Attorney General's Office Annual Reporting 2018 – 2020

SB 467 became effective on January 1, 2016 requiring the Attorney General's Office (AGO) to file annual reports with the Legislature regarding their performance metrics. Business and Professions Code section 312.2 required the first report to be filed by January 1, 2018.

Attached are the three years of metrics reported by the AGO for the Medical Board of California.

The third annual report submitted by the AGO to the Legislature on January 1, 2020 is attached.

Fiscal Year 2016-17

Medical Board of California

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

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(6) accusations withdrawn.	4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

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

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

Fiscal Year 2017-18

Medical Board of California

The Medical Board of California regulated 157,441 licenses, registrations, and permits of eight types in Fiscal Year 2016-2017 (excluding Licensed Midwives, data for which is set forth on the preceding page). Data for Physicians and Surgeons, Research Psychoanalysts, and Polysomnographic Program are consolidated below. Complaints received by the Board are investigated by its in-house Complaint Investigation Office or by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The Board used vertical enforcement in investigations referred to the Health Quality Investigation Unit until approximately November 2018. In Fiscal Year 2017-18, 70 percent of the accusation matters referred to the Attorney General were vertical enforcement joint investigations. The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2017-18.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	513
(2) accusation matters rejected for filing by the Attorney General.	7
(3) accusation matters for which further investigation was requested by the Attorney General.	19
(4) accusation matters for which further investigation was received by the Attorney General.	61
(5) accusations filed.	465
(6) accusations withdrawn.	7
(7) accusation matters adjudicated by the Attorney General.	322

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	61	49	51	312
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	173	143	107	6
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	227	214	139	221
(4) from the filing of an accusation to when a default decision is sent to the agency.	94	50	163	33
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	71	49	67	122
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	201	173	136	59

Fiscal Year 2018-19

Medical Board of California

The Medical Board of California regulated 161,244 licenses, registrations, and permits of eight types in Fiscal Year 2017–18 (excluding Licensed Midwives, data for which is set forth on the preceding page). Data for Physicians and Surgeons, Research Psychoanalysts, and Polysomnographic Program are consolidated below. Complaints received by the Board are investigated by its in–house Complaint Investigation Office or by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. From July 1, 2018 to December 31, 2018, the Medical Board referred accusation matters completed in the Vertical Enforcement and Prosecution investigation model, pursuant to Government Code section 12529.6 (repealed January 1, 2019). The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	604
(2) accusation matters rejected for filing by the Attorney General.	28
(3) accusation matters for which further investigation was requested by the Attorney General.	32
(4) accusation matters for which further investigation was received by the Attorney General.	102
(5) accusations filed.	488
(6) accusations withdrawn.	14
(7) accusation matters adjudicated by the Attorney General.	389

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	58	48	51	383
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	102	50	118	7
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	291	252	186	280
(4) from the filing of an accusation to when a default decision is sent to the agency.	64	47	36	34
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	101	66	96	118
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	192	178	97	53

Fiscal Year 2016-17

Licensed Midwives Program (Medical Board of California)

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

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

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

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

Fiscal Year 2017-18

Licensed Midwives Program (Medical Board of California)

The Medical Board of California regulated 390 licensees in Fiscal Year 2016-2017 with one license type, Licensed Midwife. Complaints received by the Midwives Program are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. There is no specific statute of limitations within which to file accusations for this program. However, because licensed midwives are within the jurisdiction of the Medical Board of California, accusations are filed within the same limitations period pertaining to the Medical Board, which is generally three years from the discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2017-18.

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

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

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

Fiscal Year 2018-19

Licensed Midwives Program (Medical Board of California)

The Medical Board of California regulated 418 licensees in Fiscal Year 2017–2018, with one license type — Licensed Midwife. Complaints received by the Midwives Program are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The program did not refer any accusation matters in Fiscal Year 2018–2019. There is no specific statute of limitations within which to file accusations for this program. However, because licensed midwives are within the jurisdiction of the Medical Board of California, accusations are filed within the same limitations period pertaining to the Medical Board, which is generally three years from the discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

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

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

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

January 1, 2020 - Attorney General's Annual Report on Accusations Prosecuted for the Department of Consumer Affairs Client Agencies

This is the Attorney General's third annual report providing data required by Business and Professions Code section 312.2, which became effective January 1, 2016. The report provides information on the legal work of the Attorney General's Office for licensing agencies of the Department of Consumer Affairs that are represented by the Licensing and Health Quality Enforcement sections of the Civil Law Division. The report includes data on the volume and processing of accusation matters for these agencies during Fiscal Year 2018-19.

Attorney General's Annual Report

on

Accusations Prosecuted for Department of Consumer Affairs Client Agencies

Business and Professions Code Section 312.2

January 1, 2020

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

January 1, 2020

EXECUTIVE SUMMARY

This is the third annual report by the Office of the Attorney General pursuant to Business and Professions Code section 312.2, which became effective on January 1, 2016, requiring annual reports to be filed by January 1 each year. This report is based on data from Fiscal Year 2018–19. It provides information concerning accusation referrals received and accusations adjudicated for each Department of Consumer Affairs client agency represented by the Licensing Section and Health Quality Enforcement Section of the Office of the Attorney General.

Each client agency is unique and cannot easily be compared to others, yet some general observations can be made from the data collected to compile this report. In Fiscal Year 2018–19, approximately 52 percent of the legal work performed by the Licensing Section and Health Quality Enforcement Section was for the prosecution of accusation matters, which are the focus of this report. During the year, 3,964 accusation referrals were received from our Department of Consumer Affairs client agencies. About three percent of accusation referrals to the Office of the Attorney General were rejected, and five percent of accusation referrals required further investigation.

The Office of the Attorney General adjudicated 3,929 accusation matters during the year. The accusations adjudicated were referred to this office in Fiscal Year 2018–19 or in a prior fiscal year. Multiple adjudications can occur when more than one licensee is included within one matter, each with different adjudication dates and types, or when a client agency exercises its discretion to reject an original adjudication. Approximately 53 percent of the total adjudications were by stipulated settlement, 29 percent by default, 15 percent by administrative hearing, and three percent resulted from withdrawal of accusations by the agencies.

BACKGROUND

Licensing Section and Health Quality Enforcement Section

The Licensing and Health Quality Enforcement Sections of the Office of the Attorney General's Civil Law Division specialize in professional and vocational licensing law in California. These sections represent 37 Department of Consumer Affairs agencies that issue multiple types of professional and vocational licenses. They provide legal representation to these agencies in many kinds of licensing matters to protect California consumers and enhance the quality of the professions and vocations. Liaison deputies also regularly consult with agency staff to advise them on jurisdictional, legal, and programmatic issues. Each section's legal staff also provides training for the Department of Consumer Affairs Division of Investigation, agency investigators, and agency staff.

Both sections prosecute licensing matters, including accusations (license discipline), which comprise about 52 percent of their combined caseload. The balance of prosecution matters consists of:

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

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

Department of Consumer Affairs Client Agencies

The 37 Department of Consumer Affairs agencies represented by the Licensing and Health Quality Enforcement Sections each have different licensing laws, programs, and processes unique to their practice areas. A few agencies issue only one type of license, but most issue multiple license types. As a result, agencies differ in how they refer accusation matters to the Office of the Attorney General; some refer one matter for each licensee, while others refer multiple licensees involved in the same or related acts for which discipline will be sought to be included in a single accusation. About one-third of client agencies represented by the Licensing Section file a single accusation naming all of their licensees involved in the events underlying the disciplinary action. None of the agencies represented by the Health Quality Enforcement Section file a single accusation against multiple licensees. Instead, a separate accusation is filed against each licensee; when multiple licensees are involved in the same events, the accusations may be consolidated for hearing. Any agency may also refer additional investigations to the Office of the Attorney General for prosecution while an initial accusation matter is pending, and these subsequent investigations are counted as additional *accusation referrals* in this report.

There are also other differences in how client agencies respond to and participate in legal matters. Some agencies have higher default rates, and some have higher rates of representation by counsel in their accusation matters. The applicable burden of proof varies

based on the type of professional, vocational, or business license. Generally, when there are specific educational and testing requirements to obtain a license, disciplinary charges must be proven by clear and convincing evidence to a reasonable certainty. Most accusation matters brought by Department of Consumer Affairs agencies are subject to this burden of proof, but a few license types are subject to a lower burden of proof, i.e., preponderance of evidence. Generally, these are licenses that permit operation of a business at a specific location, such as an automotive repair dealership or pharmacy. Only about a dozen Department of Consumer Affairs agencies are required to file their accusations within a prescribed statute of limitations, which generally range from one year to five years, but may be longer in specific circumstances. All Department of Consumer Affairs client agencies except the Medical Board of California are entitled to recover their costs of investigation and prosecution from respondents. The data included in this report are consistent with each client's licensing programs and practices to the extent possible, but as a result of the wide variances among the many agencies, often are not comparable to each other in any meaningful way.

Investigation Process

Agencies also differ in how they investigate their cases. Investigations are assigned to balance quality and efficiency and avoid insufficient evidence, which causes delay while supplemental evidence is gathered. Most commonly, agencies investigate their cases using their own staff, including inspectors, sworn and unsworn investigators, investigator assistants, or analysts. Certain kinds of cases are required to be referred to the Department of Consumer Affairs Division of Investigation for investigation consistent with Complaint Prioritization Guidelines developed pursuant to Business and Professions Code section 328. Medical Board cases are excluded from the requirements of section 328. All agencies strive to investigate complaints efficiently and rely on the Attorney General's staff for counsel, as needed.

Administrative Adjudication Process

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

Upon receipt, a deputy attorney general reviews the transmitted evidence to determine its sufficiency to meet the requisite burden of proof and for any jurisdictional issues. If the evidence is insufficient and circumstances suggest additional avenues for evidentiary development, the deputy may request further investigation from the agency. When evidence is insufficient and further investigation is not recommended, or legal issues prevent prosecution, the Office of the Attorney General declines prosecution, and the case is rejected, or reviewed and returned to the agency.

Based on sufficient evidentiary support, a deputy attorney general prepares an accusation to initiate the agency's adjudicative proceeding. The accusation pleading is sent to the agency for signature by the executive director, executive officer, or other designated *complainant* for the agency. The accusation is *filed* when the complainant signs it, and it is then served by the agency, or returned to the Office of the Attorney General for service on the licensee, known in the accusation proceeding as the *respondent*. When charged in an accusation, a respondent has a right to an adjudicative hearing under the California Administrative Procedure Act (Gov. Code, tit. 2, div. 3, ch. 5, commencing with §11500). Once served with the accusation, the

respondent must file a notice of defense within fifteen days, or is in default. Once the notice of defense has been received, a hearing is scheduled with the Office of Administrative Hearings. If no notice of defense is received, then a default is prepared for presentation to the client agency for its ultimate decision.

The deputy attorney general prosecutes the accusation case before the Office of Administrative Hearings. Upon conclusion of the hearing, the case is submitted to the administrative law judge (ALJ) who presided over the hearing. The ALJ prepares a proposed decision and sends it to the agency for its ultimate decision. Of course, a stipulated settlement, which can include a public reprimand, probation, license surrender, or revocation, can occur at any time and is the most common method of adjudication of accusation matters.

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

Even after an agency's decision is issued, it may not be final. A respondent may exercise the right to petition for reconsideration and, if granted by the agency, the final decision will be reconsidered. This can also happen if an agency decides a case based upon the default of a respondent for failure to timely file a notice of defense or failure to appear at a duly noticed hearing. Upon petition by the respondent, the agency can vacate the default decision, and additional proceedings are conducted to ultimately decide the case. Each of these types of *post-submission* events will lengthen the processing of a case and require further adjudication.

Once the agency's decision is final, it is still subject to judicial review in administrative mandamus and appellate proceedings. In very few cases, judicial review results in remand to the agency to conduct further administrative proceedings or reconsider its decision. In these cases, the final decision of the agency may be delayed by many months, or even one or more years.

MEASURES REPORTED

The text of Business and Professions Code section 312.2 is set forth in its entirety in the attached appendix. We provide the following interpretation of terms and description of the manner in which the data was gathered for each of the reporting metrics in subdivisions (a)(1)-(a)(7) and (b)(1)-(b)(6).

(a)(1) The number of accusation matters referred to the Attorney General.

Accusation matter means an investigation of one or more complaints that an agency has referred to the Office of the Attorney General to review evidence and, if appropriate, prosecute the matter through the disciplinary process as an accusation.

Accusation matters are counted by each investigation report received that bears a distinct investigation number. Some agencies request that more than one respondent be named and prosecuted in a single accusation, in which case the investigation number is counted as an accusation matter for each respondent. Multiple investigations may be referred during the time that the Office of the Attorney General is prosecuting the agency's initial accusation referral, which can span different fiscal years. Each investigation received during the reporting period is counted for each respondent to which it pertains.

(a)(2) The number of accusation matters rejected for filing by the Attorney General.

Rejected for filing describes the determination, made by a deputy attorney general with a supervisor's approval, that an accusation should not be filed. An accusation can be rejected for many reasons, including: (1) the evidence submitted is insufficient to meet the burden of proof to sustain a cause for discipline under the agency's applicable practice act; (2) the events in question are not within the statute of limitations; and/or (3) disciplinary action is not supported by law or public policy. When prosecution is declined, the investigative file is returned to the client agency and the case is closed in the Office of the Attorney General.

A rejection for filing during the reporting period is counted once for each respondent to which the rejection pertains, without regard to the number of investigations referred to the Office of the Attorney General for consideration.

(a)(3) The number of accusation matters for which further investigation was requested by the Attorney General.

Further investigation requested describes an instance in which a deputy attorney general determines that the evidence in the investigation is insufficient to meet the burden of proof, but that there are avenues available to augment the evidence and support a cause for discipline under the agency's applicable practice act. With supervisory approval, the deputy may request further investigation from the agency, the Division of Investigation, or internally at the Office of the Attorney General. When further investigation is requested in a matter handled by the Licensing Section, the file remains open pending receipt of supplemental investigation, and is documented accordingly. In the Health Quality Enforcement Section, the file is returned to the client agency, and the matter is closed. The file is reopened if the matter is rereferred to the Office of the Attorney General with additional evidence.

Each request for further investigation made during the reporting period is counted in each matter, and is not necessarily associated with the number of referrals received in the matter, or number of respondents to which the further investigation may pertain. There may be only one request for further investigation in a matter that contains more than one respondent or more than one investigation. There may also be more than one further investigation request made pertaining to a single respondent in a matter with only one referral.

(a)(4) The number of accusation matters for which further investigation was received by the Attorney General.

Further investigation received describes the additional investigation received as a result of further investigation requested, as described above. Very rarely will an agency refer a matter back to the Office of the Attorney General with *additional* investigation and request reconsideration of a previous decision not to prosecute (i.e., rejected). If the matter is accepted for prosecution, this is also recorded as further investigation received. Additional investigation received is distinguished from a *new* referral of an accusation matter from a client agency, which is counted in subdivision (a)(1), but is not counted in (a)(4).

Each supplemental investigation received during the reporting period is counted in each matter and is not necessarily associated with the number of referrals received in the matter or the number of respondents to which the further investigation may pertain.

(a)(5) The number of accusations filed by each constituent entity.

Accusation means the initial accusation filed in a matter to initiate proceedings to revoke or suspend a license against one or more respondents, and any subsequent amended accusation filed in the matter. Accusations may be amended during the pendency of a case for a variety of reasons, most commonly because the client agency refers an additional investigation of a new complaint and the accusation is amended to add new causes for discipline based on the new investigation. *Filed* means the accusation or amended accusation is signed by the agency's designee, known as the complainant, who is usually the executive officer or executive director of the agency. The accusation is filed on the date the document is signed.

Each accusation or amended accusation filed during the reporting period is counted and reported under subdivision (a)(5).

(a)(6) The number of accusations a constituent entity withdraws.

On occasion, the complainant *withdraws* the accusation after it has been filed, terminating the prosecution of the accusation matter. A common reason for an accusation to be withdrawn is the death of the respondent against whom the accusation is filed. In other cases, the evidentiary basis for the matter may change during litigation, or evidence received from a respondent in the course of discovery may lead to re-evaluation of the merits of the case.

The withdrawal of an accusation is counted separately for each respondent named in the accusation.

(a)(7) The number of accusation matters adjudicated by the Attorney General.

Adjudication means that the work of the Office of the Attorney General has been completed and the case will be brought before the agency's decision maker for its final decision. There are four types of adjudicative events: (1) a default decision and order is prepared and sent to the agency because a respondent did not file a notice of defense or failed to appear at a duly noticed administrative hearing; (2) a stipulated settlement is signed by a respondent and sent to

the agency, which considers the acceptance of the disposition of the matter for that respondent; (3) the submission of the case at the conclusion of an administrative hearing to an administrative law judge to prepare a proposed decision, and the decision is sent to the agency for its consideration; and (4) withdrawal of an accusation by the complainant, which terminates the matter. An adjudicative event for each respondent named in an accusation is necessary before the matter is fully adjudicated. Every adjudicative event is counted during the reporting period is counted.

Multiple adjudicative events can also occur in cases with only a single respondent. This happens when an agency does not accept a stipulated settlement, does not adopt a proposed decision submitted by an administrative law judge, grants reconsideration of its decision, or when a superior court judge remands the matter to the agency for further consideration. These *post-submission* adjudicative events are counted in reporting the number of accusation matters *adjudicated* in subdivision (a)(7), but because they are not *original* adjudications they are not included in calculating the averages reported in subdivisions (b)(3), (b)(4), and (b)(6).

(b)(1)	The average number of days from the Attorney General receiving an accusation referral to when an accusation is filed by the constituent entity.

The date that each accusation referral is received in the Office of the Attorney General is documented. The calculation of the average reported for subdivision (b)(1) begins on the date of receipt of the first accusation referral in each matter and ends on the date the complainant signs the initial accusation. Amended accusations received after the client agency's initial referral are not included in the average.

(b)(2)	The average number of days to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received by the Attorney General from a constituent entity or the Division of Investigation.

Prepare an accusation in subdivision (b)(2) is different from *filing an accusation* in subdivision (b)(1). An accusation is *prepared* (i.e., the preparation is based on a deputy attorney general's familiarization with the technical subject matter issues, thorough review of the evidence and expert reports to determine chargeable causes for discipline, then drafting, and supervisorial review of the accusation) by the assigned deputy and then sent to the complainant at the agency to be reviewed, approved, and signed.

Rereferred means the date when supplemental investigation has been received by the Office of the Attorney General in response to a request for further investigation, or, in rare cases, following rejection of an accusation matter.

The calculation of the average reported for subdivision (b)(2) begins on the date each initial accusation referral was received in the Office of the Attorney General – including time for initial review of the matter, request for further investigation, further investigation conducted, receipt of the supplemental investigation by the Office of the Attorney General from the agency, re-review by the deputy, and the deputy preparing the accusation – and ends on the date the deputy sends the prepared accusation to the complainant for review and filing in each matter. The average may also include the review of additional referrals received while further investigation is being conducted on the initial referral.

Notably, the matters that required further investigation before preparation of an accusation reported in subdivision (b)(2) are included in the average number of days to file accusations reported in subdivision (b)(1). As a consequence, delays in *preparing* accusations for cases that required further investigation generally will increase the average number of days to *file* the agency's accusations (reported in subdivision (b)(1)).

(b)(3)	The average number of days from an agency filing an accusation to the Attorney General transmitting a stipulated settlement to the constituent entity.

Settlements are negotiated according to authorization provided by the complainant based on the agency's published disciplinary guidelines. A stipulated settlement is provided to the agency's decision maker who decides whether to accept the settlement as its disposition of the case against the respondent.

The calculation of the average reported for subdivision (b)(3) begins on the date of filing for the initial accusation in each matter, and ends on the date the stipulated settlement for each respondent is sent to the agency for its consideration.

As described in subdivision (a)(7), above, *post-submission* settlements are not included in calculating the average reported in subdivision (b)(3). Only one settlement that occurs during the reporting period for each respondent named in an accusation is included to calculate the average. In matters where more than one respondent is named in the accusation, more than one stipulated settlement will be included in the average, if they all occurred during the reporting period.

(b)(4)	The average number of days from an agency filing an accusation to the Attorney General transmitting a default decision to the constituent entity.

If a respondent fails to send a notice of defense to the assigned deputy attorney general or agency within 15 days after service of the accusation, or fails to appear at a duly noticed administrative hearing on the accusation, the respondent is in default. The agency can opt to present the case to an administrative law judge without participation by the respondent who has defaulted. However, most often, the agency requests that the deputy prepare a default decision and order for the agency's decision-maker to consider issuing as its final decision against the respondent. Many agencies have delegated authority to their executive officers to adopt default decisions as a matter of course without consideration by the board itself.

The calculation of the average reported for subdivision (b)(4) begins on the date each initial accusation in a matter is filed, and ends on the date of transmission of the default decision and order to the agency for each respondent.

As described in subdivision (a)(7), above, *post-submission* defaults are not included in calculating the average reported in subdivision (b)(4). To calculate the average, only one default that occurs during the reporting period for each respondent named in an accusation is included. In matters where more than one respondent is named in the accusation, more than one default will be included in the average, if they all occurred during the reporting period.

(b)(5)	The average number of days from an agency filing an accusation to the Attorney General requesting a hearing date from the Office of Administrative Hearings.

After a notice of defense has been received from each respondent named in an accusation, the deputy attorney general assigned to the matter is responsible to coordinate with opposing counsel, unrepresented respondents, prosecution witnesses, and the Office of Administrative Hearings to determine a hearing date when everyone is available. The deputy attorney general prepares a request to set the hearing based on this coordination and sends it to the Office of Administrative Hearings to calendar the hearing.

The calculation of the average reported for subdivision (b)(5) begins on the date the initial accusation in each matter is filed, and ends on the date that the request to set a hearing is sent to the Office of Administrative Hearings. Infrequently, a request to set a hearing is done more than once in a case, usually because a continuance has been granted. Only the first request to set a hearing in a case is included in calculating the average.

(b)(6)	The average number of days from the Attorney General's receipt of a hearing date from the Office of Administrative Hearings to the commencement of a hearing.

When the Office of Administrative Hearings receives the request to set hearing sent by the deputy attorney general, the hearing date is set on its calendar and the parties are informed of the hearing date. Unless an intervening motion for a continuance is granted by an administrative law judge, the hearing will commence on that date and, depending on the length of the hearing and intervening factors, may conclude on the same day or at a later date.

The calculation of the average reported for subdivision (b)(6) begins on the date the deputy attorney general receives notice from the Office of Administrative Hearings that the hearing date has been set for each case, and ends on the date the hearing in each case actually commences. As described in subdivision (a)(7), above, any *post-submission* commencement of a hearing is not included in calculating the average reported in subdivision (b)(6). When motions to continue hearings are granted, the commencement of hearings are delayed, and the average number of days will increase as a consequence.

METHODOLOGY

Case Management System

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

improve its technology, systems and protocols, and to integrate these improvements into its business routines and operations.

Data Presentation

The information required to be reported by Business and Professions Code section 312.2 has been organized on a separate page for each constituent entity in the Department of Consumer Affairs represented by the Licensing and Health Quality Enforcement Sections of the Office of the Attorney General. Each page includes the number and types of licenses issued by the agency, which were taken from the 2018 Annual Report of the California Department of Consumer Affairs, containing data from Fiscal Year 2017–18. The report can be found online at: https://www.dca.ca.gov/publications/2018_annrpt.pdf.

The following Department of Consumer Affairs website contains links for further information: http://www.dca.ca.gov/about_dca/entities.shtml.

Any applicable statute of limitations has been included for each client agency's page, as well as the frequency of agency accusations naming more than one respondent.

Table 1 on the page for each agency provides the *counts* for various aspects of accusation matters as requested under subdivision (a) of section 312.2, such as the number of accusation referrals received and the number of accusations filed (subds. (a)(1) and (a)(5)).

Table 2 provides the averages requested under subdivision (b) of section 312.2, which are based on the accusation matters adjudicated during the year, as reported under subdivision (a)(7). We have included the mean, median, standard deviation, and number of values in the data set from which the averages were determined. The average expresses the central or typical value in a set of data, which is most commonly known as the arithmetic mean. The central value in an ordered set of data is the median. Compared to the median, the mean is more sensitive to extreme values, or *outliers*, and the number of values, or *sample size*. When the mean and median are nearly equivalent, that is a likely indicator that there are no or few extreme values in the data set. However, when there is a large difference between the mean and median, it is likely that there are one or more extreme values skewing the data. The standard deviation (SD) for a data set provides context for averages. A low SD indicates that the data points tend to be close to the mean of the set, while a high SD indicates that the data points are spread out over a wider range of values.

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

California Board of Accountancy

The California Board of Accountancy regulated 105,381 licensees in Fiscal Year 2017–18, with six license types. Most complaints received by the Board are investigated by the Board's own investigators, who are either certified public accountants or analysts. Some investigations are assisted by the Office of Attorney General and the Board's Enforcement Advisory Committee through the taking of testimony under oath of licensees under investigation. There were multiple respondents in about 20 percent of the Board's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	101
(2) accusation matters rejected for filing by the Attorney General.	1
(3) accusation matters for which further investigation was requested by the Attorney General.	3
(4) accusation matters for which further investigation was received by the Attorney General.	4
(5) accusations filed.	81
(6) accusations withdrawn.	1
(7) accusation matters adjudicated by the Attorney General.	85

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	165	122	128	70
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	208	284	161	5
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	132	97	106	47
(4) from the filing of an accusation to when a default decision is sent to the agency.	66	51	59	25
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	117	92	117	10
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	200	159	82	7

California Acupuncture Board

The California Acupuncture Board regulated 12,185 licensees in Fiscal Year 2017–18, with one license type — Licensed Acupuncturist. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	15
(2) accusation matters rejected for filing by the Attorney General.	1
(3) accusation matters for which further investigation was requested by the Attorney General.	2
(4) accusation matters for which further investigation was received by the Attorney General.	0
(5) accusations filed.	12
(6) accusations withdrawn.	0
(7) accusation matters adjudicated by the Attorney General.	14

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	72	63	27	13
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	164	176	58	12
(4) from the filing of an accusation to when a default decision is sent to the agency.	0	0	0	0
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	81	65	47	8
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	118	118	0	1

California Architects Board

The California Architects Board regulated 21,377 licensees in Fiscal Year 2017–18, with one license type — Architect. Most complaints received by the Board are investigated by the Board's own staff and architect consultants and, when appropriate, referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The statute of limitations to file an accusation is generally five years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

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

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	205	205	0	1
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	148	148	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	328	328	0	1
(4) from the filing of an accusation to when a default decision is sent to the agency.	0	0	0	0
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	0	0	0	0
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	0	0	0	0

California State Athletic Commission

The California State Athletic Commission regulated 3,472 licensees in Fiscal Year 2017–18 with eight license types. The Commission referred five arbitration matters, three suspension appeals, and one other matter to the Office of the Attorney General in Fiscal Year 2018–19, but did not refer any accusation matters. There is no statute of limitations within which to file accusations for this agency.

There was no accusation prosecution data for this agency in Fiscal Year 2018–19.

Bureau of Automotive Repair

The Bureau of Automotive Repair regulated 77,395 licensees in Fiscal Year 2017–18, with nine license types. Complaints and other matters are investigated by the Bureau's own program representatives. There were multiple respondents in over 44 percent of the Bureau's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19 . The statute of limitations to file an accusation is generally three years from the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	377
(2) accusation matters rejected for filing by the Attorney General.	7
(3) accusation matters for which further investigation was requested by the Attorney General.	4
(4) accusation matters for which further investigation was received by the Attorney General.	5
(5) accusations filed.	449
(6) accusations withdrawn.	28
(7) accusation matters adjudicated by the Attorney General.	787

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	180	147	138	517
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	454	477	238	10
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	256	248	157	313
(4) from the filing of an accusation to when a default decision is sent to the agency.	154	99	169	261
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	164	127	156	201
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	166	159	86	135

Board of Barbering and Cosmetology

The Board of Barbering and Cosmetology regulated 616,876 licensees in Fiscal Year 2017–18 with 12 license types. The Board receives consumer complaints and routinely inspects establishments for health and safety. The Board's cases are investigated by the Board's own inspectors or other staff, and when appropriate, may also be referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. Less than five percent of the Board's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19 had multiple respondents. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	95
(2) accusation matters rejected for filing by the Attorney General.	2
(3) accusation matters for which further investigation was requested by the Attorney General.	2
(4) accusation matters for which further investigation was received by the Attorney General.	1
(5) accusations filed.	84
(6) accusations withdrawn.	2
(7) accusation matters adjudicated by the Attorney General.	91

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	128	120	73	87
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	186	186	0	2
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	167	130	104	58
(4) from the filing of an accusation to when a default decision is sent to the agency.	98	76	63	20
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	127	89	101	25
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	164	90	135	11

Board of Behavioral Sciences

The Board of Behavioral Sciences regulated 112,476 licensees in Fiscal Year 2017–18 with seven license types. Most complaints received by the Board are investigated by the Board's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	72
(2) accusation matters rejected for filing by the Attorney General.	0
(3) accusation matters for which further investigation was requested by the Attorney General.	2
(4) accusation matters for which further investigation was received by the Attorney General.	3
(5) accusations filed.	79
(6) accusations withdrawn.	1
(7) accusation matters adjudicated by the Attorney General.	113

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	121	101	96	111
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	257	278	163	5
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	167	144	98	78
(4) from the filing of an accusation to when a default decision is sent to the agency.	108	67	102	18
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	116	101	78	30
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	215	168	202	15

Cemetery and Funeral Bureau

The Cemetery and Funeral Bureau regulated 13,535 licensees in Fiscal Year 2017–18 with 12 license types. Most complaints received by the Bureau are investigated by the Bureau's field representatives or staff or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. Over 38 percent of the Bureau's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19 had multiple respondents. The statute of limitations to file an accusation is generally three years from the act or omission for cemetery licensees and two years for funeral licensees charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	21
(2) accusation matters rejected for filing by the Attorney General.	0
(3) accusation matters for which further investigation was requested by the Attorney General.	1
(4) accusation matters for which further investigation was received by the Attorney General.	2
(5) accusations filed.	14
(6) accusations withdrawn.	0
(7) accusation matters adjudicated by the Attorney General.	11

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	152	147	75	10
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	159	159	0	2
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	110	94	29	5
(4) from the filing of an accusation to when a default decision is sent to the agency.	63	63	16	2
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	104	96	44	3
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	179	167	98	3

Board of Chiropractic Examiners

The Board of Chiropractic Examiners regulated 19,793 licensees in Fiscal Year 2017–18 with four license types. It also authorizes satellite offices, chiropractic corporations and referral services. Most complaints received by the Board are investigated by the Board's own investigators or staff, or referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	22
(2) accusation matters rejected for filing by the Attorney General.	1
(3) accusation matters for which further investigation was requested by the Attorney General.	1
(4) accusation matters for which further investigation was received by the Attorney General.	3
(5) accusations filed.	32
(6) accusations withdrawn.	1
(7) accusation matters adjudicated by the Attorney General.	33

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	175	107	146	33
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	383	392	126	6
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	207	169	123	22
(4) from the filing of an accusation to when a default decision is sent to the agency.	50	43	15	5
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	148	139	90	8
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	165	154	31	5

Contractors State License Board

The Contractors State License Board regulated 306,516 licensees in Fiscal Year 2017–18 with two license types and many classifications, including General Contractor. Most complaints received by the Board are investigated by the Board's own enforcement representatives, some of whom are sworn investigators. There were very few multiple respondents in the Board's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19. However, the number of adjudications reported in subdivision (a)(7) include licensees affiliated with respondents that are entities. The statute of limitations to file an accusation is generally four years from an act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	567
(2) accusation matters rejected for filing by the Attorney General.	5
(3) accusation matters for which further investigation was requested by the Attorney General.	16
(4) accusation matters for which further investigation was received by the Attorney General.	12
(5) accusations filed.	302
(6) accusations withdrawn.	14
(7) accusation matters adjudicated by the Attorney General.	318

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	196	168	122	298
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	297	259	150	20
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	289	270	144	107
(4) from the filing of an accusation to when a default decision is sent to the agency.	110	63	123	147
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	135	113	99	85
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	149	137	83	46

Court Reporters Board of California

The Court Reporters Board of California regulated 6,522 licensees in Fiscal Year 2017–18, with one license type — Certified Shorthand Reporter. Most complaints received by the Board are investigated by the Board's own staff, or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

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

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	89	42	112	7
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	30	30	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	83	82	16	4
(4) from the filing of an accusation to when a default decision is sent to the agency.	131	131	89	2
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	87	76	31	3
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	49	49	0	1

Dental Board of California

The Dental Board of California regulated 184,540 licensees in Fiscal Year 2017–18, with 16 license types. Most complaints received by the Board are investigated by the Board's own staff or investigators, some of whom are sworn investigators. They may also be referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	98
(2) accusation matters rejected for filing by the Attorney General.	2
(3) accusation matters for which further investigation was requested by the Attorney General.	3
(4) accusation matters for which further investigation was received by the Attorney General.	4
(5) accusations filed.	97
(6) accusations withdrawn.	2
(7) accusation matters adjudicated by the Attorney General.	93

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	118	86	108	87
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	235	185	141	7
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	347	327	175	68
(4) from the filing of an accusation to when a default decision is sent to the agency.	148	51	274	13
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	186	182	96	31
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	150	157	64	8

Dental Hygiene Board of California

The Dental Hygiene Board of California regulated 32,189 licensees in Fiscal Year 2017–18, with four license types. Most complaints received by the Board are investigated by Board staff: an enforcement analyst and a non-sworn special investigator. However, some complaints require assistance from Dental Board Investigators, who are sworn officers and have jurisdiction over a dental office. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

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

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	194	92	252	9
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	859	859	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	233	164	162	5
(4) from the filing of an accusation to when a default decision is sent to the agency.	42	37	15	3
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	73	73	0	1
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	190	190	0	1

Bureau of Household Goods and Services

The Bureau of Household Goods and Services regulated 45,987 licensees in Fiscal Year 2017–18 with 15 license types. Most complaints received by the Bureau are investigated by the Bureau's own investigators or staff, or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. There is no statute of limitations within which to file accusations for this agency.

There was no accusation prosecution data for this agency in Fiscal Year 2018–19.

Landscape Architects Technical Committee

The Landscape Architects Technical Committee regulated 3,675 licensees in Fiscal Year 2017–18, with one license type — Landscape Architect. Most complaints received by the Committee are investigated by the Committee's own enforcement staff, and some are reviewed by the Committee's subject matter experts. When appropriate, complaints may be referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

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

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	131	131	0	1
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	389	389	0	1
(4) from the filing of an accusation to when a default decision is sent to the agency.	0	0	0	0
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	0	0	0	0
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	0	0	0	0

Licensed Midwives Program (Medical Board of California)

The Medical Board of California regulated 418 licensees in Fiscal Year 2017–2018, with one license type — Licensed Midwife. Complaints received by the Midwives Program are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The program did not refer any accusation matters in Fiscal Year 2018–2019. There is no specific statute of limitations within which to file accusations for this program. However, because licensed midwives are within the jurisdiction of the Medical Board of California, accusations are filed within the same limitations period pertaining to the Medical Board, which is generally three years from the discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

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

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

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

Medical Board of California

The Medical Board of California regulated 161,244 licenses, registrations, and permits of eight types in Fiscal Year 2017–18 (excluding Licensed Midwives, data for which is set forth on the preceding page). Data for Physicians and Surgeons, Research Psychoanalysts, and Polysomnographic Program are consolidated below. Complaints received by the Board are investigated by its in–house Complaint Investigation Office or by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. From July 1, 2018 to December 31, 2018, the Medical Board referred accusation matters completed in the Vertical Enforcement and Prosecution investigation model, pursuant to Government Code section 12529.6 (repealed January 1, 2019). The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	604
(2) accusation matters rejected for filing by the Attorney General.	28
(3) accusation matters for which further investigation was requested by the Attorney General.	32
(4) accusation matters for which further investigation was received by the Attorney General.	102
(5) accusations filed.	488
(6) accusations withdrawn.	14
(7) accusation matters adjudicated by the Attorney General.	389

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	58	48	51	383
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	102	50	118	7
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	291	252	186	280
(4) from the filing of an accusation to when a default decision is sent to the agency.	64	47	36	34
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	101	66	96	118
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	192	178	97	53

Naturopathic Medicine Committee

The Naturopathic Medicine Committee regulated 899 licensees in Fiscal Year 2017–18, with one type of license — Naturopathic Doctor. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. The Committee did not refer any accusation matters in Fiscal Year 2018–19. There is no statute of limitations within which to file accusations for this agency.

There was no accusation prosecution data for this agency in Fiscal Year 2018–19.

California Board of Occupational Therapy

The Board of Occupational Therapy regulated 17,174 licensees in Fiscal Year 2017–18, with two license types. Most complaints received by the Board are investigated by the Board's own investigators or staff, or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	18
(2) accusation matters rejected for filing by the Attorney General.	3
(3) accusation matters for which further investigation was requested by the Attorney General.	2
(4) accusation matters for which further investigation was received by the Attorney General.	3
(5) accusations filed.	26
(6) accusations withdrawn.	1
(7) accusation matters adjudicated by the Attorney General.	32

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	151	130	118	31
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	183	183	50	3
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	206	207	114	17
(4) from the filing of an accusation to when a default decision is sent to the agency.	46	47	14	10
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	69	64	38	10
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	136	144	20	4

California State Board of Optometry

The Board of Optometry includes the Dispensing Optician Committee. The Board regulated 43,484 licensees in Fiscal Year 2017–18, with 12 types of licenses, including those for Optometrist and Registered Dispensing Optician. Most complaints received by the Board are investigated by the Board's own staff, or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. The Board does not employ its own investigators. The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	17
(2) accusation matters rejected for filing by the Attorney General.	2
(3) accusation matters for which further investigation was requested by the Attorney General.	1
(4) accusation matters for which further investigation was received by the Attorney General.	1
(5) accusations filed.	11
(6) accusations withdrawn.	1
(7) accusation matters adjudicated by the Attorney General.	14

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	136	125	101	14
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	110	110	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	218	218	107	3
(4) from the filing of an accusation to when a default decision is sent to the agency.	47	44	11	5
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	101	92	55	6
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	202	161	84	5

Osteopathic Medical Board of California

The Osteopathic Medical Board of California regulated 10,511 licenses and registrations in Fiscal Year 2017–18, with one type of license — Osteopathic Physician and Surgeon. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	17
(2) accusation matters rejected for filing by the Attorney General.	1
(3) accusation matters for which further investigation was requested by the Attorney General.	2
(4) accusation matters for which further investigation was received by the Attorney General.	6
(5) accusations filed.	15
(6) accusations withdrawn.	0
(7) accusation matters adjudicated by the Attorney General.	19

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	41	32	36	18
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	100	100	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	178	186	114	16
(4) from the filing of an accusation to when a default decision is sent to the agency.	62	62	0	1
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	20	20	10	3
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	136	136	0	1

California State Board of Pharmacy

The Board of Pharmacy regulated 139,640 licensees in Fiscal Year 2017–18, with 24 license types. The Board receives consumer complaints and routinely inspects pharmacies for compliance. Most complaints received by the Board are investigated by the Board's own inspectors, who are licensed pharmacists themselves. There were multiple respondents in about 28 percent of the Board's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	346
(2) accusation matters rejected for filing by the Attorney General.	8
(3) accusation matters for which further investigation was requested by the Attorney General.	13
(4) accusation matters for which further investigation was received by the Attorney General.	11
(5) accusations filed.	273
(6) accusations withdrawn.	7
(7) accusation matters adjudicated by the Attorney General.	335

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	222	155	228	267
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	385	357	265	21
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	290	249	210	169
(4) from the filing of an accusation to when a default decision is sent to the agency.	118	91	93	101
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	149	104	119	66
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	167	140	105	42

Physical Therapy Board of California

The Physical Therapy Board of California regulated 38,718 licensees in Fiscal Year 2017–18, with two license types — Physical Therapist and Physical Therapist Assistant. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	26
(2) accusation matters rejected for filing by the Attorney General.	0
(3) accusation matters for which further investigation was requested by the Attorney General.	5
(4) accusation matters for which further investigation was received by the Attorney General.	0
(5) accusations filed.	35
(6) accusations withdrawn.	1
(7) accusation matters adjudicated by the Attorney General.	36

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	90	61	71	32
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	188	178	105	27
(4) from the filing of an accusation to when a default decision is sent to the agency.	85	80	27	4
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	156	126	178	11
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	149	149	33	2

Physician Assistant Board

The Physician Assistant Board regulated 12,311 licensees in Fiscal Year 2017–18, with one license type — Physician Assistant. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. There is no statute of limitations within which to file accusations for this agency. However, the Board follows the Medical Board of California's limitations period, which is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	25
(2) accusation matters rejected for filing by the Attorney General.	1
(3) accusation matters for which further investigation was requested by the Attorney General.	2
(4) accusation matters for which further investigation was received by the Attorney General.	6
(5) accusations filed.	30
(6) accusations withdrawn.	2
(7) accusation matters adjudicated by the Attorney General.	25

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	72	43	76	21
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	237	211	149	17
(4) from the filing of an accusation to when a default decision is sent to the agency.	78	55	33	3
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	76	75	43	7
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	388	388	0	1

Podiatric Medical Board

The Podiatric Medical Board regulated 2,502 licensees in Fiscal Year 2017–18 with three license types, including Doctor of Podiatric Medicine. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Health Quality Investigation Unit. The statute of limitations generally requires accusations to be filed within three years after the discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	10
(2) accusation matters rejected for filing by the Attorney General.	0
(3) accusation matters for which further investigation was requested by the Attorney General.	1
(4) accusation matters for which further investigation was received by the Attorney General.	1
(5) accusations filed.	8
(6) accusations withdrawn.	0
(7) accusation matters adjudicated by the Attorney General.	8

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	30	28	24	6
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	340	352	124	6
(4) from the filing of an accusation to when a default decision is sent to the agency.	0	0	0	0
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	129	129	101	2
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	0	0	0	0

Bureau for Private Postsecondary Education

The Bureau for Private Postsecondary Education issues three types of approvals that authorize private postsecondary institutions to operate. It regulated 1,133 licensees in Fiscal Year 2017–18. The Bureau does not employ investigators and most complaints are investigated by the Board's own staff or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	17
(2) accusation matters rejected for filing by the Attorney General.	2
(3) accusation matters for which further investigation was requested by the Attorney General.	2
(4) accusation matters for which further investigation was received by the Attorney General.	0
(5) accusations filed.	14
(6) accusations withdrawn.	1
(7) accusation matters adjudicated by the Attorney General.	7

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	108	102	83	7
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	178	178	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	225	209	118	5
(4) from the filing of an accusation to when a default decision is sent to the agency.	0	0	0	0
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	103	106	17	3
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	406	406	0	1

Board for Professional Engineers, Land Surveyors, and Geologists

The Board for Professional Engineers, Land Surveyors, and Geologists regulated 171,745 licensees in Fiscal Year 2017–18 with 28 license types. The Board does not employ investigators and most complaints are investigated by the Board's own staff or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit, when appropriate. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	34
(2) accusation matters rejected for filing by the Attorney General.	0
(3) accusation matters for which further investigation was requested by the Attorney General.	3
(4) accusation matters for which further investigation was received by the Attorney General.	1
(5) accusations filed.	36
(6) accusations withdrawn.	2
(7) accusation matters adjudicated by the Attorney General.	33

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	180	154	135	30
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	246	224	186	22
(4) from the filing of an accusation to when a default decision is sent to the agency.	122	83	100	4
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	241	173	154	6
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	206	206	41	2

Professional Fiduciaries Bureau

The Professional Fiduciaries Bureau regulated 736 licensees in Fiscal Year 2017–18, with one license type — Professional Fiduciary. Complaints received by the Bureau are investigated by the Bureau's own staff, or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

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

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	114	96	36	3
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	106	106	39	2
(4) from the filing of an accusation to when a default decision is sent to the agency.	24	24	0	1
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	0	0	0	0
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	0	0	0	0

California Board of Psychology

The California Board of Psychology regulated 23,912 licensees in Fiscal Year 2017–18, with three license types — Psychologist, Psychological Assistant, and Registered Psychologist. The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	36
(2) accusation matters rejected for filing by the Attorney General.	3
(3) accusation matters for which further investigation was requested by the Attorney General.	7
(4) accusation matters for which further investigation was received by the Attorney General.	5
(5) accusations filed.	31
(6) accusations withdrawn.	2
(7) accusation matters adjudicated by the Attorney General.	22

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	109	99	79	21
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	178	208	61	3
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	237	204	117	18
(4) from the filing of an accusation to when a default decision is sent to the agency.	90	90	0	1
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	79	50	68	9
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	144	144	0	1

Bureau of Real Estate Appraisers

The Bureau of Real Estate Appraisers regulated 11,108 licensees in Fiscal Year 2017–18, with six license types. Most complaints received by the Bureau involved violations of the Uniform Standards of Professional Appraisal Practice and are investigated by the Bureau's own staff of investigators who each hold a certified appraiser license. Federal law directs the resolution of administrative actions within one year after a complaint is filed with the Bureau.

The tables below show data for Fiscal Year 2018–19.

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

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	100	34	89	11
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	263	308	139	5
(4) from the filing of an accusation to when a default decision is sent to the agency.	40	39	5	4
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	138	138	64	4
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	139	139	31	2

Board of Registered Nursing

The Board of Registered Nursing regulated 562,238 licensees in Fiscal Year 2017–18, with 10 license types. Most complaints received by the Board are investigated by the Board's own staff of investigators, or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	985
(2) accusation matters rejected for filing by the Attorney General.	56
(3) accusation matters for which further investigation was requested by the Attorney General.	66
(4) accusation matters for which further investigation was received by the Attorney General.	58
(5) accusations filed.	976
(6) accusations withdrawn.	18
(7) accusation matters adjudicated by the Attorney General.	901

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	156	106	184	873
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	377	288	272	53
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	213	189	151	520
(4) from the filing of an accusation to when a default decision is sent to the agency.	57	35	60	246
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	117	89	99	247
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	166	153	101	102

Respiratory Care Board of California

The Respiratory Care Board of California regulated 23,447 licensees in Fiscal Year 2017–18, with one license type — Respiratory Care Practitioner. Complaints received by the Board are investigated by Board staff. The statute of limitations to file an accusation is generally three years from discovery of the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	36
(2) accusation matters rejected for filing by the Attorney General.	1
(3) accusation matters for which further investigation was requested by the Attorney General.	2
(4) accusation matters for which further investigation was received by the Attorney General.	4
(5) accusations filed.	40
(6) accusations withdrawn.	0
(7) accusation matters adjudicated by the Attorney General.	35

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	70	59	49	34
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	57	57	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	110	97	86	19
(4) from the filing of an accusation to when a default decision is sent to the agency.	66	43	61	11
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	54	54	23	8
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	124	69	74	5

Bureau of Security and Investigative Services

The Bureau of Security and Investigative Services regulated 415,627 licensees in Fiscal Year 2017–18 with 23 license types. Most complaints received by the Bureau are investigated by the Bureau's own staff, or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. About 10 percent of the Board's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19 had multiple respondents. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	32
(2) accusation matters rejected for filing by the Attorney General.	0
(3) accusation matters for which further investigation was requested by the Attorney General.	4
(4) accusation matters for which further investigation was received by the Attorney General.	7
(5) accusations filed.	43
(6) accusations withdrawn.	5
(7) accusation matters adjudicated by the Attorney General.	51

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	157	108	132	48
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	256	204	132	6
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	133	90	92	16
(4) from the filing of an accusation to when a default decision is sent to the agency.	93	59	91	17
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	119	84	108	11
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	124	127	58	11

Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board

The Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board regulated 29,620 licensees in Fiscal Year 2017–18 with 11 license types, including Speech and Language Pathologist, Audiologist, Dispensing Audiologist, Speech Language Pathology Assistant, and Hearing Aid Dispenser. Complaints received by the Board are investigated by the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. There is no generally applicable statute of limitations within which to file accusations for this agency, with the exception of certain kinds of violations for which an accusation must be filed within three or four years from the act or omission charged in the accusation.

The tables below show data for Fiscal Year 2018–19.

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

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	104	104	24	2
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	0	0	0	0
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	275	275	0	1
(4) from the filing of an accusation to when a default decision is sent to the agency.	0	0	0	0
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	0	0	0	0
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	260	260	0	1

Structural Pest Control Board

The Structural Pest Control Board regulated 27,985 licensees in Fiscal Year 2017–18, with five license types. Most complaints received by the Board are investigated by the Board's own staff of investigators, or are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. There were multiple respondents in about seven percent of the Board's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19. The statute of limitations requires a complaint to be received by the Board within two years from an alleged act or omission, and generally the accusation must be filed within 18 months after the Board's receipt of the complaint.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	60
(2) accusation matters rejected for filing by the Attorney General.	0
(3) accusation matters for which further investigation was requested by the Attorney General.	0
(4) accusation matters for which further investigation was received by the Attorney General.	0
(5) accusations filed.	68
(6) accusations withdrawn.	1
(7) accusation matters adjudicated by the Attorney General.	80

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	61	56	34	69
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	91	91	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	214	196	151	30
(4) from the filing of an accusation to when a default decision is sent to the agency.	87	70	72	37
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	77	76	38	14
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	111	123	38	11

Veterinary Medical Board

The Veterinary Medical Board regulated 32,533 licensees in Fiscal Year 2017–18, with six license types. The Board receives consumer complaints and routinely inspects veterinary hospital premises for compliance. The Board's cases are investigated by the Board's own inspectors or other staff and, when appropriate, may also be referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit. There were multiple respondents in about 33 percent of the Board's accusation cases prosecuted by the Office of the Attorney General in Fiscal Year 2018–19. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	25
(2) accusation matters rejected for filing by the Attorney General.	3
(3) accusation matters for which further investigation was requested by the Attorney General.	5
(4) accusation matters for which further investigation was received by the Attorney General.	3
(5) accusations filed.	24
(6) accusations withdrawn.	4
(7) accusation matters adjudicated by the Attorney General.	33

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	215	187	135	28
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	658	658	0	1
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	355	274	227	18
(4) from the filing of an accusation to when a default decision is sent to the agency.	123	123	56	2
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	147	140	79	11
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	183	188	29	8

Board of Vocational Nursing and Psychiatric Technicians

The Board of Vocational Nursing and Psychiatric Technicians regulated 212,900 licensees in Fiscal Year 2017–18 with two license types — Vocational Nurse and Psychiatric Technician. Most complaints received by the Board are investigated by the Board's own staff or investigators, and are referred to the Department of Consumer Affairs Division of Investigation, Investigations and Enforcement Unit when appropriate. There is no statute of limitations within which to file accusations for this agency.

The tables below show data for Fiscal Year 2018–19.

Table 1 – Business and Professions Code Section 312.2, Subdivision (a)	
Number of –	Count
(1) accusation matters referred to the Attorney General.	270
(2) accusation matters rejected for filing by the Attorney General.	8
(3) accusation matters for which further investigation was requested by the Attorney General.	27
(4) accusation matters for which further investigation was received by the Attorney General.	21
(5) accusations filed.	325
(6) accusations withdrawn.	9
(7) accusation matters adjudicated by the Attorney General.	330

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

Table 2 – Business and Professions Code Section 312.2, Subdivision (b)				
Average number of days for adjudicated accusation matters –	Mean	Median	SD	Count
(1) from receipt of referral by the Attorney General to when an accusation is filed.	111	80	98	323
(2) to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received.	194	165	151	21
(3) from the filing of an accusation to when a stipulated settlement is sent to the agency.	193	156	132	114
(4) from the filing of an accusation to when a default decision is sent to the agency.	80	52	98	133
(5) from the filing of an accusation to the Attorney General requesting a hearing date.	100	90	67	102
(6) from the Attorney General's receipt of a hearing date to the commencement of a hearing.	138	129	71	71

CONCLUSION

Over time, this report will reveal trends and correlations that can be used to drive beneficial changes in business processes. The insights and value derived from these data will also provide the basis for the Office of the Attorney General to support the acquisition of additional resources and data tools as needed. We will endeavor to identify performance gaps as additional relevant data are generated and case delivery mechanisms are examined. We anticipate that this report will facilitate collaboration among the Office of the Attorney General, Office of Administrative Hearings, and Department of Consumer Affairs, all of which join in responsibility for protection of the public through efficiency in adjudicating accusation matters.

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

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

APPENDIX

Business and Professions Code section 312.2 states:

(a) The Attorney General shall submit a report to the department, the Governor, and the appropriate policy committees of the Legislature on or before January 1, 2018, and on or before January 1 of each subsequent year that includes, at a minimum, all of the following for the previous fiscal year for each constituent entity within the department represented by the Licensing Section and Health Quality Enforcement Section of the Office of the Attorney General:

(1) The number of accusation matters referred to the Attorney General.

(2) The number of accusation matters rejected for filing by the Attorney General.

(3) The number of accusation matters for which further investigation was requested by the Attorney General.

(4) The number of accusation matters for which further investigation was received by the Attorney General.

(5) The number of accusations filed by each constituent entity.

(6) The number of accusations a constituent entity withdraws.

(7) The number of accusation matters adjudicated by the Attorney General.

(b) The Attorney General shall also report all of the following for accusation matters adjudicated within the previous fiscal year for each constituent entity of the department represented by the Licensing Section and Health Quality Enforcement Section:

(1) The average number of days from the Attorney General receiving an accusation referral to when an accusation is filed by the constituent entity.

(2) The average number of days to prepare an accusation for a case that is rereferred to the Attorney General after further investigation is received by the Attorney General from a constituent entity or the Division of Investigation.

(3) The average number of days from an agency filing an accusation to the Attorney General transmitting a stipulated settlement to the constituent entity.

(4) The average number of days from an agency filing an accusation to the Attorney General transmitting a default decision to the constituent entity.

(5) The average number of days from an agency filing an accusation to the Attorney General requesting a hearing date from the Office of Administrative Hearings.

(6) The average number of days from the Attorney General's receipt of a hearing date from the Office of Administrative Hearings to the commencement of a hearing.

(c) A report to be submitted pursuant to subdivision (a) shall be submitted in compliance with Section 9795 of the Government Code.