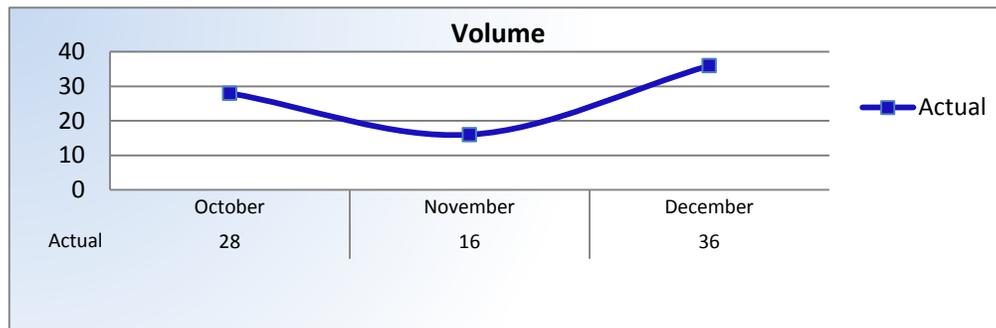
Performance Measures

Q2 Report (October - December 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

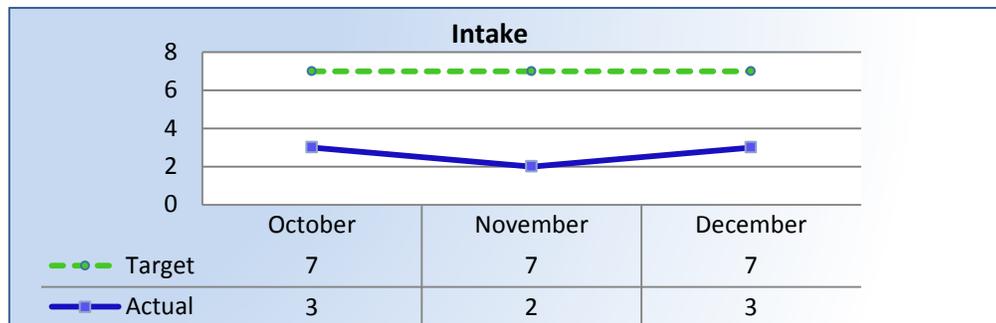


Total Received: 80 Monthly Average: 27

Complaints: 80 | Convictions: 0

PM2 | Intake

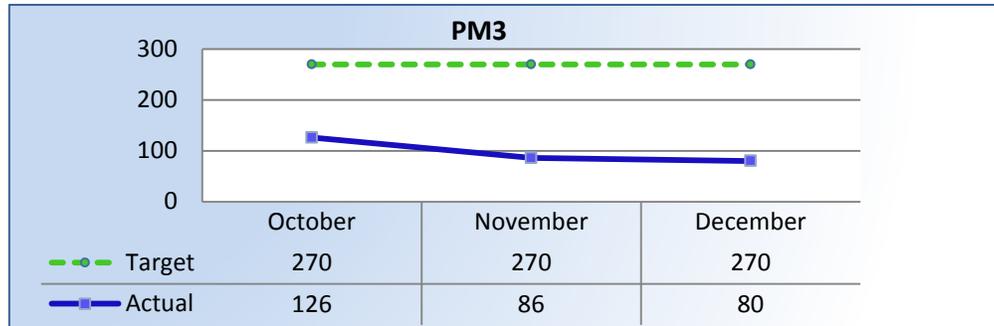
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | Actual Average: 3 Days

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 270 Days | Actual Average: 106 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).

The Board did not have report any formal discipline cases this quarter.

Target Average: 540 Days | Actual Average: N/A

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this quarter.

Target Average: 5 Days | Actual Average: N/A

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not report any new probation violations this quarter.

Target Average: 15 Days | Actual Average: N/A

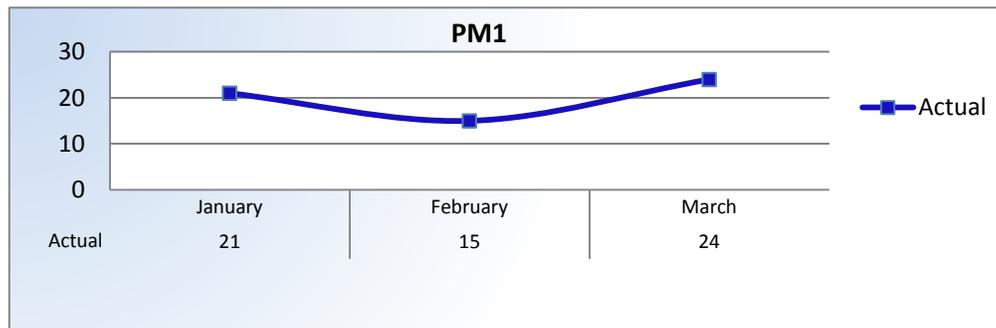
Performance Measures

Q3 Report (January - March 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

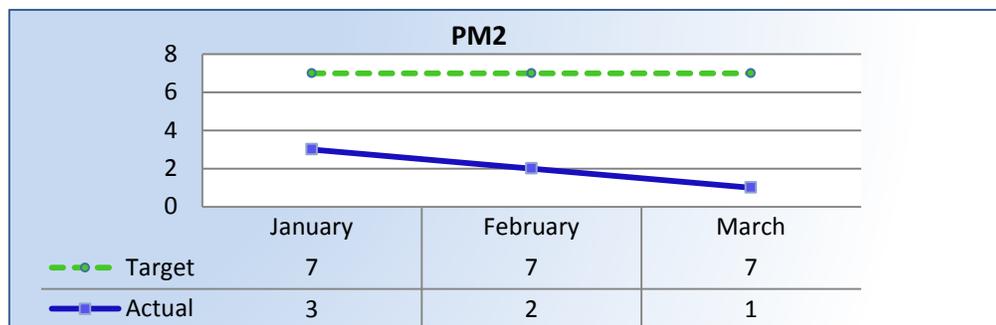


Total Received: 60 Monthly Average: 20

Complaints: 59 | Convictions: 1

PM2 | Intake

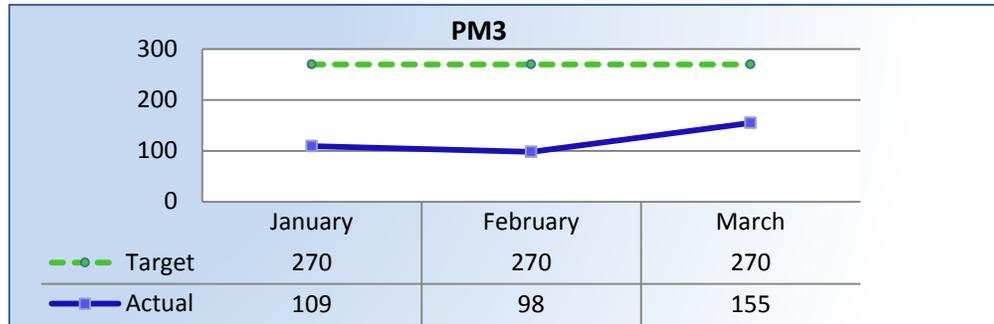
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | Actual Average: 2 Days

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 270 Days | Actual Average: 121 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).

The Board did not have report any formal discipline cases this quarter.

Target Average: 540 Days | Actual Average: N/A

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this quarter.

Target Average: 5 Days | Actual Average: N/A

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not report any new probation violations this quarter.

Target Average: 15 Days | Actual Average: N/A

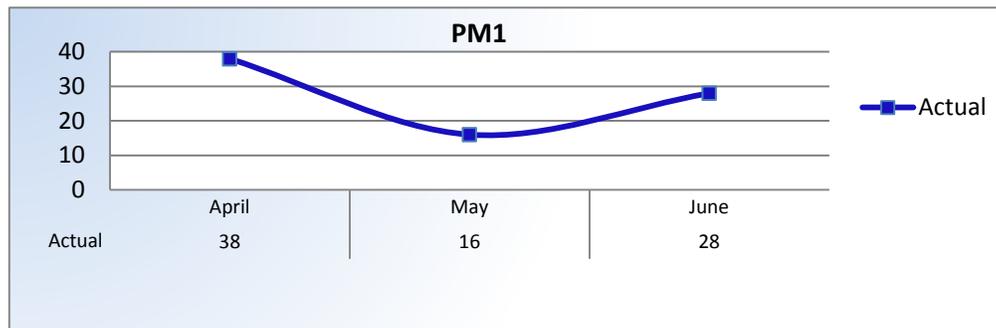
Performance Measures

Q4 Report (April - June 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

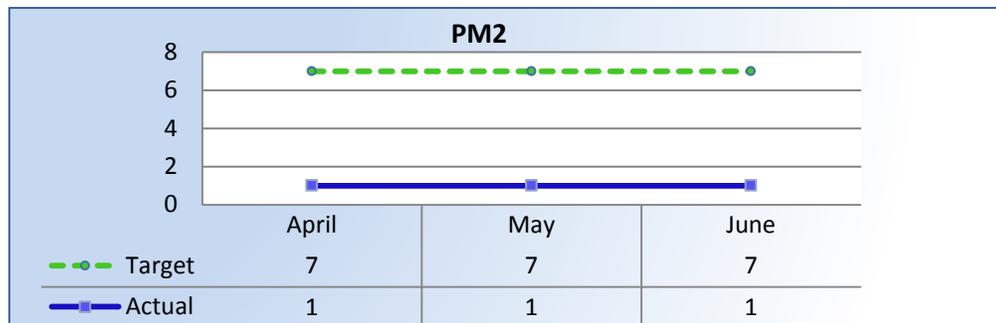


Total Received: 82 Monthly Average: 27

Complaints: 82 | Convictions: 0

PM2 | Intake

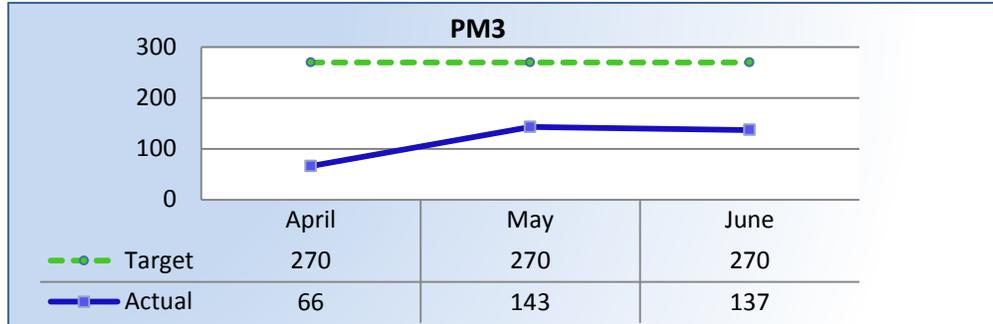
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | Actual Average: 1 Day

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 270 Days | Actual Average: 132 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).

The Board did not have report any formal discipline cases this quarter.

Target Average: 540 Days | Actual Average: N/A

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this quarter.

Target Average: 5 Days | Actual Average: N/A

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not report any new probation violations this quarter.

Target Average: 15 Days | Actual Average: N/A

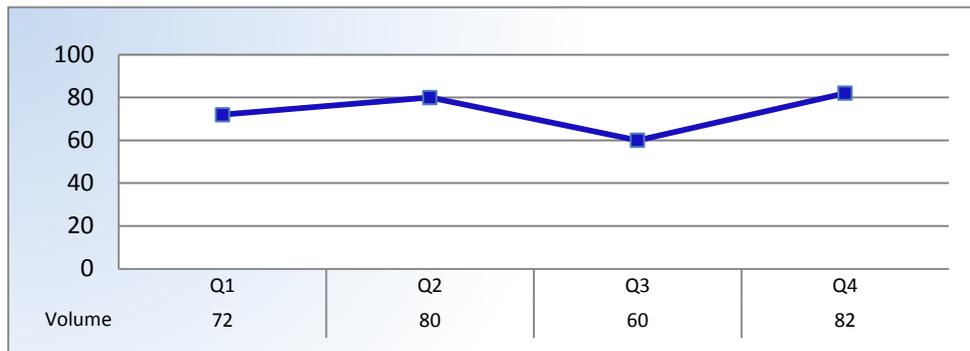
Performance Measures

Annual Report (2013 – 2014 Fiscal Year)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly and annual basis.

PM1 | Volume

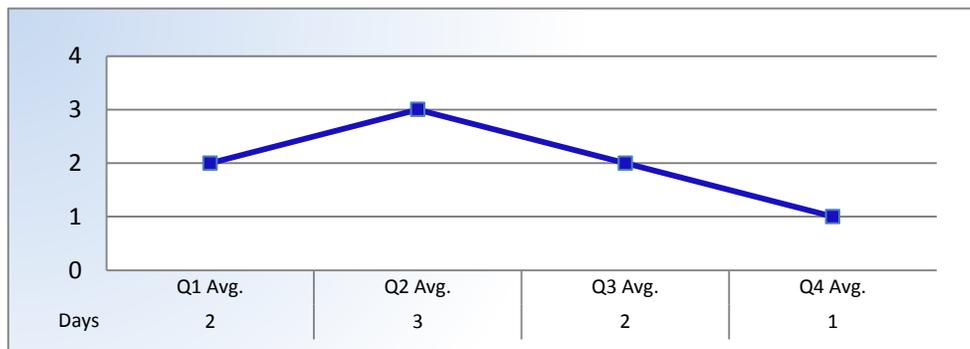
Number of complaints and convictions received.



Fiscal Year Total: 294

PM2 | Intake

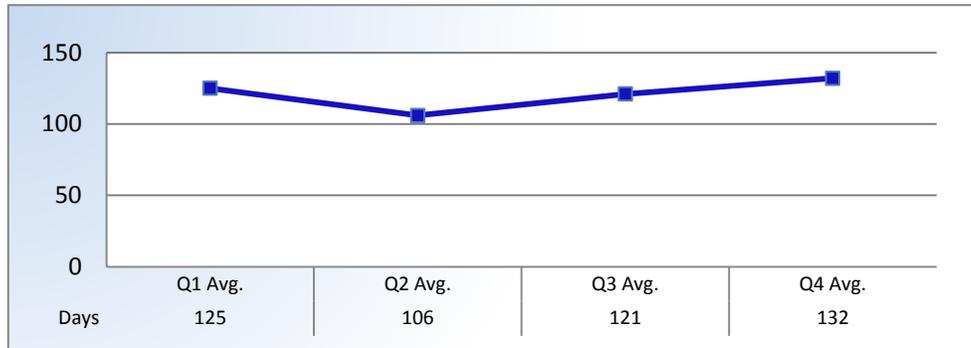
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 10 Days

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 200 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).

The Board did not have any complaints go through formal discipline this fiscal year.

Target Average: 540 Days

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this year.

Target Average: 10 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not have any probation violations reported this year.

Target Average: 10 Days

