

California Architects Board

Executive Committee Meeting

December 1, 2016

Sacramento and Various Teleconference Locations in
California





Edmund G. Brown Jr.
GOVERNOR

CALIFORNIA ARCHITECTS BOARD

PUBLIC PROTECTION THROUGH EXAMINATION, LICENSURE, AND REGULATION

NOTICE OF MEETING

EXECUTIVE COMMITTEE

December 1, 2016
10:00 a.m. to 2:00 p.m.
(or until completion of business)
California Architects Board
2420 Del Paso Road, Suite 105
Sacramento, CA 95834
(916) 574-7220

The California Architects Board (Board) will hold an Executive Committee meeting, as noted above, and via teleconference at the following locations:

BakerNowicki Design Studio
731 Ninth Avenue, Suite A
San Diego, CA 92101
(619) 795-2450

Kaiser Center / BART Offices
300 Lakeside Drive, 22nd Floor, Room 2236
Oakland, CA 94612
(510) 464-6549

Kwan Henmi Architecture & Planning
456 Montgomery Street, Suite 200
San Francisco, CA 94104
(415) 901-7200

The notice and agenda for this meeting and other meetings of the Board can be found on the Board's website: cab.ca.gov. For further information regarding this agenda, please see reverse or you may contact Mel Knox at (916) 575-7221.

AGENDA

- A. Call to Order /Roll Call/Establishment of a Quorum
- B. Public Comment on Items not on the Agenda
(The Committee may not discuss or take any action on any item raised during this public comment section, except to decide whether to refer the item to the Board's next Strategic Planning session and/or place the matter on the agenda of a future meeting [Government Code sections 11125 and 11125.7(a)]).
- C. Review and Possible Action on November 24, 2015, Executive Committee Meeting Summary Report
- D. Selection of 2016 Octavius Morgan Distinguished Service Awardees to be Recommended to Board for Approval

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(Continued on Reverse)

- E. Update and Possible Action on 2015–2016 Strategic Plan Objective to Review, Leverage, and Evaluate the Effectiveness of Board’s Liaison Program to Build Stronger Relationships with Organizations
- F. Update and Possible Action on 2015–2016 Strategic Plan Objective to Annually Present Consumer Satisfaction Survey Data to Measure Performance and Identify Areas for Improvement
- G. Update and Possible Action on 2015–2016 Strategic Plan Objective to Implement BreEZe, an Enterprise-Wide Licensing and Enforcement System, to Improve Consumer, Candidate, and Licensee Services
- H. Update and Possible Action on 2015–2016 Strategic Plan Objective to Analyze Fees to Determine Whether they are Appropriate
- I. Update and Possible Action on 2015–2016 Strategic Plan Objective to Complete Sunset Review Process and Implement Recommendation(s) to Comply with Legislature’s Directives
- J. Adjournment

Action may be taken on any item on the agenda. The time and order of agenda items are subject to change at the discretion of the Executive Committee Chair and may be taken out of order. The meeting will be adjourned upon completion of the agenda, which may be at a time earlier or later than posted in this notice. In accordance with the Bagley-Keene Open Meeting Act, all meetings of the Executive Committee are open to the public. The meeting may be cancelled without notice. For meeting verification, call (916) 575-7221 or access the Board’s website at cab.ca.gov just prior to the meeting.

Government Code section 11125.7 provides the opportunity for the public to address each agenda item during discussion or consideration by the Executive Committee prior to the Committee taking any action on said item. Members of the public will be provided appropriate opportunities to comment on any issue before the Executive Committee, but the Chair may, at his or her discretion, apportion available time among those who wish to speak. Individuals may appear before the Executive Committee to discuss items not on the agenda; however, the Committee can neither discuss nor take official action on these items at the time of the same meeting [Government Code sections 11125 and 11125.7(a)].

The meeting is accessible to the physically disabled. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Mr. Knox at (916) 575-7221, emailing mel.knox@dca.ca.gov, or sending a written request to the Board. Providing your request at least five business days before the meeting will help to ensure availability of the requested accommodation.

Protection of the public shall be the highest priority for the Board in exercising its licensing, regulatory, and disciplinary functions. Whenever the protection of the public is inconsistent with other interests sought to be promoted, the protection of the public shall be paramount (Business and Professions Code section 5510.15).

Agenda Item A

CALL TO ORDER/ROLL CALL/ESTABLISHMENT OF A QUORUM

Roll is called by the Executive Committee Vice Chair, or in his absence, by a member designated by the Chair.

COMMITTEE MEMBER ROSTER

Jon Alan Baker, Chair

Matthew McGuinness, Vice Chair

Tian Feng

Sylvia Kwan

Agenda Item B

PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

Members of the public may address the Executive Committee at this time. The Committee Chair may allow public participation during other agenda items at their discretion.

(The Executive Committee may not discuss or take action on any item raised during this public comment section, except to decide whether to refer the item to the Board's next Strategic Planning session and/or place the matter on the agenda of a future meeting [Government Code sections 11125 and 11125.7(a)].)

Agenda Item C

REVIEW AND POSSIBLE ACTION ON NOVEMBER 24, 2015, EXECUTIVE COMMITTEE MEETING SUMMARY REPORT

The Committee is asked to review and take possible action on the November 24, 2015, Executive Committee meeting Summary Report.

Attachment:

November 24, 2015 Executive Committee Meeting Summary Report



Edmund G. Brown Jr.
GOVERNOR

CALIFORNIA ARCHITECTS BOARD

PUBLIC PROTECTION THROUGH EXAMINATION, LICENSURE, AND REGULATION

SUMMARY REPORT

EXECUTIVE COMMITTEE MEETING

November 24, 2015

Sacramento, CA and Various Teleconference Locations in CA

Committee Members Present

Jon Alan Baker, Chair
Tian Feng, Vice Chair
Pasqual Gutierrez
Sylvia Kwan

Board Staff Present

Doug McCauley, Executive Officer
Vickie Mayer, Assistant Executive Officer
Justin Sotelo, Program Manager Administration/Enforcement
Mel Knox, Administration Analyst

Guest Present

Shelly Jones, Department of Consumer Affairs (DCA) Executive Office

A. Call to Order

Committee Chair Jon Baker called the meeting to order at 10:16 a.m., and Tian Feng called roll. Three members of the Committee constitute a quorum for the transaction of business. There being four members present at the time of roll, a quorum was established.

B. Public Comment on Items not on the Agenda

There were no comments from the public.

C. Review and Approve May 20, 2014 Executive Committee Meeting Summary Report

Mr. Baker asked the Committee to consider approval of the May 20, 2014 Summary Report. Doug McCauley explained to the Committee that, although Mr. Feng or Sylvia Kwan were not present at the May 20, 2014 meeting, the Bagley-Keene Open Meeting Act "rule of necessity" enables them to vote on this item.

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Pasqual Gutierrez moved to approve the May 20, 2014, Executive Committee Summary Report with a minor edit on page 1 referring to Ms. Voigt's title.

Jon Baker seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

D. Selection of 2015 Octavius Morgan Distinguished Service Awardees to be Recommended to Board for Approval

Mel Knox informed the Committee that the Octavius Morgan Distinguished Service Award is an annual award for recognizing volunteers who contribute to the Board outstanding and dedicated service. Mr. Knox conveyed two potential recipients for 2015 for the Committee's recommendation to the Board: Robert Greig and Alex Rogic. Mr. Knox also asked the Committee to reconfirm that Board members will purchase the awards from their own personal funds. Mr. McCauley explained the history behind Board members financing the award using personal funds. Committee members discussed the importance of conveying to all Board members that contributing to pay a share of the cost of the award is voluntary.

Pasqual Gutierrez moved to recommend that Robert Greig and Alex Rogic be awarded the Board's Octavius Morgan Distinguished Service Award for 2015, and to convey to all Board members that contributing a share of the cost of the Octavius Morgan Distinguished Service Award is voluntary.

Tian Feng seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

E. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Review, Leverage, and Evaluate Effectiveness of Board's Liaison Program to Build Stronger Relationships with Organizations

Justin Sotelo informed the Committee that the Board's liaison program is designed to ensure that the Board exchanges information with key entities, and identify potential opportunities for collaboration. Mr. Sotelo noted recent changes to the program, including:

1. Staff distributes reporting requirement reminders for liaisons on a quarterly basis;
2. Staff provides liaisons with talking points, including taking points regarding the Board's support of additional paths to licensure;
3. Liaisons collaborate with staff when communicating licensing information to candidates; and
4. Biannual reporting requirements amended for liaisons to deliver their reports in the spring and fall months, in alignment with the academic calendar.

To enhance the ongoing effectiveness of the liaison program, Mr. Sotelo recommended the development of a standardized summary template to be used by Board liaisons. He explained that the template will summarize each contact with their assigned organizations and schools, and solicit feedback in terms of how the relationship with each entity can be improved. Committee members discussed how the Board could stronger influence academic programs at Community Colleges. Mr. McCauley suggested developing a specific talking point for Community Colleges and its students concerning their pursuit of licensure, such as “Students can begin IDP now,” or “There are multiple pathways, including via an associate degree.”

Tian Feng moved to recommend to the Board that it develop a standardized summary template to be used by Board liaisons, and specific talking points for Community College students concerning their pursuit of licensure.

Sylvia Kwan seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

F. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Increase Board’s Participation in National Council of Architectural Registration Boards

Mr. McCauley reported that the Board’s requests for out-of-state travel approval to participate in the National Council of Architectural Registration Boards (NCARB) have been successful in recent years. He informed the Committee that the Administration also recognized the importance of the Board’s need to participate in the national affairs, and requests for travel to the Annual Meeting and Conference, Regional Summit, and NCARB committee meetings have generally been approved. Mr. McCauley also reminded the Committee of the Board’s approved methods to promote national participation:

1. Publicize the Board’s successful efforts with NCARB via the newsletter;
2. Continue to partner with The American Institute of Architects, California Council to underscore the importance of NCARB;
3. Maintain a list of accomplishments via the Board’s participation in NCARB;
4. Stress with NCARB the importance of “mission critical” agendas; and
5. Incorporate elements of CEO Reports and other NCARB communiqués, as well as The American Institute of Architects reports into the *California Architect* newsletter.

Given the Board’s accomplishments on this objective, Mr. McCauley recommended that the Board continue to monitor the results of efforts to participate and identify additional actions as necessary. Committee members discussed the importance of the Board’s participation and presence on NCARB committees.

Sylvia Kwan moved to recommend to the Board that it continue to monitor the results of efforts to participate in NCARB and identify additional actions as necessary.

Pasqual Gutierrez seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

G. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Annually Present Consumer Satisfaction Survey Data to Measure Performance and Identify Areas for Improvement

Mr. Knox informed the Committee that the Board currently utilizes a general customer satisfaction survey for consumers who have filed complaints against architects/unlicensed individuals and individuals renewing or seeking a license to practice architecture in California. He also informed the Committee that the Board utilizes an additional DCA consumer complaint-specific survey, which is made available to complainants once an enforcement case is closed. Mr. Knox noted that the Board's general customer satisfaction survey is perhaps too broad for the various categories of constituents the Board serves. He stated that staff has identified potential improvements to the survey and has discussed with DCA Strategic Organization, Leadership, and Individual Development (SOLID) staff various enhancements to the survey.

Mr. Sotelo presented the DCA enforcement-specific survey to the Committee and proposed an additional survey format that is expected to better facilitate the survey's completion. Mr. McCauley stated that the additional format is an opportunity to ask clarifying questions, and recommended incorporating the use of survey postcards similar to that being used by the Landscape Architects Technical Committee (LATC).

Jon Baker moved to recommend to the Board that staff continue to work with DCA SOLID on better portraying and collecting data for the general customer satisfaction survey, and to make necessary enhancements/improvements to the enforcement-specific survey.

Sylvia Kwan seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

H. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Collaborate with Department of Consumer Affairs' Office of Public Affairs to Improve Outreach and Communication

Mr. Sotelo informed the Committee that this objective, which calls for collaboration with the DCA Office of Public Affairs to improve outreach and communication, overlaps with the 2015-2016 Strategic Plan objective that directs the Communications Committee to partner with the Contractors State License Board (CSLB) to identify and implement best practices for educating consumers about the Board in order to improve consumer education efforts. He recommended that this objective be merged with the

Communications Committee's related objective and charge the Communications Committee with furthering its work to expand the Board's communications program.

Committee members discussed collaborating with CSLB and LATC to develop a consumer education piece that explains the overall design and construction process, and providing information and materials to schools regarding the licensure process.

Jon Baker moved to recommend that the Board: 1) transfer and merge this objective with the Communications Committee's related objective; 2) consider collaborating with CSLB and LATC to develop a consumer education piece that explains the overall design and construction process; and 3) provide information and materials to schools regarding the licensure process.

Tian Feng seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

I. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Implement BreEZe, an Enterprise-Wide Licensing and Enforcement System, to Improve Consumer, Candidate, and Licensee Services

Vickie Mayer provided the Committee with an update on the status of BreEZe, an enterprise-wide licensing and enforcement system to improve consumer, candidate, and licensee services. She reminded the Committee that BreEZe is being deployed department-wide via three separate releases, and the Board is currently part of Release 3. Ms. Mayer reported that prior to beginning work on Release 3, DCA will perform a formal cost benefit analysis after Release 2 is completed. She also reported that the department will conduct a feasibility study to determine the strategy taken to meet boards and bureaus' business needs, and whether contractors are brought on board, a mix of contractors and state staff, or just state staff will be implementing Release 3. Ms. Mayer reported that DCA anticipates the development of the Release 3 project plan to begin in mid-2016.

J. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Analyze Fees to Determine Whether they are Appropriate

Mr. Sotelo reminded the Committee that at each June Board meeting, members are provided a budget update. He also reminded the Committee that the Board has recently taken two different actions related to the Board's fees and fund condition; an increase of the license renewal fee from \$200 to \$300, and a \$300,000 reduction in its spending authority, effective January 1, 2011 and July 1, 2015, respectively. Mr. Sotelo informed the Committee that staff met with DCA Budget Office personnel to examine the Board's budget and fund condition and analyze whether its fees are appropriate in light of this Strategic Plan objective. He reported that, during this meeting, it was determined by Budget Office staff that the Board's current fund condition is appropriate and that a budget or fee adjustment is not recommended at this time. Mr. Sotelo informed that the Budget Office recommended for the Board to re-assess this issue after the completion of

fiscal year (FY) 2015/16 due to the recent spending authority reduction as a result of the Board's negative Budget Change Proposal. Mr. McCauley agreed that no change in fees are needed, and recommended reassessing fees in another year or two.

Sylvia Kwan moved to recommend that the Board take no action at this time, but to reassess its fees and fund condition after the conclusion of FY 2015/16.

Tian Feng seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

K. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Complete Sunset Review Process and Implement Recommendation(s) to Comply with Legislature's Directives

Mr. McCauley reminded the Committee that the Board submitted its Sunset Review Report to the Legislature on October 31, 2014, and the hearing was held on March 18, 2015. He reported that only two questions were asked of the Board regarding the: 1) process for determining content for the California Supplemental Examination (CSE), and 2) possible causes for the non-compliance rate on continuing education audits. Mr. McCauley informed that the Board's responses were satisfactory to the Senate and Assembly policy committees, and the Board's written responses also received positive feedback. He reminded the Committee that Assembly Bill 177 (Bonilla), the bill that extends the Sunset date for the Board and LATC, was signed into law on October 2, 2015 and goes into effect January 1, 2016.

To continue to build on the Board's positive outcomes from the Sunset Review process, and to prepare for the next Sunset Review process, Mr. McCauley recommended that the Executive Committee consider the following suggestions:

1. Staff review the Sunset Review Report and Sunset Background Paper and Responses and compile a list of recommendations and suggestions that were noted in the documents.
2. Staff review the metrics in the report and identify opportunities, requirements, and improvements as to data collection.
3. Staff monitor the Sunset Review process on an ongoing basis to identify any emerging cross-cutting issues.

Mr. Gutierrez also proposed that the list of recommendations and suggestions that were noted in the Sunset Background Paper be incorporated into the Board's Strategic Plan.

Jon Baker moved to recommend implementing the following actions to further the Board's 2015-2016 Strategic Plan objective to complete the Sunset Review process and implement recommendation(s) to comply with the Legislature's directives: 1) review the Sunset Review Report and Sunset Background Paper and Responses and compile a list of recommendations and suggestions that were noted in the documents and incorporate as Strategic Plan objectives as appropriate; 2) review

the metrics in the report and identify opportunities, requirements, and improvements as to data collection; and 3) monitor the Sunset Review process on an ongoing basis to identify any emerging cross-cutting issues.

Tian Feng seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

L. Adjournment

The meeting adjourned at 11:38 a.m.

DRAFT

Agenda Item D

SELECTION OF 2016 OCTAVIUS MORGAN DISTINGUISHED SERVICE AWARDEES TO BE RECOMMENDED TO BOARD FOR APPROVAL

The Board, at its September 2000 meeting, voted to establish an annual system for recognizing all of the volunteers who contribute to the Board and to grant a special award for distinguished service. The award was named the Octavius Morgan Distinguished Service Award, after the first Board President. The following guidelines for the award have been approved by the Board.

Purpose: To recognize and thank our committed volunteers on their efforts.

Criteria: Volunteers who, over a period of time, have provided the Board with outstanding and dedicated service. Potential winners would be committee or task forces members, exam subject matter experts/commissioners, or others. Board members are eligible, provided they have served the Board five or more years in addition to their terms on the Board.

Number of awards: Three to five per year in order to spread the recognition.

Selection process: Board members and staff would nominate individuals. The names of those receiving awards would be announced at the December Board meeting.

Award: The Octavius Morgan Distinguished Service Award recipients would be sent an appropriate item of recognition and would be noted in the newsletter. Board members will purchase the item of recognition from their own monies if prohibitions are in place from making the purchase from Board funds (motion approved at December 5-6, 2012, Board meeting).

The following individuals have been recipients of the award:

2015 – Robert Greig and Alex Rogic
2014 – Albert Okuma and Charles Smith
2013 – Loangle Newsome and Linda Zubiate
2012 – Victor Newlove, Roger North, and Roger Wilcox
2011 – Denis Henmi, Phyllis A. Newton, and Richard R. Tannahill
2010 – Wayne Holtan, Arlee Monson, and John Petrucelli
2009 – Richard Cooling, Richard Dodd, Morris Gee, and Larry Segrue
2008 – Chad R. Overway, Eric H. Jacobsen, and Bruce L. Macpherson
2007 – John Canestro, Gerald Cole, and Michelle Plotnick
2006 – Allan Cooper, Robert George, and Richard Holden
2005 – Andrew Barker, Robert DePietro, and Paul Neel
2004 – Jim Jordan, Larry Paul, P.K. Reibsamen, and Merlyn Isaak
2003 – Carol Tink-Fox, Jim McGlothlin, and Ron Ronconi
2002 – Glenn A. Gall, Lucille M. Hodges, RK Stewart, and Richard T. Conrad
2001 – George Ikenoyama, Fred Yerou, Richard Crowell, Jack Paddon, and Cynthia Easton
2000 – Charles J. Brown, Mackey W. Deasy, and Barry Wasserman

Staff were asked to submit nominations for 2016 recipients to the Executive Committee for consideration. A list of recommended nominees will be provided prior to the meeting. The

Executive Committee is asked to review the nominations and select recipients for this year's award to be recommended to the Board at its December 15, 2016, meeting, and reconfirm that Board members will purchase the awards from their own personal funds.

UPDATE AND POSSIBLE ACTION ON 2015-2016 STRATEGIC PLAN OBJECTIVE TO REVIEW, LEVERAGE, AND EVALUATE THE EFFECTIVENESS OF THE BOARD'S LIAISON PROGRAM TO BUILD STRONGER RELATIONSHIPS WITH ORGANIZATIONS

The California Architects Board's 2015-2016 Strategic Plan contains an objective assigned to the Executive Committee to review, leverage, and evaluate the effectiveness of the Board's liaison program to build stronger relationships with organizations.

The Board's liaison program is designed to ensure that the Board exchanges information with key entities. Liaisons are assigned to organizations and schools, and are responsible for 1) establishing and maintaining contact with these entities, and 2) biannually reporting back to the Board on their activities and objectives.

In 2014, the Board incorporated the following enhancements into the liaison program:

1. Staff distributes reporting requirement reminders for liaisons on a quarterly basis;
2. Staff provides liaisons with talking points (including integrated and multiple path to licensure);
3. Liaisons collaborate with staff when communicating licensing information to candidates; and
4. Biannual reporting requirements modified to deliver reports in the spring and fall months, in alignment with the academic calendar.

To enhance the ongoing effectiveness of the liaison program in line with this Strategic Plan objective, staff recommended the development of a standardized summary template to be used by Board liaisons. The template would summarize each contact with their assigned organizations and schools, and solicit feedback in terms of how the relationship with each entity could be improved. The development and use of such templates could also assist with the liaisons' biannual reports to the Board. The recommendation was approved by the Executive Committee at its November 24, 2015, meeting.

The Board, at its December 10, 2015, meeting, approved the Executive Committee's recommendation to continue with the 2014 improvements noted above. The Board also approved the Committee's recommendation for additional enhancements to: 1) develop a standardized summary template to be used by liaisons, 2) expand talking points to include community colleges, and 3) monitor the liaison program for one year and reassess its effectiveness after implementing the enhancements. Each of these enhancements was implemented in 2016.

The Executive Committee is asked to discuss the effectiveness of the liaison program and provide a recommendation for the Board's consideration.

UPDATE AND POSSIBLE ACTION ON 2015-2016 STRATEGIC PLAN OBJECTIVE TO ANNUALLY PRESENT CONSUMER SATISFACTION SURVEY DATA TO MEASURE PERFORMANCE AND IDENTIFY AREAS FOR IMPROVEMENT

The 2015-2016 Strategic Plan contains an objective assigned to the Executive Committee to annually present consumer satisfaction survey data to measure performance and identify areas for improvement.

The Board currently utilizes a general customer satisfaction survey (Attachment 1) for candidates, licensees, and consumers who have filed complaints against architects/unlicensed individuals. The survey allows the user to rate specific services provided by the Board and is available on the Board's website and via hyperlink on Board staff email correspondence. Attached are the results from the general survey for fiscal years (FY) 2014/15 and 2015/16 for the Executive Committee's review (Attachment 2).

Additionally, the Board utilizes a Department of Consumer Affairs (DCA) consumer complaint-specific survey (Attachment 3), which is provided to complainants when an enforcement case is closed. A hyperlink to the survey is included in the complainant's closure letter. The results captured by the complaint-specific survey are used in the Board's Sunset Review Reports. Attached are the results from the complaint-specific survey from FY 2014/15 through November 4, 2016, for the Executive Committee's review (Attachment 4).

As previously reported by staff, the general customer survey is perhaps too broad for the various categories of constituents the Board serves. As currently structured, the survey requires the user to answer and navigate through questions not specific to their situations, often times answering "N/A." At its November 24, 2015, meeting, the Executive Committee approved staff's recommendation to work with DCA Strategic Organization, Leadership, and Individual Development (SOLID) on a better means of collecting data for the general survey, and to make necessary enhancements/improvements to the complaint-specific survey while still preserving what is needed for future Sunset Review reporting data.

As directed, staff is identifying potential improvements and modifications to the general survey so that it is better tailored to the Board's various constituents. The goal is to produce a survey that allows the Board to collect more reliable data, while enabling the Board to better assess its performance and identify potential areas for improvement. The new survey, once complete and approved, will replace the website and email link survey.

The Executive Committee is asked to review the satisfaction results from both surveys and make a recommendation to the Board.

Attachments:

1. General Customer Survey
2. General Customer Results (FYs 2014/15 & 2015/16)
3. DCA Complaint Process Evaluation
4. Complaint-Specific Results (July 1, 2014 - November 4, 2016)

General Customer Survey

The Board continually strives to provide the best customer service to consumers, candidates and licensees. Please answer the questions below regarding your most recent experience with the Board's staff. Thank you for taking the time to complete the Board's survey.

Survey

1. Board staff is courteous when contacted by phone.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

2. Board staff assistance is efficient.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

3. Board staff assistance is accurate.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

4. Board's Web site contains useful information.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

5. Board's Web site is organized so that information is easy to find.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

6. The processing of my application was timely.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

7. The processing of my application was accurate.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

8. The processing of my renewal was timely.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

9. The processing of my renewal was accurate.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

10. The processing of my name change or change of address was accurate.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

11. The complaint process was described fully and accurately.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

12. Overall, I was satisfied with the service I received from the Board.

Not Applicable Strongly Agree Agree Disagree Strongly Disagree

Additional Comments

If you answered "Strongly Disagree" or "Disagree" with any of the statements above, please provide details of your experience and any suggestions for improvement.

Please tell us how we can improve our services, or what additional services we might provide.

Please tell us if someone was particularly helpful to you.

Please indicate the nature of your interaction with the Board

Thank you for taking the time to complete this survey. Responses will assist the Board in improving and expanding our services for consumers, candidates, and licensees.

GENERAL CUSTOMER SURVEY RESULTS

FISCAL YEARS 2014/15 & 2015/16

Overall Customer Satisfaction Rate: 82%*

Board staff is courteous when contacted by phone.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	41	50%	72%
Agree	10	12%	18%
Not Applicable	24	29%	-
Disagree	4	5%	7%
Strongly Disagree	2	2%	4%
No Response	1	1%	-
Total	82	100%	100%

The processing of my application was accurate.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	22	27%	51%
Agree	16	20%	37%
Not Applicable	37	45%	-
Disagree	3	4%	7%
Strongly Disagree	2	2%	5%
No Response	2	2%	-
Total	82	100%	100%

Board staff assistance is efficient.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	51	62%	66%
Agree	12	15%	16%
Not Applicable	5	6%	-
Disagree	6	7%	8%
Strongly Disagree	8	10%	10%
No Response	0	0%	-
Total	82	100%	100%

The processing of my renewal was timely.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	15	18%	63%
Agree	8	10%	33%
Not Applicable	56	68%	-
Disagree	1	1%	4%
Strongly Disagree	0	0%	0%
No Response	2	2%	-
Total	82	100%	100%

Board staff assistance is accurate.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	50	61%	69%
Agree	13	16%	18%
Not Applicable	6	7%	-
Disagree	6	7%	8%
Strongly Disagree	3	4%	4%
No Response	4	5%	-
Total	82	100%	100%

The processing of my renewal was accurate.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	14	17%	67%
Agree	5	6%	24%
Not Applicable	57	70%	-
Disagree	1	1%	5%
Strongly Disagree	1	1%	5%
No Response	4	5%	-
Total	82	100%	100%

Board's Web site contains useful information.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	25	30%	34%
Agree	33	40%	45%
Not Applicable	8	10%	-
Disagree	9	11%	12%
Strongly Disagree	6	7%	8%
No Response	1	1%	-
Total	82	100%	100%

The processing of my name change or change of address was accurate.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	12	15%	75%
Agree	4	5%	25%
Not Applicable	62	76%	-
Disagree	0	0%	0%
Strongly Disagree	0	0%	0%
No Response	4	5%	-
Total	82	100%	100%

Board's Web site is organized so that information is easy to find.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	21	26%	29%
Agree	35	43%	48%
Not Applicable	8	10%	-
Disagree	11	13%	15%
Strongly Disagree	6	7%	8%
No Response	1	1%	-
Total	82	100%	100%

The complaint process was described fully and accurately.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	10	12%	43%
Agree	4	5%	17%
Not Applicable	56	68%	-
Disagree	4	5%	17%
Strongly Disagree	5	6%	22%
No Response	3	4%	-
Total	82	100%	100%

The processing of my application was timely.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	24	29%	50%
Agree	9	11%	19%
Not Applicable	34	41%	-
Disagree	11	13%	23%
Strongly Disagree	4	5%	8%
No Response	0	0%	-
Total	82	100%	100%

Overall, I was satisfied with the service I received from the Board.			
	<u>Responses</u>	<u>%</u>	<u>% (w/o N/A & No)</u>
Strongly Agree	52	63%	64%
Agree	12	15%	15%
Not Applicable	0	0%	-
Disagree	8	10%	10%
Strongly Disagree	9	11%	11%
No Response	1	1%	-
Total	82	100%	100%

* Based on the number of "Strongly Agree" and "Agree" responses, excluding "Not Applicable" and "No Response."

GENERAL SURVEY DISAGREE COMMENTS

Architect Registration Examination Process

- It takes an extremely long time to process ANY amount of relatively straight forward paperwork during the licensure process. Information on the website is often vague or incomplete, and doesn't give a useful sense of the process or the timing to the applicant.
- Felt like CAB representative was very generic with her answers, made no attempt to clarify her statements, and feels like it was a waste of my time to try to communicate with her.

Consumer Complaint

- 30 days is too long. Wants faster response time to complaint, and feels like the Board should have more power of cases that clearly detail fraudulent action on behalf on an architect. Feels like an Architect ripped her off and she's on a fixed income.
- Hasn't received any response on claim despite several attempts to ascertain some form of an update.

Consumer Question

- Wanted information on architectural design for a tract of homes built in the late 80s; however, Board did not have this information. Therefore, dissatisfied because he feels like someone "knows" the answer.

License Renewal

- Wanted to know if a course with the AIA Continuing Education seal/logo acceptable to CAB for license renewal, received boilerplate government answer; not helpful.

GENERAL SURVEY STRONGLY DISAGREE COMMENTS

Architect Registration Examination Process

- CAB representative was extremely responsive and courteous; did not state reason for strong disagreement.
- Answer the phone! All I get is a machine and a promise of a timely response. Please let me speak to a human by phone.
- Dead "Licensure Lookup" link on website without any notification that link was broken.

Consumer Complaint

- Clearly 5536.22 of the B&P Code means nothing! Use the LAWS already on the books.
- Phone number listed on the email correspondence from the CAB representative was incorrect. Sent in time sensitive questions and received no correspondence. After attaining correct phone number CAB representative showed little, if any, knowledge of how social media and portfolio website editing works, and contradicted herself on more than one occasion; received non-helpful boilerplate responses that didn't answer questions. Felt that there was a language barrier on the part of Cab representative because of how many times questions had to be repeated and remained unanswered.

License Renewal

- Applicant frustrated that California does not currently offer online licensing renewal options.
- Web site does not indicate the address where to mail the renewal to, nor does it indicate that mailing address is the same as CAB office location.

Continuing Education Audit

- Felt like he/ she'd been deceived in written form by certain Enforcement Technician, and had to carry out extensive action to correct the matter at great expense to himself/herself.

Complaint Process Evaluation

Rate the following questions, using the scale:
Very Poor, Poor, Good, Very Good

How well did we explain the complaint process to you?

- Very Poor Poor Good Very Good

How clearly was the outcome of your complaint explained to you?

- Very Poor Poor Good Very Good

How well did we meet the time frame provided to you?

- Very Poor Poor Good Very Good

How courteous and helpful was staff?

- Very Poor Poor Good Very Good

Overall, How well did we handle your complaint?

- Very Poor Poor Good Very Good

If we were unable to assist you, were alternatives provided to you?

- Yes No N/A

Did you verify the provider's license prior to service?

- Yes No N/A

Thank you for taking the time to complete this survey. Your opinion matters to us and will help us improve our enforcement processes.

Please add any comments you wish to provide:

Following are complaint-specific survey results from
July 2014 - December 2014

July 2014 - December 2014

Total responses:

4

Architects Board, California

Was our representative courteous?	<u>Number</u>	<u>% of Total</u>
Yes, strongly agree	0	0%
Somewhat agree	0	0%
Neutral	1	25%
Somewhat disagree	0	0%
No, strongly disagree	0	0%
No response	3	75%
Total	4	100%

Do you feel that the representative who handled your complaint understood your problem?	<u>Number</u>	<u>% of Total</u>
Yes, strongly agree	0	0%
Somewhat agree	0	0%
Neutral	1	25%
Somewhat disagree	0	0%
No, strongly disagree	0	0%
No response	3	75%
Total	4	100%

Were you made aware that your complaint was closed?	<u>Number</u>	<u>% of Total</u>
Yes, strongly agree	0	0%
Somewhat agree	0	0%
Neutral	1	25%
Somewhat disagree	0	0%
No, strongly disagree	0	0%
No response	3	75%
Total	4	100%

Did our representative deal with your problem in a fair and reasonable manner?	<u>Number</u>	<u>% of Total</u>
Yes, strongly agree	1	25%
Somewhat agree	0	0%
Neutral	1	25%
Somewhat disagree	0	0%
No, strongly disagree	0	0%
No response	2	50%
Total	4	100%

If you were less than satisfied with the final outcome of your case, what was your primary reason for filing a complaint with us? (Please check the one that most represents your situation.)	<u>Number</u>	<u>% of Total</u>
Labor relations/wages	1	25%
No response	3	75%
Total	4	100%

How did you contact our Board/Bureau?	<u>Number</u>	<u>% of Total</u>
Website	0	0%
Regular mail	0	0%
E-mail	0	0%
Phone	0	0%
In-person	1	25%
No response	3	75%
Total	4	100%

How satisfied were you with the format and navigation of our Web site?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	4	100%
Total	4	100%

How satisfied were you with information pertaining to your complaint available on our Web site?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	4	100%
Total	4	100%

How satisfied were you with the time it took to respond to your initial correspondence?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	4	100%
Total	4	100%

How satisfied were you with our response to your initial correspondence?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	4	100%
Total	4	100%

How satisfied were you with the time it took to speak to a representative of our Board/Bureau?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	1	25%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	3	75%
Total	4	100%

How satisfied were you with our representative's ability to address your complaint?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	1	25%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	3	75%
Total	4	100%

How satisfied were you with the time it took for us to resolve your complaint?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	0	0%
Neither satisfied nor dissatisfied	1	25%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	3	75%
Total	4	100%

How satisfied were you with the explanation you were provided regarding the outcome of your complaint?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	1	25%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	3	75%
Total	4	100%

Overall, how satisfied were you with the way in which we handled your complaint?	<u>Number</u>	<u>% of Total</u>
Very satisfied	0	0%
Somewhat satisfied	1	25%
Neither satisfied nor dissatisfied	0	0%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
No response	3	75%
Total	4	100%

Would you contact us again for a similar situation?	<u>Number</u>	<u>% of Total</u>
Definitely	1	25%
Probably	0	0%
Maybe	0	0%
Probably not	0	0%
Absolutely not	0	0%
No response	3	75%
Total	4	100%

Would you recommend us to a friend or family member experiencing a similar situation?	<u>Number</u>	<u>% of Total</u>
Definitely	0	0%
Probably	1	25%
Maybe	0	0%
Probably not	0	0%
Absolutely not	0	0%
No response	3	75%
Total	4	100%

Following are complaint-specific survey results from
January 2015 - June 2016

Consumer Satisfaction Survey

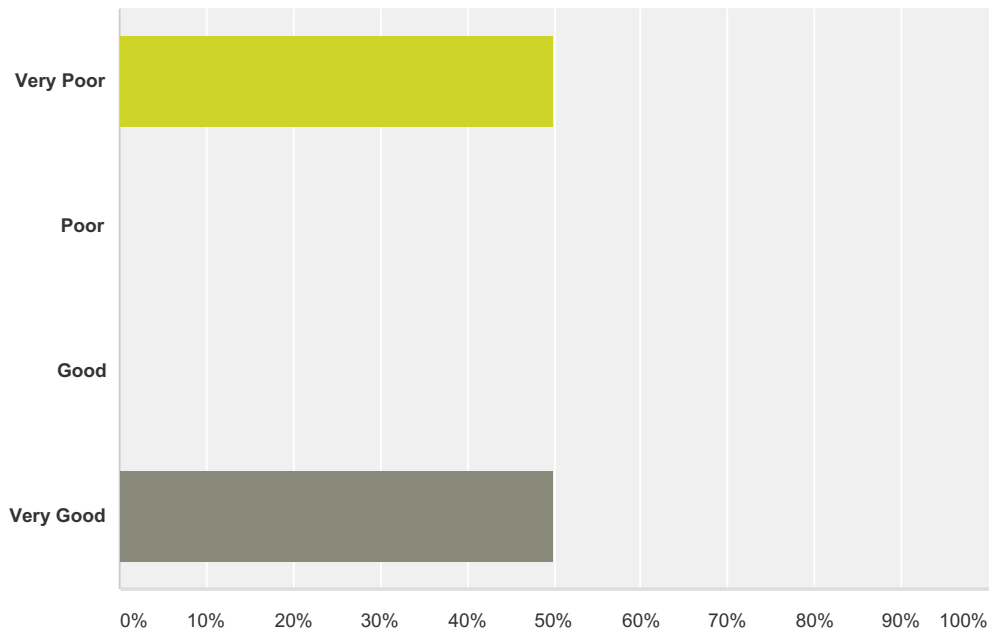
Q2 Complaint number?

Answered: 8 Skipped: 6

#	Responses	Date
1	16-01-001	6/24/2016 10:36 AM
2	BA2016002248	4/6/2016 2:11 PM
3	2015-01	11/19/2015 12:21 PM
4	2015-01	11/19/2015 12:07 PM
5	2015-01	11/19/2015 12:04 PM
6	2015-01	11/19/2015 10:19 AM
7	233	1/21/2015 9:07 AM
8	14-04-094	1/15/2015 9:42 AM

Q3 How well did we explain the complaint process to you?

Answered: 2 Skipped: 12

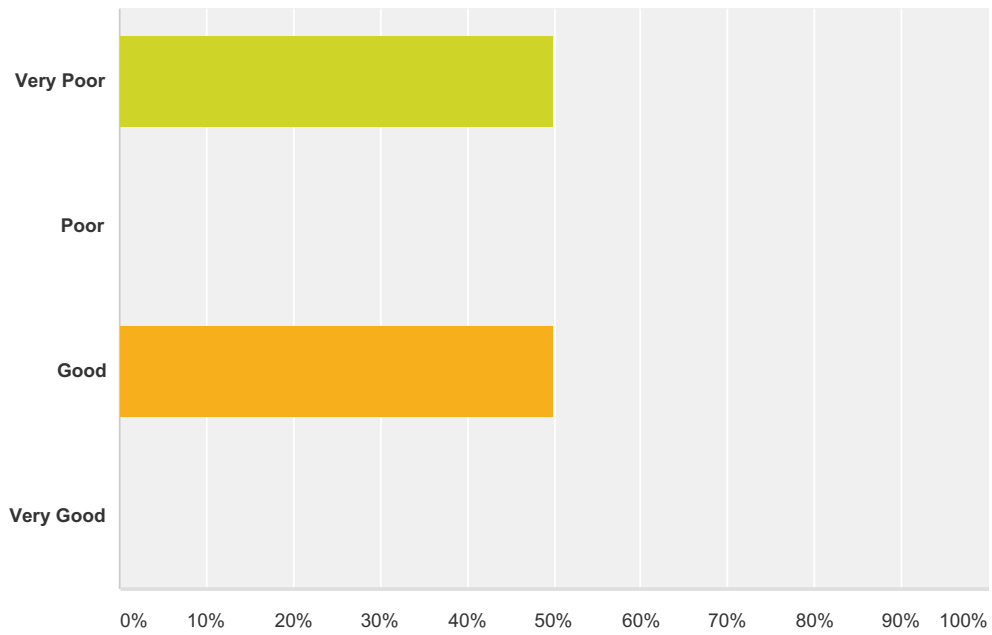


Answer Choices	Responses	
Very Poor	50.00%	1
Poor	0.00%	0
Good	0.00%	0
Very Good	50.00%	1
Total		2

Consumer Satisfaction Survey

Q4 How clearly was the outcome of your complaint explained to you?

Answered: 2 Skipped: 12

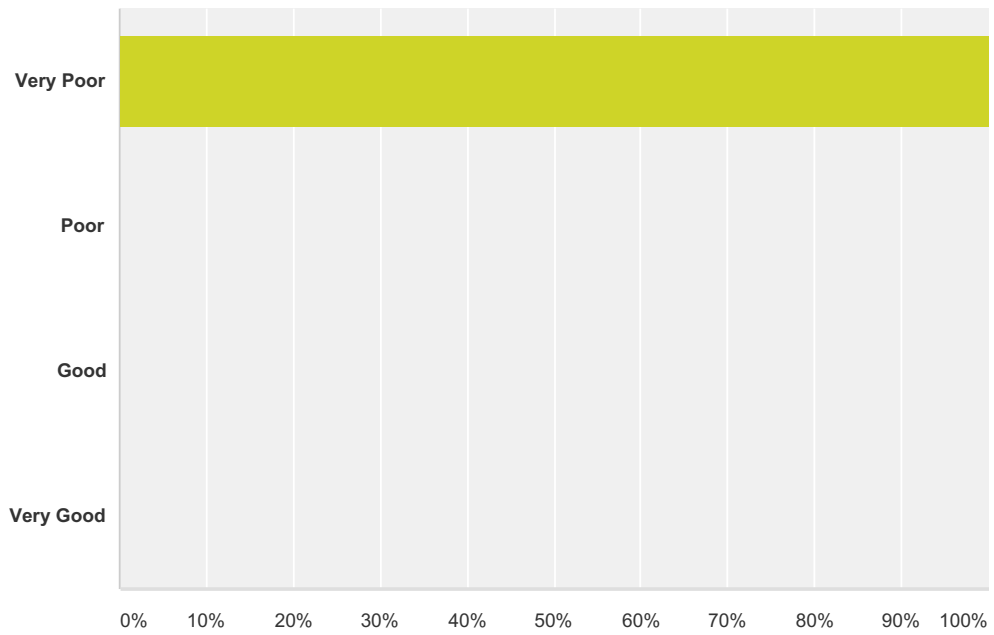


Answer Choices	Responses	
Very Poor	50.00%	1
Poor	0.00%	0
Good	50.00%	1
Very Good	0.00%	0
Total		2

Consumer Satisfaction Survey

Q5 How well did we meet the time frame provided to you?

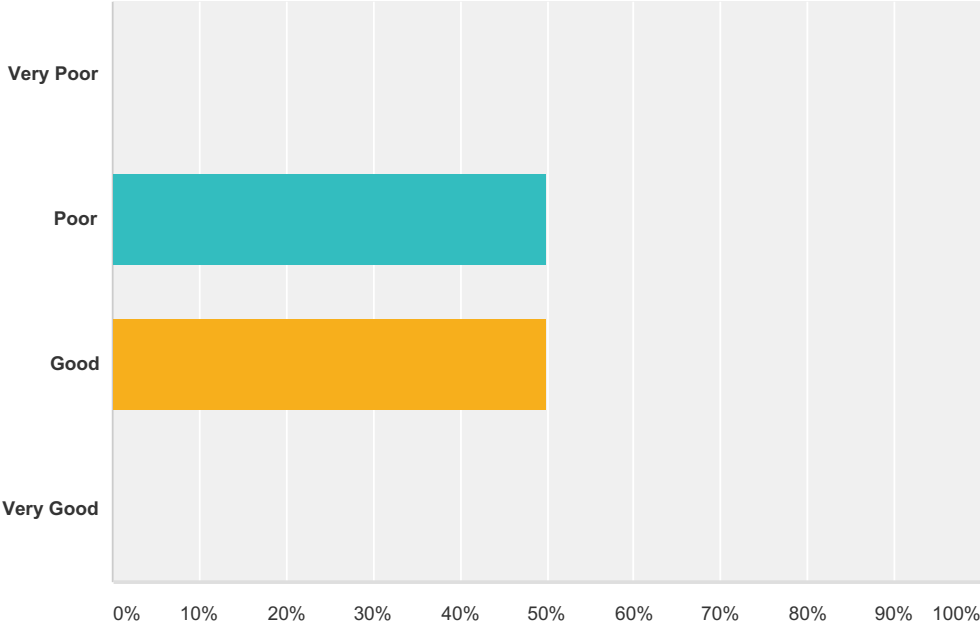
Answered: 2 Skipped: 12



Answer Choices	Responses
Very Poor	100.00% 2
Poor	0.00% 0
Good	0.00% 0
Very Good	0.00% 0
Total	2

Q6 How courteous and helpful was staff?

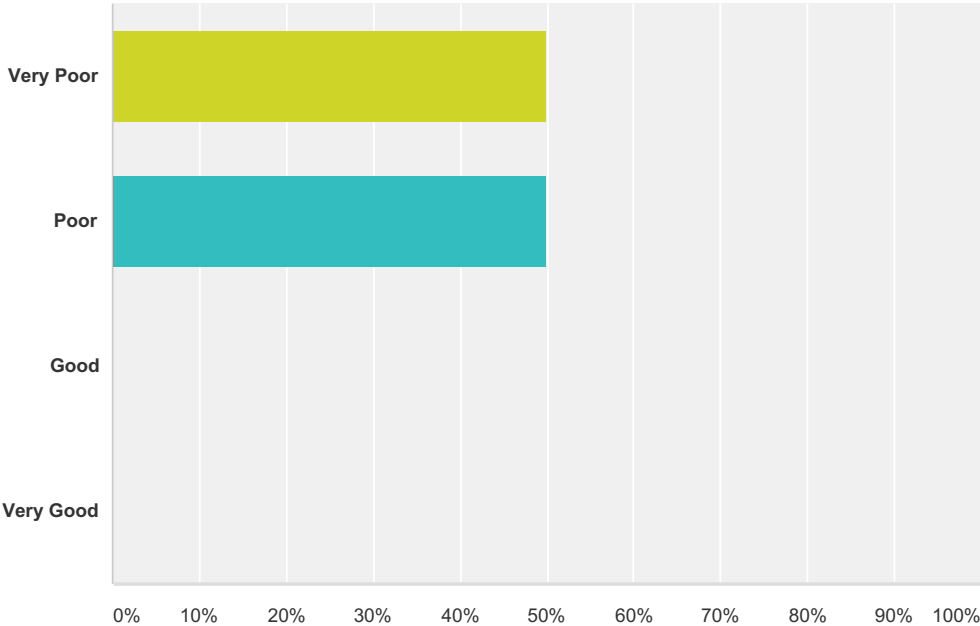
Answered: 2 Skipped: 12



Answer Choices	Responses
Very Poor	0.00% 0
Poor	50.00% 1
Good	50.00% 1
Very Good	0.00% 0
Total	2

Q7 Overall, How well did we handle your complaint?

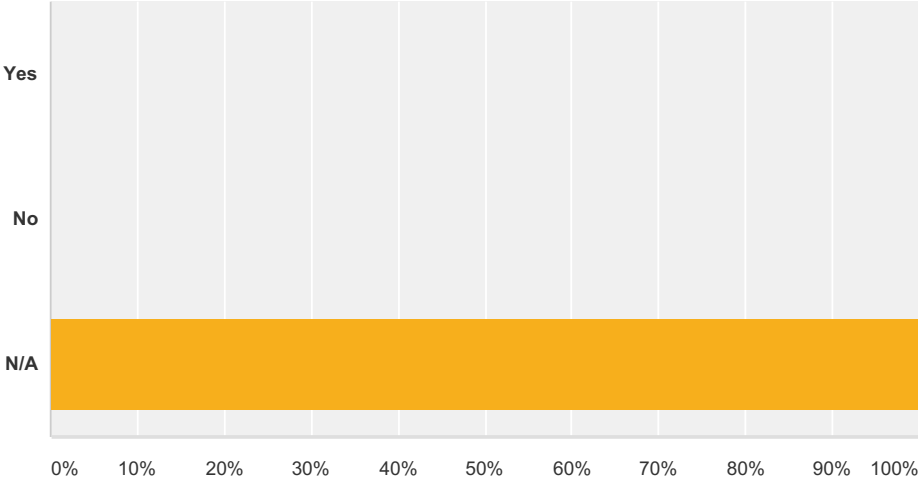
Answered: 2 Skipped: 12



Answer Choices	Responses
Very Poor	50.00% 1
Poor	50.00% 1
Good	0.00% 0
Very Good	0.00% 0
Total	2

Q8 If we were unable to assist you, were alternatives provided to you?

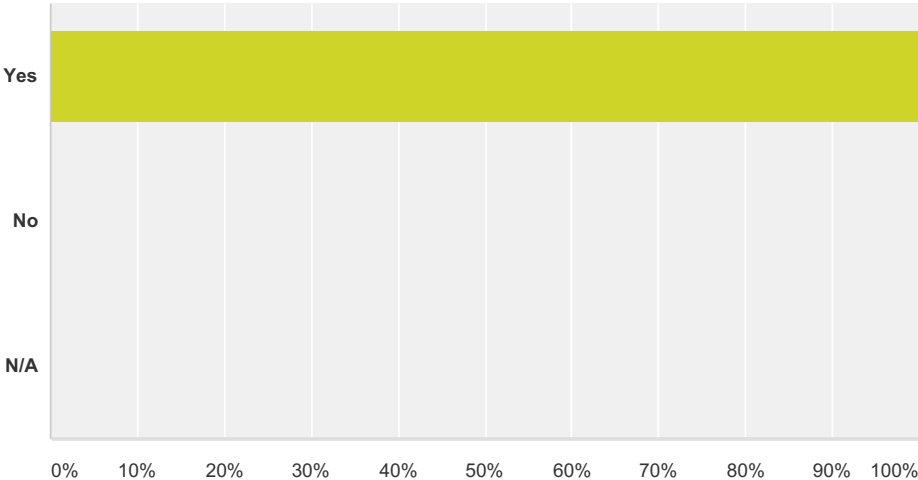
Answered: 2 Skipped: 12



Answer Choices	Responses
Yes	0.00% 0
No	0.00% 0
N/A	100.00% 2
Total	2

Q9 Did you verify the provider's license prior to service?

Answered: 2 Skipped: 12



Answer Choices	Responses
Yes	100.00% 2
No	0.00% 0
N/A	0.00% 0
Total	2

Consumer Satisfaction Survey

Q10 Thank you for taking the time to complete this survey. Your opinion matters to us and will help us improve our enforcement processes. Please add any comments you wish to provide:

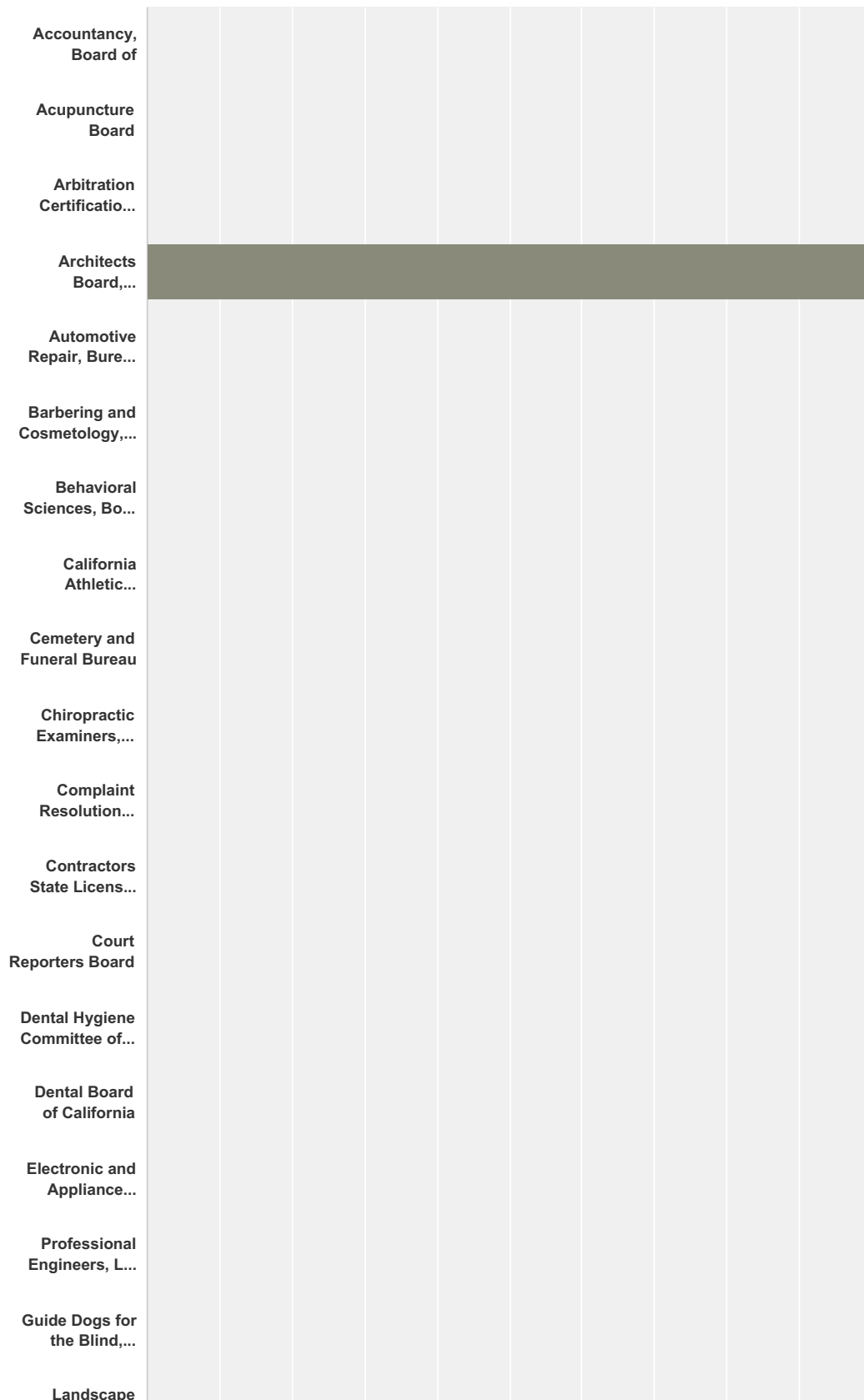
Answered: 2 Skipped: 12

#	Responses	Date
1	Need more Inf and phone call or letter and our records back Thank you ...	4/6/2016 2:13 PM
2	Issuing a warning, or caution nine months after a complaint is similar to a policeman pulling you over in Los Angeles for a stop sign in San Francisco and then wagging his finger at you.	1/15/2015 9:44 AM

Following are the complaint-specific survey results from
July 1, 2016 - November 4, 2016

Q1 Which DCA Board or Bureau did you file your complaint with?

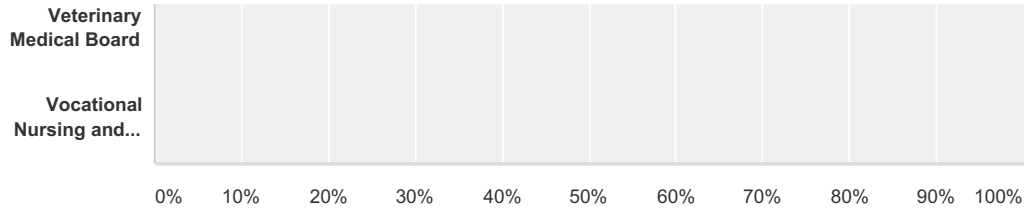
Answered: 3 Skipped: 0



Consumer Satisfaction Survey

Architects...										
Medical Board of California										
Naturopathic Medicine...										
Occupational Therapy,...										
Optometry, Board of										
Osteopathic Medical Boar...										
Pharmacy, Board of										
Physical Therapy Boar...										
Physician Assistant Board										
Podiatric Medicine, Bo...										
Private Postsecondar...										
Professional Fiduciaries...										
Psychology, Board of										
Registered Nursing, Boa...										
Real Estate, Bureau of										
Real Estate Appraisers,...										
Respiratory Care Board										
Security and Investigativ...										
Speech-Language Pathology &...										
Structural Pest Control...										
Telephone Medical Advi...										

Consumer Satisfaction Survey



Answer Choices	Responses	
Accountancy, Board of	0.00%	0
Acupuncture Board	0.00%	0
Arbitration Certification Program	0.00%	0
Architects Board, California	100.00%	3
Automotive Repair, Bureau of	0.00%	0
Barbering and Cosmetology, Board of	0.00%	0
Behavioral Sciences, Board of	0.00%	0
California Athletic Commission	0.00%	0
Cemetery and Funeral Bureau	0.00%	0
Chiropractic Examiners, Board of	0.00%	0
Complaint Resolution Program	0.00%	0
Contractors State License Board	0.00%	0
Court Reporters Board	0.00%	0
Dental Hygiene Committee of California	0.00%	0
Dental Board of California	0.00%	0
Electronic and Appliance Repair, Home Furnishings and Thermal Insulation, Bureau of	0.00%	0
Professional Engineers, Land Surveyors, & Geologists, Board for	0.00%	0
Guide Dogs for the Blind, Board of	0.00%	0
Landscape Architects Technical Committee	0.00%	0
Medical Board of California	0.00%	0
Naturopathic Medicine Committee	0.00%	0
Occupational Therapy, California Board of	0.00%	0
Optometry, Board of	0.00%	0
Osteopathic Medical Board of California	0.00%	0
Pharmacy, Board of	0.00%	0
Physical Therapy Board of California	0.00%	0
Physician Assistant Board	0.00%	0
Podiatric Medicine, Board of	0.00%	0

Consumer Satisfaction Survey

Private Postsecondary Education, Bureau for	0.00%	0
Professional Fiduciaries Bureau	0.00%	0
Psychology, Board of	0.00%	0
Registered Nursing, Board of	0.00%	0
Real Estate, Bureau of	0.00%	0
Real Estate Appraisers, Bureau of	0.00%	0
Respiratory Care Board	0.00%	0
Security and Investigative Services, Bureau of	0.00%	0
Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board	0.00%	0
Structural Pest Control Board	0.00%	0
Telephone Medical Advice Services Bureau	0.00%	0
Veterinary Medical Board	0.00%	0
Vocational Nursing and Psychiatric Technicians, Board of	0.00%	0
Total		3

Consumer Satisfaction Survey

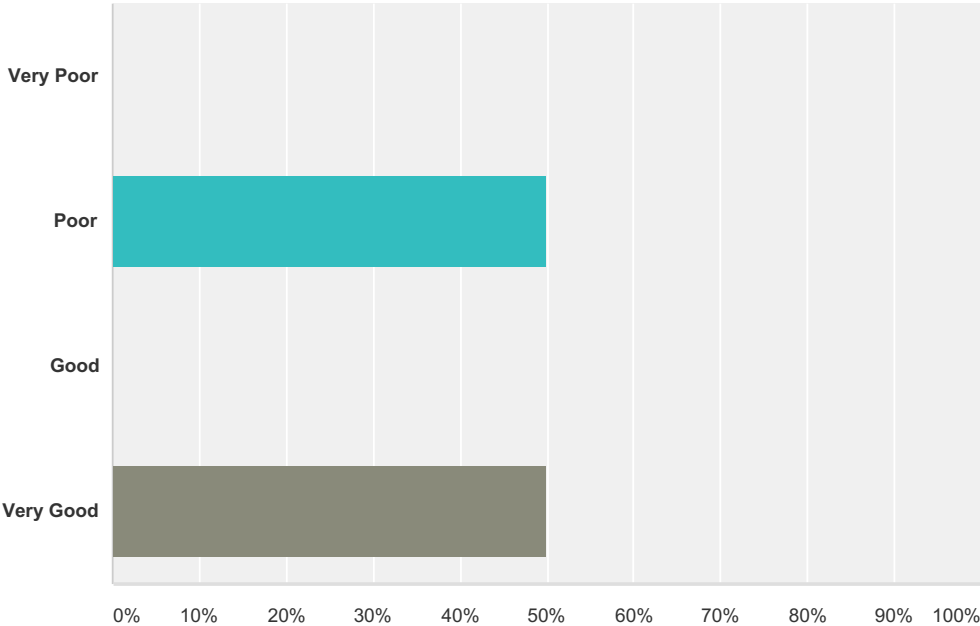
Q2 Complaint number?

Answered: 2 Skipped: 1

#	Responses	Date
1	15-10-308	9/8/2016 12:07 PM
2	RI2016007110/TJK	7/18/2016 11:11 AM

Q3 How well did we explain the complaint process to you?

Answered: 2 Skipped: 1

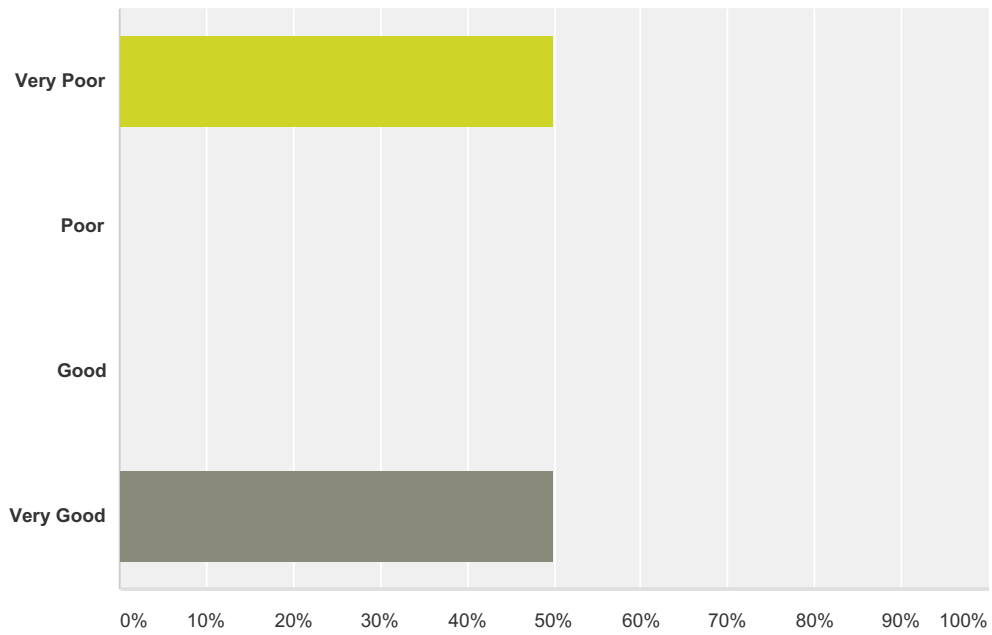


Answer Choices	Responses
Very Poor	0.00% 0
Poor	50.00% 1
Good	0.00% 0
Very Good	50.00% 1
Total	2

Consumer Satisfaction Survey

Q4 How clearly was the outcome of your complaint explained to you?

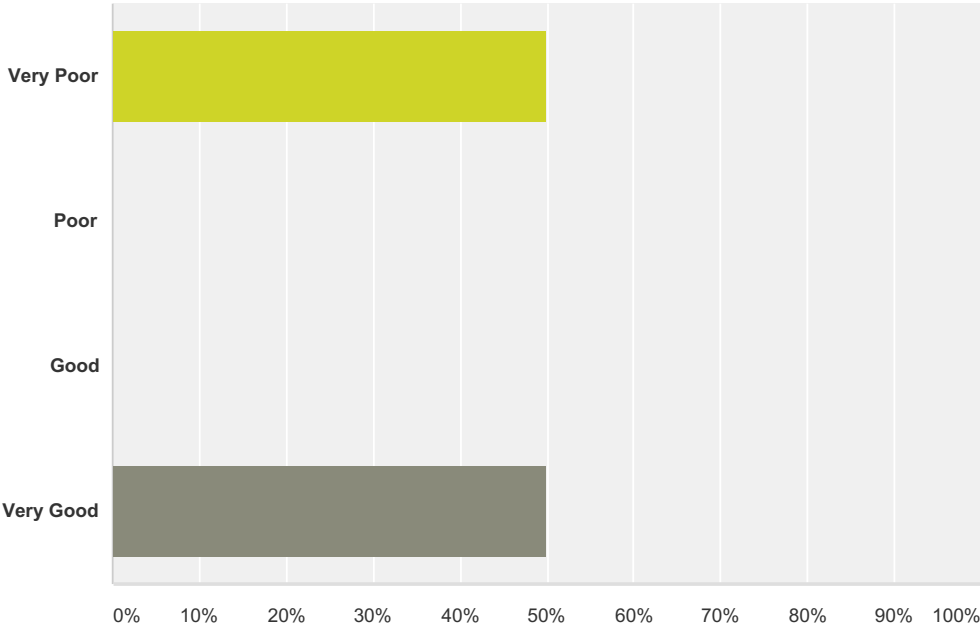
Answered: 2 Skipped: 1



Answer Choices	Responses	
Very Poor	50.00%	1
Poor	0.00%	0
Good	0.00%	0
Very Good	50.00%	1
Total		2

Q5 How well did we meet the time frame provided to you?

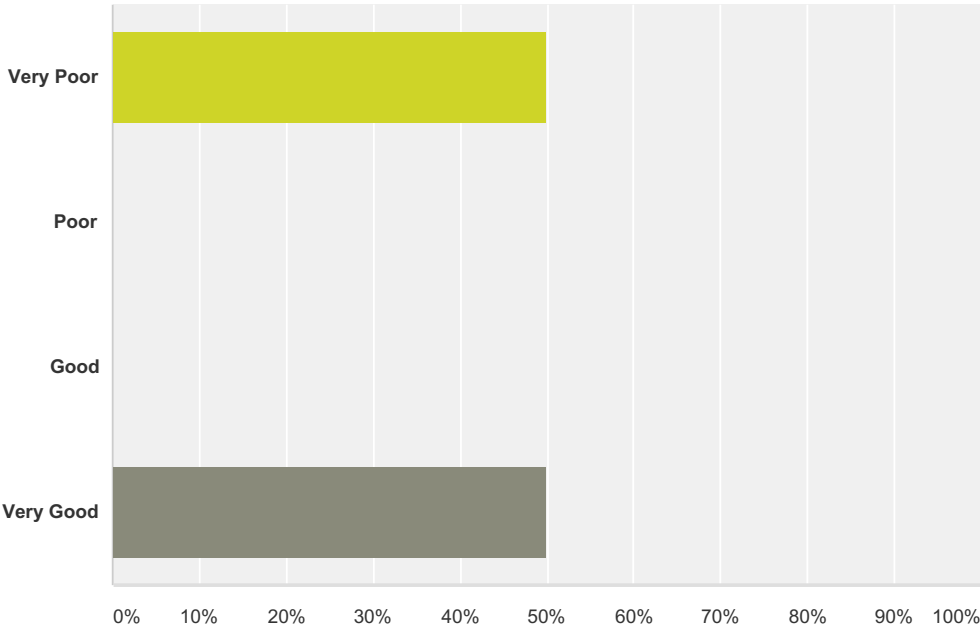
Answered: 2 Skipped: 1



Answer Choices	Responses	
Very Poor	50.00%	1
Poor	0.00%	0
Good	0.00%	0
Very Good	50.00%	1
Total		2

Q6 How courteous and helpful was staff?

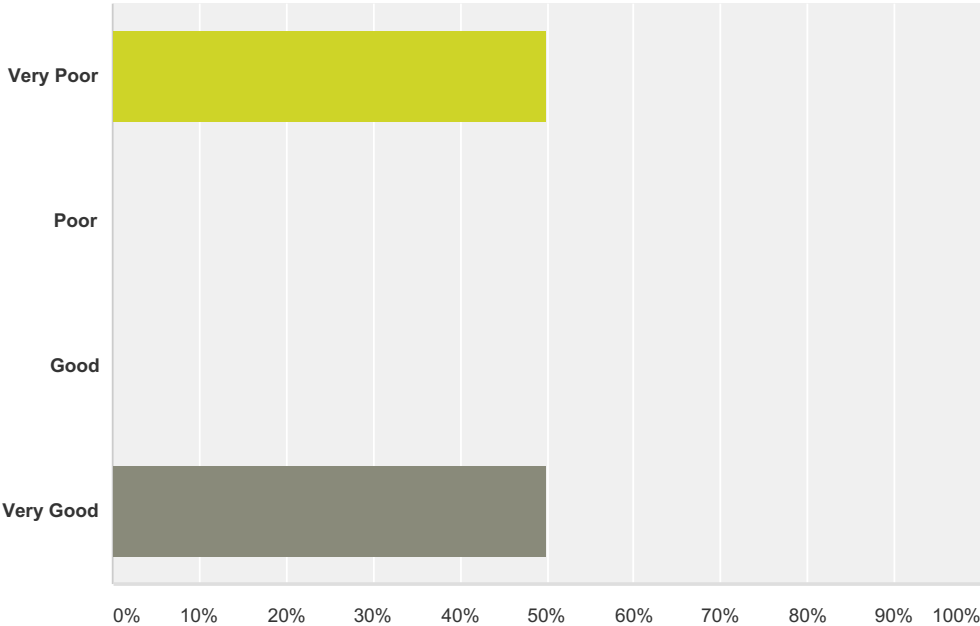
Answered: 2 Skipped: 1



Answer Choices	Responses
Very Poor	50.00% 1
Poor	0.00% 0
Good	0.00% 0
Very Good	50.00% 1
Total	2

Q7 Overall, How well did we handle your complaint?

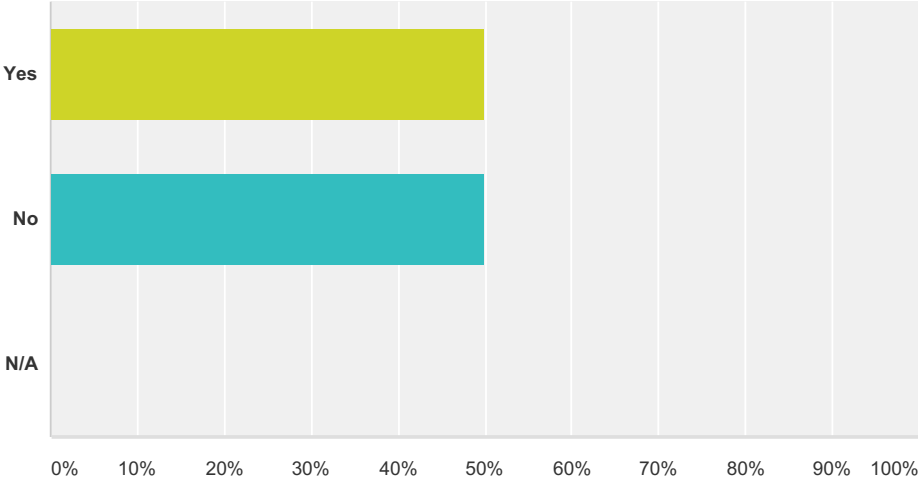
Answered: 2 Skipped: 1



Answer Choices	Responses
Very Poor	50.00% 1
Poor	0.00% 0
Good	0.00% 0
Very Good	50.00% 1
Total	2

Q8 If we were unable to assist you, were alternatives provided to you?

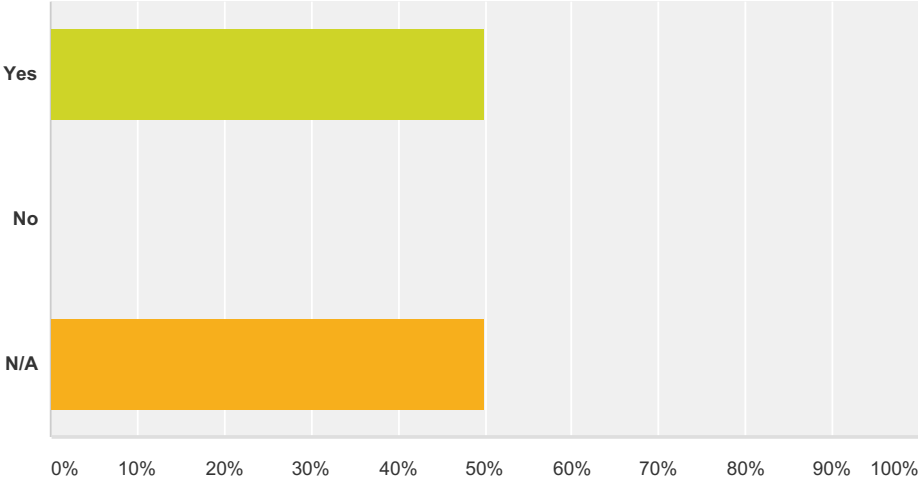
Answered: 2 Skipped: 1



Answer Choices	Responses
Yes	50.00% 1
No	50.00% 1
N/A	0.00% 0
Total	2

Q9 Did you verify the provider's license prior to service?

Answered: 2 Skipped: 1



Answer Choices	Responses
Yes	50.00% 1
No	0.00% 0
N/A	50.00% 1
Total	2

Consumer Satisfaction Survey

Q10 Thank you for taking the time to complete this survey. Your opinion matters to us and will help us improve our enforcement processes. Please add any comments you wish to provide:

Answered: 2 Skipped: 1

#	Responses	Date
1	<p>(This complaint contained extensive information concerning a specific case; it is summarized below to preserve Board members' ability to act upon it pursuant to the Administrative Procedures Act)</p> <p>Summary: this complaint expressed disagreement with the disposition of the case and alleged disinterest on behalf of the Board's expert.</p>	9/8/2016 12:10 PM
2	Thank you, we need you. #RI2016007110/TJK	7/18/2016 11:15 AM

UPDATE AND POSSIBLE ACTION ON 2015-2016 STRATEGIC PLAN OBJECTIVE TO IMPLEMENT BREEZE, AN ENTERPRISE-WIDE LICENSING AND ENFORCEMENT SYSTEM, TO IMPROVE CONSUMER, CANDIDATE, AND LICENSEE SERVICES

The 2015-2016 Strategic Plan contains an objective assigned to the Executive Committee to implement BreEZe, an enterprise-wide licensing and enforcement system, to improve consumer, candidate, and licensee services.

The Department of Consumer Affairs (DCA) has been working to design, configure, and implement BreEZe. This system supports DCA's highest priority initiatives of job creation and consumer protection by replacing aging legacy business systems with an industry-proven software solution that utilizes current technologies to facilitate increased efficiencies for DCA board and bureau licensing and enforcement programs. More specifically, BreEZe supports applicant tracking, licensing, license renewal, enforcement, monitoring, cashiering, and data management capabilities. Additionally, the system is web-based, which allows the public to file complaints and search licensee information and complaint status via the Internet. It also allows applicants and licensees to submit applications, license renewals, and make payments online. BreEZe is being deployed department-wide via three separate releases. The Board is currently part of Release 3.

The State Auditor recommended that DCA conduct a cost-benefit analysis for Release 3 boards and bureaus. Absent any contrary finding in that analysis, DCA plans to bring the remaining boards and bureaus into BreEZe, but likely will do so in smaller groups. DCA is developing a plan for the boards and bureaus that have not transitioned to the BreEZe system. The path forward will include business process planning, during which existing business processes will be mapped (and potentially re-engineered), use cases developed, and solution requirements will be defined. Next, the Department of Technology's four-stage Project Approval Lifecycle will facilitate business analysis justification, alternatives and cost benefit analysis, solution development framework, and project approval. The final step of the process will be implementation, possibly following an agile or agile-hybrid development methodology.

No action concerning BreEZe is required of the Committee or Board at this time.

UPDATE AND POSSIBLE ACTION ON 2015-2016 STRATEGIC PLAN OBJECTIVE TO ANALYZE FEES TO DETERMINE WHETHER THEY ARE APPROPRIATE

The Board's 2015-2016 Strategic Plan contains an objective assigned to the Executive Committee to analyze fees to determine whether they are appropriate.

Staff monitors the Board's budget, expenditures, revenue, and fund condition very closely with the Department of Consumer Affairs (DCA) Budget Office. The Board has had a strong tradition of frugality and staying within its budget. Each June Board meeting, the members are provided a detailed budget update.

The Board previously took two different actions related to the Board's fees and fund condition (i.e., biennial license renewal fee increase and reduction of spending authority). The Board approved an increase of the renewal fee from \$200 to \$300 and a \$300,000 reduction in its spending authority, effective January 1, 2011, and July 1, 2015, respectively. These two actions were based on the advice and guidance of the DCA Budget Office staff and management.

The fee increase has enabled the Board to keep its fund solvent for multiple years and maintain the fund balance within the Department of Finance's (DOF) recommended reserve range. Also of note, the renewal fee had not increased in the prior 20+ years. Additionally, other Board fees (Architect Registration Examination eligibility, California Supplemental Examination, reciprocity, etc.) have remained unchanged as there has been no demonstrated need to change them. The Board voluntarily reduced its spending authority \$300,000 beginning fiscal year (FY) 2015/16 with the submittal, and subsequent DOF approval, of a negative Budget Change Proposal (BCP). FY 2015/16 was the first FY the budget reduction had been applied to the Board's budget authority and will be applied ongoing. It should be noted that despite challenging State budget realities, a voluntary budget reduction was in the best interest of the Board and of the State of California due to the Board's reversion each FY.

Staff met with DCA Budget Office personnel in FY 2015/16 to examine the Board's budget and fund condition and to analyze whether its fees are appropriate in light of this Strategic Plan objective. At that time, it was determined by Budget Office staff that the Board's fund condition was appropriate and that a budget or fee change was not recommended. Budget Office staff also indicated that DOF would not recommend the Board make any adjustments given the Board's fund condition and its downward trend. Additionally, it was recommended that the Board re-assess this issue after the completion of FY 2015/16, due to the recent spending authority reduction as a result of the Board's negative BCP.

At its December 10, 2015, meeting, the Board approved the Executive Committee's recommendation to follow Budget Office staff's guidance. The Board subsequently directed staff to monitor the objective for an additional year and reassess the Board's fund condition after the conclusion of FY 2015/16.

As directed, Board staff met with DCA Budget Office personnel on October 4, 2016, to examine the Board's budget and fund condition and to analyze whether its fees remain appropriate. During this

meeting, it was determined by Budget Office staff that the Board's current fund condition remains appropriate and that a budget or fee change is not recommended. Based on the Budget Office assessment of the Board's fund condition, staff recommends to continue to monitor the fund condition with DCA Budget Office staff until such time their determination changes.

The Executive Committee is asked to provide a recommendation for the Board's consideration.

Attachment:

Analysis of Fund Condition

**0706 - California Architects Board
Analysis of Fund Condition**

Prepared 11/1//2016

**2016-17 Budget Act
w_Workload Revenue**

	ACTUAL 2015-16	Budget Act CY 2016-17	BY 2017-18	BY + 1 2018-19
BEGINNING BALANCE	\$ 4,869	\$ 5,651	\$ 4,841	\$ 5,264
Prior Year Adjustment	\$ 17	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 4,886	\$ 5,651	\$ 4,841	\$ 5,264
REVENUES AND TRANSFERS				
Revenues:				
125600 Other regulatory fees	\$ 4	\$ 1	\$ 4	\$ 1
125700 Other regulatory licenses and permits	\$ 458	\$ 366	\$ 460	\$ 366
125800 Renewal fees	\$ 3,727	\$ 2,550	\$ 3,720	\$ 2,550
125900 Delinquent fees	\$ 71	\$ 38	\$ 70	\$ 38
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ -	\$ -	\$ -	\$ -
150300 Income from surplus money investments	\$ 26	\$ 11	\$ 16	\$ 13
150500 Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ -
160400 Sale of fixed assets	\$ -	\$ -	\$ -	\$ -
161000 Escheat of unclaimed checks and warrants	\$ 1	\$ 1	\$ 1	\$ 1
161400 Miscellaneous revenues	\$ 1	\$ 1	\$ 1	\$ 1
Totals, Revenues	\$ 4,288	\$ 2,968	\$ 4,272	\$ 2,970
Transfers from Other Funds	\$ -	\$ -	\$ -	\$ -
Transfers to Other Funds	\$ -	\$ -	\$ -	\$ -
Totals, Revenues and Transfers	\$ 4,288	\$ 2,968	\$ 4,272	\$ 2,970
Totals, Resources	\$ 9,174	\$ 8,619	\$ 9,113	\$ 8,234
EXPENDITURES				
Disbursements:				
0840 State Controller (State Operations)	\$ -	\$ -	\$ -	\$ -
8880 Financial Information System for California (State Operations)	\$ 7	\$ 4	\$ -	\$ -
1110 Program Expenditures (State Operations)	\$ 3,516	\$ 3,774	\$ 3,849	\$ 3,926
Total Disbursements	\$ 3,523	\$ 3,778	\$ 3,849	\$ 3,926
FUND BALANCE				
Reserve for economic uncertainties	\$ 5,651	\$ 4,841	\$ 5,264	\$ 4,308
Months in Reserve	17.9	15.1	16.1	12.9

UPDATE AND POSSIBLE ACTION ON 2015-2016 STRATEGIC PLAN OBJECTIVE TO COMPLETE SUNSET REVIEW PROCESS AND IMPLEMENT RECOMMENDATION(S) TO COMPLY WITH THE LEGISLATURE'S DIRECTIVES

The Board's 2015-2016 Strategic Plan contains an objective assigned to the Executive Committee to complete the Sunset Review process and implement recommendation(s) to comply with the Legislature's directives.

The Board's 2014 Sunset Review Report was submitted to the Legislature on October 31, 2014 and the hearing was conducted on March 18, 2015. Prior to the hearing, the Board was provided with a list of seven issues to address at the hearing, followed with a formal written response within 30 days after the hearing (see attachment).

The presentation at the hearing received positive feedback from the committees* (Senate Business, Professions, and Economic Development Committee and Assembly Business and Professions Committee met jointly to conduct the hearing). Only two questions were raised at the hearing and they were regarding: 1) the process for determining content for the California Supplemental Examination; and 2) possible causes for the non-compliance rate on continuing education audits. The Board's responses at the hearing were satisfactory to the committees* and also received positive feedback.

The Board's written response submitted after the hearing addressed seven issues raised by legislative committee* staff related to 1) travel restrictions; 2) pro-rata; 3) BreZE implementation; 4) streamlining licensure; 5) continuing education audit failure rate; 6) information sharing with national disciplinary database; and 7) collection of fines. There were no directives made by the Legislature during or after the hearing; however, within the seven issues addressed in our written response there are several actionable items the Board should monitor or implement. Below is a summary of each issue, the recommendation from the legislative committee* staff, and a brief status update with an assessment of potential actions. In most instances, the Board's responses were deemed appropriate and satisfactory by the committees* at the 2015 legislative hearing and as such the only needed action will be an update in the 2018 report.

Travel Restrictions

Participation in national affairs and approval of travel to do so has been an issue raised by most boards. Under the prior administration, out-of-state travel was prohibited and boards were unable to participate with their national associations. The committees* recognized the importance of participation in national affairs, and the legislative committee* staff recommendation reflects that.

Legislative Committee Staff Recommendation: The Committees should encourage the Board to pursue opportunities at which its Members and Officers can interact directly with their national peers, and provide a strong voice for California's unique perspective and needs. The Board should inform the Committees of whether it continues to face travel restrictions that prohibit it from attending meetings where its representation could significantly impact California's ability to ensure that national examinations or standards reflect California's needs and protect California licensees, candidates for licensure, and consumers.*

The Department of Consumer Affairs (DCA) has been an effective advocate for mission-critical participation at the national level and the Board has been successful in securing approval for the travel for participation in the National Council of Architectural Registration Boards (NCARB) Annual Meeting and Conference, Regional Summit, and various committees. In fact, no trips have been denied since the prior administration. Maintaining participation in NCARB is an ongoing priority for the Board and will continue to be so. Accordingly, there is no need for additional action at this time.

Pro rata

Pro Rata is the assessment on boards to fund the support services provided by DCA, such as legal, accounting, and human resources. The committees* raised this as a “cross-cutting issue” for all boards to address in the hearings.

Legislative Committee Staff Recommendation: The Board should advise the Committees about the basis upon which pro rata is calculated, and the methodology for determining what services to utilize from DCA. In addition, the Board should discuss whether it could achieve cost savings by providing some of these services in-house.*

As a cross-cutting and impactful fiscal issue, the Legislature identified the need to investigate the matter further. Senate Bill (SB) 1243 (Chapter 395, Statutes of 2014) required DCA to provide a one-time study of its process for distributing administrative costs (pro rata) among its 39 boards, bureaus, committees, and boards. The purpose of the study was to:

- Determine if the current methodology is the most productive and cost efficient manner for DCA and the boards;
- Consider whether some services provided by DCA should be outsourced or charged based on usage; and,
- Consider whether boards should be allowed to opt out of paying and receiving certain administrative services.

SB 1243 also requires DCA to submit a report of the accounting of the pro rata calculation of administrative expenses to the Legislature by July 1, 2015 and annually thereafter. In December 2014, DCA contracted with CPS HR Consulting (CPS) to conduct the study in accordance with SB 1243. The report includes specific recommendations being implemented by DCA.

In the Board’s response to the issue at its 2015 hearing, it was noted that the Board currently utilizes most of the pro rata services to attain efficiencies and cost savings. Centralized services are more practical and efficient, particularly for organizations the size of the Board and smaller. Board staff would need special high-level expertise in certain administrative services to be effective. It would be difficult to achieve an “economy of scale” if the Board were to assume pro rata-related services. The Board has limited staff with diverse responsibilities, whereas DCA has teams of trained specialists with program-specific management. Staff is monitoring the effects of the implementation of the recommendations from the SB 1243 study and continually seeks to identify new efficiencies. At this time there is no need for additional action.

BreEZe Implementation

“BreEZe” is DCA's integrated, enterprise wide enforcement case management and licensing system. This system supports DCA’s highest priority initiatives of job creation and consumer protection by replacing aging legacy business systems with an industry-proven software solution that utilizes current technologies to facilitate increased efficiencies for DCA board and bureau licensing and enforcement programs. More specifically, BreEZe supports applicant tracking, licensing, license renewal, enforcement, monitoring, cashiering, and data management capabilities. Additionally, the system is web-based, which allows the public to file complaints and search licensee information and complaint status via the Internet. It also allows applicants and licensees to submit applications, license renewals, and make payments online.

Legislative Committee Staff Recommendation: The Board should inform the Committees of any difficulties it foresees as a result of having to remain on its legacy system, and whether any additional stop-gap technological measures are needed until BreEZe is implemented. The Board should inform the Committees of how costs related to BreEZe will impact its fund condition.*

BreEZe is being deployed department-wide via three separate releases. Release 1 was implemented on October 9, 2013; Release 2 was implemented on January 19, 2016; and Release 3 is planned to begin development in 2016. The Board is currently part of Release 3. DCA’s current status on Release 3 is noted below.

“The Department is developing a plan for the boards and bureaus that have not transitioned to the BreEZe system. The path forward will include business process planning, during which existing business processes will be mapped (and potentially re-engineered), use cases developed, and solution requirements will be defined. Next, the Department of Technology’s four-stage Project Approval Lifecycle (PAL) will facilitate business analysis justification, alternatives and cost benefit analysis, solution development framework, and project approval. The final step of the process will be implementation possibly following an agile or agile-hybrid development methodology.”

Board staff is conducting an assessment of the impact due to delayed implementation of BreEZe for Release 3 boards and bureaus and coordinating efforts with DCA to develop stop-gap measures that may involve modifications to the legacy systems. At this time the primary challenge will be the transition of examination history. Board staff has crafted a temporary means of capturing Architect Registration Examination scores on an initial basis. In the future, it may be possible for scores to be maintained by the NCARB, the vendor for the national examination.

The Board routinely monitors its fund condition and works very closely with DCA’s Budget Office. The Budget Office has provided the Board’s fund condition projected to fiscal year (FY) 2016/17, which includes anticipated BreEZe costs. The Board and the Budget Office do not foresee an issue with the Board’s fund condition based on the current projections for BreEZe costs. The Board’s fund condition will have a 15.1-month balance in fiscal year (FY) 2016/17, the year the BreEZe program was planned to be implemented for the Board.

This item will be an important component of the Board’s operations and the Sunset Review Report. As such, it should continue to be a specific objective in the Strategic Plan.

Licensure and Licensee Population

The components for licensure consist of a national multi-division national examination (as well as the California Supplemental Examination), a national structured internship program, and an education (or experience or education/experience equivalents) requirement. The licensure process is candidate-driven, in that candidates determine when they wish to test and how they fulfill the experience requirements. As such, the time to attain licensure varies from individual to individual. *NCARB by the Numbers* indicates that for many candidates the process can take over 12 years, even though it is designed to take 8 years.

Legislative Committee Staff's Recommendation: The Board should continue to explore streamlined paths to licensure as a way to simplify the licensure process. The Board should continue monitoring the efforts of, and working closely with, NCARB, to ensure that any proposed changes to the licensure process do not affect competency or create reciprocity issues, and that California's needs are represented at the national level. The Board should monitor workforce capacity to determine if the demand for licensed architects is, and will continue to be, met.*

The Board is working closely with the three institutions that have established NCARB-recognized "Integrated Path to Architectural Licensure" (IPAL) programs: NewSchool of Architecture & Design, University of Southern California, and Woodbury University. The three institutions have provided the Board with detailed presentations that explained their respective integrated approach at multiple meetings. IPAL programs provide students the opportunity to complete requirements for licensure while earning their degree. The Board sponsored legislation, Assembly Bill 177 (Chapter 428, Statutes of 2015), to accommodate early eligibility to test for students enrolled in IPAL programs.

The Board should continue to monitor NCARB's IPAL initiative, collaborate with the three existing California programs, provide support to any future emerging California programs, and assess other future opportunities to ensure a streamlined licensure process. Staff will determine whether the Employment Development Department currently has the capacity to provide data, and will monitor The American Institute of Architects and NCARB resources.

This item will be an important initiative and key component of the Sunset Review Report. As such, it should continue to be a specific objective in the Strategic Plan.

Continuing Education

The Board's current continuing education (CE) requirement was established via SB 1608 (Chapter 549, Statutes of 2008). The requirement was subsequently amended by AB 1746 (Chapter 240, Statutes of 2010) to shift the compliance mechanism to an audit system rather than the previous requirement that all licensees submit documentation upon renewal.

Legislative Committee Staff's Recommendation: The Board should inform the Committees of why its failure rate for CEs is so high, and how it can reduce that rate. The Board should continue to monitor the trend regarding CEs at the national level.

The Board's response at the 2015 hearing indicated that the compliance rate is influenced by the fact that disabled access CE was a new requirement and that the deterrent effect of citations has not been

firmly established. The Board is required to report to the Legislature by January 1, 2019, on “the level of licensee compliance with the requirements, any actions taken by the board for noncompliance with the requirements, the findings of board audits, and any recommendations of the board for improving the process.” Staff strongly recommends that this subject be addressed primarily in the required report and preparation of the report should be a key objective in the Strategic Plan. In addition, staff notes that further actions on CE would be inappropriate at this time due to the Legislature’s opposition and the national trend toward streamlining licensure rather than adding components.

Information Sharing with National Disciplinary Database

NCARB’s Disciplinary Database provides an important means to verify the disciplinary actions against licensees in other states. Staff utilizes the system upon receipt of a consumer complaint and at the time of issuing licenses. NCARB has been requesting information of its member boards to garner full participation, increase the effectiveness of the system, and provide data that can drive additional further efforts.

Legislative Committee Staff’s Recommendation: The Board should inform the Committees of the specific types of information it would like to disclose to NCARB, and provide the Committees with the specific code sections that prevent the Board from disclosing that information. The Board should also weigh the benefits of sharing disciplinary information to assist other regulatory entities against the individual privacy rights, and potential threats to those rights.*

A 2.0 version of the NCARB Disciplinary Database was recently launched and the Board continues to find that this is a useful tool. The updated version provides enhanced functionality. Board staff has shared information with NCARB based upon current statutes governing the release of information. Since the relevant statutes are cross-cutting and apply to all California agencies, and given the sensitivity of privacy issues, the Board should continue to work within its current authority and there is no need for additional action.

Collection of Fines

The Board collects a greater percentage of citation penalties that other design-related boards, as was noted in the 2014 Sunset Review Report. To bolster those efforts, the Board’s Strategic Plan contains an objective to pursue methods to obtain multiple collection mechanisms to secure unpaid citation penalties.

Legislative Committee Staff’s Recommendation: The Board should continue to explore ways to improve its enforcement efforts and collect fines. The Board should examine other agencies that are authorized to release SSNs to collection agencies, and whether there are any privacy or security issues that may arise if such information was transmitted. The Board should work with other licensing boards, such as the Contractors State Licensing Board, the Bureau of Real Estate, and the Board of Professional Engineers, Land Surveyors, and Geologists, to determine the feasibility of sharing disciplinary information for purposes of leveraging other professional licenses as a way to achieve compliance; how such a system would operate; and what changes would be necessary.

Staff is currently in the process of contracting with a collection agency to fulfill this objective. Opportunities to partner with other boards have been discussed and full implementation of BreZE may be able to facilitate new opportunities from cross-board collaboration on collection. While the release of SSNs to collection agencies has been discussed, this is a highly sensitive privacy issue. However, collection agencies have mechanisms that enhance collection efforts and staff recommends that those be implemented and measured rather than further action on SSNs at this time. There is no need for additional action at this time.

At this meeting, the Executive Committee will be asked to consider the background and status on the Sunset Review issues and approve the recommended actions as noted above.

Attachment:

California Architects Board & Landscape Architects Technical Committee Sunset Background Paper Responses (Submitted April 16, 2015)

**CALIFORNIA ARCHITECTS BOARD
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE
SUNSET BACKGROUND PAPER RESPONSES**

ISSUE #1: TRAVEL RESTRICTIONS. Should the Committees encourage travel to professional conferences or meetings that directly affect licensure of California licensees?

Legislative Staff's Recommendation: The Committees should encourage the Board to pursue opportunities at which its Members and Officers can interact directly with their national peers, and provide a strong voice for California's unique perspective and needs. The Board should inform the Committees of whether it continues to face travel restrictions that prohibit it from attending meetings where its representation could significantly impact California's ability to ensure that national examinations or standards reflect California's needs and protect California licensees, candidates for licensure, and consumers.

The Board/LATC concurs with the Committees' recommendation. Participation in national affairs is critical for the Board and LATC. The national examinations save the Board and LATC literally millions of dollars by not having to replicate the national examinations. In addition, the Board relies on the Intern Development Program to ensure that candidates receive experience in crucial areas of practice.

The Board and LATC have had recent success on travel, with approvals to attend three key out-of-state national sessions. In addition, three recent sessions have been in California, where the Board was also able to participate. These approved trips for the Board were funded by our national nonprofit - the National Council of Architectural Registration Boards (NCARB), so no State funds were spent. The Board has not received approval to travel with State funds since 2010. LATC was approved to travel to the Annual Business Meeting of the Council of Landscape Architectural Registration Boards (CLARB) in 2009 and 2014 with State funds, but CLARB does not offer "funded trips." LATC was denied the opportunity to attend a CLARB session that was held in California. Sending a Board member to the Annual Meeting costs a fraction of the Board's budget - approximately .0005.

The Board just participated in the NCARB Regional Summit on March 13-14 in Long Beach. At that meeting, the main proposal discussed would restrict existing reciprocity standards and prevent nearly 2,000 California architects from practicing in other states. California was the only state advocating to preserve the existing pathway. Through our efforts, we built a coalition to oppose the measure when it is up for a vote in June at the Annual Business Meeting. There is much more to be done to defeat the measure, but much of the effort takes place on-site at the meeting. In order to succeed, the Board must be in attendance with a strong delegation. This is because there are approximately 250 people in attendance from the 54 member jurisdictions, as well as NCARB executive staff and leadership from the American Institute of Architects, National Architectural Accrediting Board, Association of Collegiate Schools of Architecture and American Institute of Architects - Students. Persuading a group of that size requires a delegation of at least four,

but a larger group has greater odds for success and also helps with succession planning so that new Board/LATC members can learn first-hand about the national associations and develop the relationships needed to protect California's interests.

The Board is in the process of submitting an out-of-state trip request to DCA to add two members in addition to the two that were previously approved. This will provide the Board a strong delegation to work to defeat the resolution.

The professions, via the American Institute of Architects - California Council and California Council of the American Society of Landscape Architects, understand the importance of participation and regularly and consistently support the Board's engagement in NCARB and CLARB. The Board appreciates that DCA and Administration have been approving some of the trips, and the Board encourages ongoing and increased support for the criticality of national issues.

(Note: This was Issue #1 for LATC in the Sunset Background Paper.)

ISSUE #2: PRO RATA. What services does the Board receive for its share of pro rata?

Legislative Staff's Recommendation: The Board should advise the Committees about the basis upon which pro rata is calculated, and the methodology for determining what services to utilize from DCA. In addition, the Board should discuss whether it could achieve cost savings by providing some of these services in-house.

The Board/LATC's share of the department's pro rata is calculated based on authorized position counts, licensing and enforcement record counts, prior year workload, and interagency agreements. The Board/LATC currently utilizes most of the pro rata services for efficiencies and cost savings. Centralized services are more practical and efficient particularly for smaller boards such as ours. Board/LATC staff would need special high-level expertise in certain administrative services to be effective. It would be difficult to achieve an "economy of scale" if the Board/LATC were to assume pro rata-related services. The Board/LATC has limited staff with diverse responsibilities, whereas DCA has teams of trained specialists with program-specific management.

Senate Bill 1243 (Chapter 395, Statutes of 2014) requires DCA to conduct a study and submit a report to the Legislature on its pro rata calculation of administrative expenses by July 1, 2015. The study will assess whether the pro rata system is the most productive, efficient, and cost-effective methodology and whether some of the services should be outsourced or charged on an as-needed basis. The study will also include consideration of whether the boards should be permitted to elect not to receive (and be charged for) certain administrative services. As part of the study, the Board/LATC has participated in a survey of its use of DCA's services. Based on the outcome of the study and the DCA's report to the Legislature, the Board/LATC will reassess its continued use of the DCA's pro rata services.

(Note: This was Issue #4 for LATC in the Sunset Background Paper.)

ISSUE #3: BREEZE IMPLEMENTATION. The Board was supposed to be part of BreEZe's Release Three, which has now been delayed until at least 2016.

Legislative Staff's Recommendation: The Board should inform the Committees of any difficulties it foresees as a result of having to remain on its legacy system, and whether any additional stop-gap technological measures are needed until BreEZe is implemented. The Board should inform the Committees of how costs related to BreEZe will impact its fund condition.

Substantial difficulties are foreseeable, as a result of having to remain on the legacy systems, due to numerous significant changes to the national Architect Registration Examination (ARE) and potential changes to other national programs. Board/LATC staff is conducting an assessment of the impact due to delayed implementation of BreEZe for Release 3 boards and bureaus and coordinating efforts with DCA to develop stop-gap measures that could involve significant modifications to the legacy systems.

The Board believes, however, that due to the changes to the ARE, the corresponding changes to the "business model analysis" that was prepared in preparation for BreEZe approximately five years ago, are so significant that the current delay and repositioning of BreEZe may actually be a strategic advantage. Had BreEZe actually rolled out with the ARE consisting of seven divisions, as it does now, it would be completely dysfunctional, as the ARE previously had nine divisions. To add further complexities, there are intricate new rules that place restrictions on candidates' eligibility, which would have further exacerbated the problems.

The Board/LATC routinely monitors its fund condition and works very closely with DCA's Budget Office. The Budget Office has provided the Board/LATC's fund condition projected to fiscal year (FY) 2016/17, which includes anticipated BreEZe costs. The Board/LATC and the Budget Office do not foresee an issue with the Board/LATC's fund condition based on the current projections for BreEZe costs. The Board's fund condition will have an 11-month reserve in FY 2016/17, the year the BreEZe program is planned to be implemented for the Board.

(Note: This was Issue #3 for LATC in the Sunset Background Paper.)

ISSUE #4: LICENSURE AND LICENSEE POPULATION. Should the Board continue to explore ways to streamline the licensure process? Should the Board examine whether there is a shortage of licensed architects and capacity for architecture programs to train students?

Legislative Staff's Recommendation: The Board should continue to explore streamlined paths to licensure as a way to simplify the licensure process. The Board should continue monitoring the efforts of, and working closely with, NCARB, to ensure that any proposed changes to the licensure process do not affect competency or create reciprocity issues, and that California's needs are represented at the national level. The Board should monitor workforce capacity to determine if the demand for licensed architects is, and will continue to be, met.

The Board concurs with the Committees' recommendations. There is an ongoing objective from the Board's 2014 Strategic Plan to collaborate with California's National Architectural Accrediting Board (NAAB) accredited programs to establish and promote an Additional Path to Architectural Licensure (APAL). NCARB has taken a leadership role at the national level with the APAL; the Board is working with California schools and has hosted two summits (February 26, 2014 and March 12, 2015) to further those efforts.

NCARB has released its Request for Proposal (RFP), responses to which are due June 1, 2015. After a review of the RFPs, NCARB will provide an endorsement of those programs that conform to the programmatic requirements. The Board will continue its monitoring of NCARB and the national trends with respect to efforts for developing a streamlined licensure process.

Board staff will also coordinate with the Employment Development Department on conducting an analysis of the demand for architects and whether it will continue to be met in the long-term.

ISSUE #5: CONTINUING EDUCATION (CE). The Board notes that it has examined its CE requirement due to recent legislation and changes to the NCARB Model Law, and continues to monitor its CE requirement to ensure reciprocity issues do not exist.

Legislative Staff's Recommendation: The Board should inform the Committees of why its failure rate for CEs is so high, and how it can reduce that rate. The Board should continue to monitor the trend regarding CEs at the national level.

The Board concurs with the Committees' recommendation. Continuing education (CE) on disability access requirements is a relatively new (since July 1, 2009) requirement; audits were only required as of January 1, 2013. The statistics provided in the Board's Sunset Review Report represent the first year audits were conducted, and the first time licensees certified on their renewal application the CE requirement was fulfilled.

Prior to the commencement of audits, licensees submitted all relevant coursework provider documentation to the Board for review and acceptance before a license could be renewed (more than 20,000 records). The Board's audit failure rate is in fact comparable to other DCA entities that audit, which have averaged 13%.

The Board believes that two factors may help reduce the noncompliance rate. First, the deterrent effect of citations should improve audit results. The first group of citations was served in early 2015. Once those citations are adjudicated, practitioners will know that the Board takes strong actions against violations. In addition, the Board is coordinating with professional organizations for increased communication to licensees. Common noncompliance violations include: coursework taken after license renewal/audit notification; coursework taken more than two years prior to license renewal; deficient coursework (number of hours); failure to respond to audit in a timely manner; and, incorrect coursework taken and/or submitted. The Board will use this data in its communications efforts to assist architects in complying with this requirement.

The Board will continue monitoring, through NCARB, the national trends relative to CE initiatives and changes to the NCARB Model Laws.

ISSUE #6: INFORMATION SHARING. The Board reports that it is unable to share relevant disciplinary information of its licensees with a national database due to information-sharing restrictions.

Legislative Staff's Recommendation: The Board should inform the Committees of the specific types of information it would like to disclose to NCARB, and provide the Committees with the specific code sections that prevent the Board from disclosing that information. The Board should also weigh the benefits of sharing disciplinary information to assist other regulatory entities against the individual privacy rights, and potential threats to those rights.

The Board concurs with the Committees' recommendation.

The Board currently utilizes the NCARB Disciplinary Database by disclosing actions, such as Accusations and Statements of Issues, taken against licensees. Other NCARB Member Boards can view this information by securely accessing the database; additionally, prior to the Board issuing a license, the database is utilized to confirm whether disciplinary action has been taken against an individual in another state. A 2.0 version of the NCARB Disciplinary Database was recently launched and the Board continues to find that this is a useful tool.

Identifying information that is captured in the database includes: 1) an individual's full name; 2) State license number; and 3) the NCARB Record Number and/or Certificate Number (if an individual possesses either of these). Other identifying information that can be captured in the database is date of birth (DOB) and last four digits of Social Security Number (SSN). However, the Board cannot share DOB and SSN due to the Information Practices Act of 1977 (Civil Code section 1798 et seq.).

The Board will continue to weigh the benefits of sharing disciplinary information against the privacy rights of individuals.

ISSUE #7: COLLECTION OF FINES. The Board notes that it is seeking ways to increase collection of fines, particularly in cases of unlicensed practice when it does not have the leverage of a license to incentivize payment.

Legislative Staff's Recommendation: The Board should continue to explore ways to improve its enforcement efforts and collect fines. The Board should examine other agencies that are authorized to release SSNs to collection agencies, and whether there are any privacy or security issues that may arise if such information was transmitted. The Board should work with other licensing boards, such as the Contractors State Licensing Board, the Bureau of Real Estate, and the Board of Professional Engineers, Land Surveyors, and Geologists, to determine the feasibility of sharing disciplinary information for purposes of leveraging other professional licenses as a way to achieve compliance; how such a system would operate; and what changes would be necessary.

The Board/LATC concurs with the Committees' recommendations.

The Board currently has an ongoing objective from its 2014 Strategic Plan to “pursue methods to obtain multiple collection mechanisms to secure unpaid citation penalties” and is committed to continuous improvements with regard to all enforcement efforts.

The Board's fine collection success has averaged about 62% over the last three fiscal years, while other construction/design boards have averaged 37%.

Should the Board pursue authority to release SSNs to collection agencies, it would fully investigate whether there are any privacy or security issues that may arise. The Board has noted that the Respiratory Care Board is authorized to release SSNs to collection agencies via Business and Professions Code section 3778 (Chapter 586, Statutes of 2003); the Board is currently not aware of other agencies with similar authority.

As part of its Strategic Plan objective, the Board/LATC will research the feasibility of working with other licensing boards in sharing disciplinary information for purposes of leveraging other professional licenses. Other strategies the Board/LATC has utilized with regard to fine collection: Franchise Tax Board Intercept Program; payment plans; revised enforcement letters; etc. In addition, the Board is working with DCA to explore the possibility of establishing a collections unit in DCA to assist boards in collecting citation penalties.

(Note: This was Issue #5 for LATC in the Sunset Background Paper.)

ISSUE #8: CONTINUED REGULATION BY THE BOARD. Should the licensing and regulation of architects be continued and be regulated by the current Board membership?

Legislative Staff's Recommendation: Recommend that the licensing and regulation of architects continue to be regulated by the current Board members of the California Architects Board in order to protect the interests of the public and be reviewed once again in four years.

The Board/LATC concurs with the Committees' recommendation.

(Note: This was Issue #6 for LATC in the Sunset Background Paper and the Board/LATC concur with that recommendation.)

Note: as indicated on the cover memo, the following issue was unique to LATC.

LATC ISSUE #2: PATHWAYS TO LICENSURE. Should the LATC consider ways to streamline its licensure process or make its licensure process more flexible to accommodate out-of-state applicants?

Legislative Staff's Recommendation: The LATC should continue to work closely with the Board to identify opportunities to initiate efficiencies in its licensure system, and consult with stakeholders to ensure that the path to licensure is efficient and effective. The LATC should also continue to discuss the possibility of expanding the definition of "education credit" to encompass a certain amount of licensed experience, and to consider granting education credit for degrees related to landscape architecture, while ensuring that licensees retain their competence and that consumers are protected by any changes in eligibility.

The LATC concurs with the Committees' recommendation. During this last reporting period, LATC has expanded its pathways to licensure to allow partial degrees, and architecture degrees to meet education requirements. The LATC is researching other related degrees that can meet the education requirement for licensure.

Efficiencies in the licensure processes were improved by permitting candidates to take certain sections of the national exam upon graduation. On the horizon are changes to allow credit for teaching under a landscape architect. LATC will also work closely with the Board on its efforts on the Accelerated Path to Architectural Licensure.

In addition, the LATC has received license applications from candidates who are licensed in other states but do not meet specific California requirements, namely a degree in landscape architecture. The LATC is reviewing reciprocity requirements of other states to determine possible changes to improve efficiencies. Initial research revealed varying minimum standards across states including education only, experience only, varying degree types, and acceptance of reciprocity from other states. The LATC will work closely with CLARB to establish the minimum years of licensed experience to qualify to take the California Supplemental Exam in order to become licensed in California. The LATC will also work closely with other stakeholders to ensure that the path to licensure is efficient and effective.

ADJOURNMENT

Time: _____