

Division of Professional Licensure

Fiscal Year 2008 Annual Report



**Commonwealth of Massachusetts
Governor Deval L. Patrick
Lieutenant Governor Timothy P. Murray**

**Executive Office of Housing and Economic Development
Secretary Daniel O'Connell**

**Office of Consumer Affairs
and Business Regulation
Undersecretary Daniel C. Crane**

**Division of Professional Licensure
Director George K. Weber**

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Consumer Bill of Rights

The concept of professional regulation serving the public interest is summarized in the "Consumer Bill of Rights," first articulated by President Kennedy in 1960:

- • **The right to safety:** To be protected against the marketing of products and services that are hazardous to health or to life.
- • **The right to be informed:** To be protected against fraudulent, deceitful, or grossly misleading information, advertising, labeling, or other practices, and to be given the facts needed to make informed choices.
- • **The right to choose:** To have available a variety of products and services at competitive prices.
- • **The right to be heard:** To be assured that consumer interests will receive full and sympathetic consideration in making government policy, both through the laws passed by legislators and through regulations passed by administrative bodies.
- • **The right to education:** To have access to programs and information that help consumers make more informed marketplace decisions.
- • **The right to redress:** To work with established mechanisms to have problems corrected and to receive compensation for poor service or for products that do not function properly.

Our employees and board members are encouraged to keep these consumer rights in mind when making decisions. Working in the public interest means examining the issues from the point of view of their impact on the consumers of the service, rather than from the perspective of the licensed professional. We continually examine procedures and decisions to ensure that they encourage openness and accountability, increase public safety, and do not restrict choices available to consumers. We remain vigilant to the dangers of over-regulation in a profession and the impact of licensing on practitioners' fees.

A Message from the Director

His Excellency Governor Deval L. Patrick

Lieutenant Governor Timothy P. Murray

Secretary Gregory Bialecki
Executive Office of Housing and Economic Development



Honorable Members of the General Court;

Fiscal Year 2008 was filled with notable accomplishments by the Division of Professional Licensure. These include achieving the highest levels of effective enforcement in the history of the Division, a significant expansion of the Division's outreach program for urban youth, and the first ever licensing of massage therapists.

During the fiscal year, the Division completed 7,152 inspections, the largest number in its history and an increase of 23% from the prior fiscal year. The Division also took 2,238 disciplinary actions which also is the largest number of disciplinary actions ever taken by this agency and is a 25% increase from the prior year. These results are a tribute to the hard working employees of the agency.

During Fiscal Year 2008, the Division also opened more new businesses faster than the prior year. Specifically, during this past year, 95% of all new business inspections were completed within ten days of the Division's having received a completed application.

Fiscal 2008 also marked as significant expansion of the Division's outreach program that provides information to urban youth about the trades and professions licensed by the Division. More than forty high schools as well as a number of other institutions were visited by the Division as part of the program this past year and more than 12,000 information cards were distributed to participants in the program.

Fiscal Year 2008 also saw the Division assist in the formation of the state's first Massage Therapy Licensing Board. During the past year, the Division licensed more than 6,000 massage therapists in the Commonwealth.

These significant accomplishments, among many others, signify the continuing efforts of the Division to do all it can to serve the citizens of Massachusetts at the highest possible levels.

Sincerely,

George K. Weber
Director

About the Division



Future Licensees....The Division hosting its annual "Bring your Child to Work Day," which is always a great event for both the children and parents.

The Division of Professional Licensure is an "umbrella" agency within the Office of Consumer Affairs and Business Regulation. The Division is responsible for ensuring the integrity of the licensure process for more than 45 trades and professions regulated by 31 Boards of Registration, the continual updating of licenses for over 330,000 licensees, and the maintenance of multiple databases related to licensing, enforcement, and revenue collection. This work is accomplished through the combined efforts of the members of the Boards and the staff of Board offices, Computer Services, the Accounting Unit, the Office of Legal Counsel, the Office of Prosecutions, the Office of Investigations, and the Administrative Office.

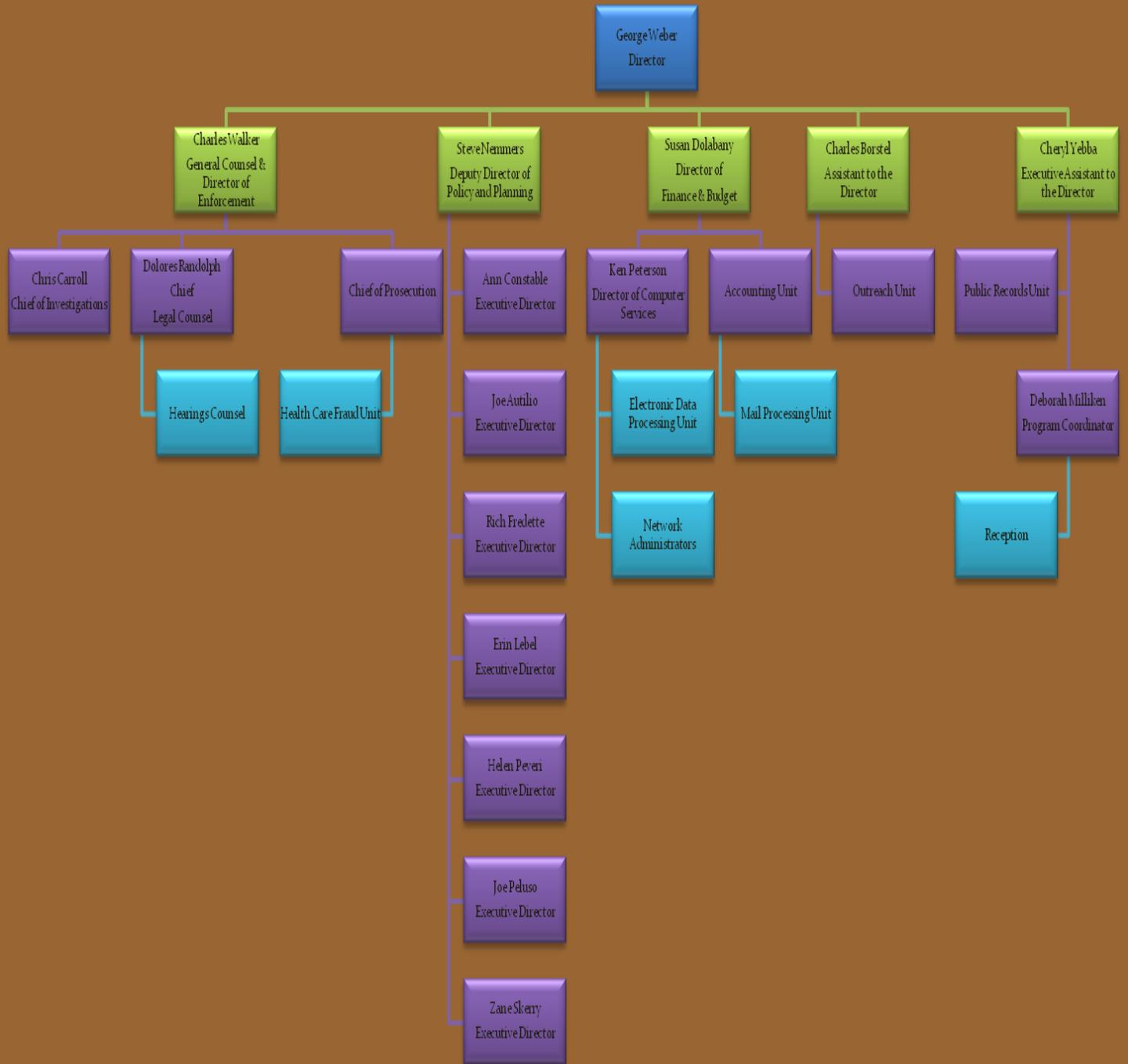
OUR MISSION

The Division works to protect the public welfare by issuing licenses to qualified individuals who provide services to consumers, and through the fair and consistent enforcement of the statutes and regulations of the Boards of Registration.

PRINCIPLES AND VALUES

- ◆ We treat customers, as well as one another, with professional courtesy and respect and work to exceed each other's expectations.
- ◆ We understand that people make mistakes and we help one another overcome obstacles.
- ◆ We foster an atmosphere of trust among staff and customers.
- ◆ We encourage employees to "break from the mold," to explore new ways of doing things, and learn from one another.
- ◆ We treat customers fairly and consistently according to agreed upon policies and procedures.

Organizational Chart



Division Accomplishments

- ◆ The Student Career Outreach Program visited 43 high schools, 1 Elementary School, a Community College, the Life skills program for at risk youths of Metro-West, the Commonwealth of Mass. Career Expo at UMass Boston, the New England Shelter for Homeless Veterans and the Apprentice of Hope in Roxbury. We have distributed over 12,000 take-away cards, and have spoken to over a thousand students and parents about the Licensure process.
- ◆ Conducted over 7,000 inspections of businesses, an increase of 23% from fiscal year 2007.
- ◆ Disciplined over 2,200 Licensees, an increase of 25% from fiscal year 2007.
- ◆ Received over 3,400 new complaints, an increase of 12%.
- ◆ Collected over \$270,000 fines in fiscal year 2008.
- ◆ Renewed over 220,000 licensees in fiscal year 2008.
- ◆ Licensed over 22,000 new professionals.
- ◆ Successfully implemented Massage Therapy licensing process which resulted in the licensure of over 6,000 individuals. Additionally, worked collaboratively with board members, board staff, community members, educators, and practitioners to draft regulations for the licensure of individual Massage Therapists which took effect on January 3, 2008. Through public hearings held in Boston and Springfield, the Board, Board Counsel and staff solicited input to finalize regulations and minimum standards for massage therapy establishments.
- ◆ Coordinated with the Legislature to enact a bill to establish new Board of Registration of Sheet Metal Workers.
- ◆ Assisted the Opticians Board with drafting a Memorandum of Understanding with the Department of Corrections establishing a program that gives apprenticeship credit to inmate participants with the goal of contributing to a successful re-entry program for ex-offenders.
- ◆ Successfully completed Plumbing inspections of life science labs and classrooms at UMASS Amherst.
- ◆ Inspected 95% of all new businesses within ten days of receipt of completed application.
- ◆ Processed over 900 Public Record Requests.

General Administration

The general administration of the Division involves providing technical and operational support and direction, coordinating budget and administrative functions, completing capital projects, and providing central accounting and computer services.

Administrative personnel work with Division managers and employees to implement the Division's strategic plan. They review issues and exchange ideas about the daily operation of the Division, improve processes and services, perform general planning, and build a focus on the consumer. This teamwork helps to remove barriers and accomplish common goals.

GENERAL ADMINISTRATION

COMPUTER SERVICES DEPARTMENT

Computer Services acts as a liaison between the Commonwealth's Information Technology Division (ITD), lock box vendor, testing companies, Boards, licensees and other vendors/agencies. Computer Services is also responsible for DPL's network infrastructure, VOIP telephone system and web site. The Computer Services Department is comprised of three units – Network Services, Electronic Data Processing Services and Web Services. The following is a brief summary of the services each unit provides:

Network Services Unit (NSU) - Charged with maintaining the Division's information technology and telecommunications systems. Computer Services manages the information technology needs within the Division by developing information systems and providing support for the Agency's Windows 2003 Active Directory Network and desktop applications and Voice over IP (VOIP) telephone system. The Unit supports the agency telephone system by maintaining its user accounts and telephone set features. NSU is also responsible for ensuring that electronic licensee records are secure and that Division employees have continuous access to resources that protect consumers of the Commonwealth.

Electronic Data Processing Services Unit (EDP) - Responsible for maintaining nearly 1,200,000 electronic licensee records for the Division of Professional Licensure and the Department of Public Health's Division of Health Professions Licensure. Responsibilities include processing an average of 270,000 renewals, 33,000 new licenses, and 60,000 record changes per year. Additionally, Data Processing is responsible for fulfilling requests for the agency licensee database.

Web Services Unit (WSU) - Responsible for maintaining the Division's Internet and Intranet sites. Web Services publishes daily updates to the Web sites and ensures that licensee information posted to the Web site is accurate and up to date.

Computer Services Department Fiscal Year 2008 Highlights

- Current lease of desktop computers expired, procured a new lease and ensured a smooth transition to all new desktop computers.
- Developed security enhancement measures to maintain protection for private information.
- Coordinated with the Department of Revenue to discipline DPL licensees who were not in tax law compliance.
- Built to new programs, which included the Massage Therapy Board and the Allied Health Facilities.

General Administration**Revenue Collection Per Board
for Fiscal Year 2008**

Architects	\$968,449.00
Allied Health Professionals	\$739,080.00
Barbers/Barber Shops	\$391,424.04
Chiropractors	\$325,443.00
Dispensing Opticians	\$61,286.00
Drinking Water Operators	\$171,066.00
Electricians/Fire Alarm Installers	\$1,448,075.00
Electrologists	\$27,326.00
Embalmers/Funeral Serv.	\$211,678.00
Engineers/Land Surveyors	\$1,266,110.00
Hairdressers/Salons	\$2,438,544.50
Health Officers	\$8,197.00
Landscape Architects	\$50,696.00
Optometrists	\$95,099.00
Plumbers/Gasfitters	\$1,955,478.00
Podiatrists	\$46,889.00
Psychologists	\$1,376,111.00
Public Accountants	\$1,530,783.00
Radio/TV Technicians	\$26,765.00
Real Estate Brokers/Salespersons	\$3,934,647.00
Sanitarians	\$24,506.00
Social Workers	\$206,248.00
Speech Language Pathologists/Aud.	\$320,022.00
Veterinarians	\$288,951.00
Allied Mental Health Professionals	\$839,412.00
Real Estate Appraisers	\$605,503.00
Hearing Instrument Specialists	\$5,617.00
Home Inspectors	\$104,342.00
Dietitian/Nutritionists	\$183,694.00
Massage Therapists	\$1,313,585.00
Fines - All DPL Boards	\$278,593.00
Directors Acct./Misc.	\$58,811.19
Total	\$21,302,430.73

Accounting Unit

The Accounting Unit performs all revenue functions for the 30 Boards of Registration within the Division of Professional Licensure, as well as the 7 Boards of Registration that are now being overseen by the Department of Public Health, a total of 37 Boards. Individual Boards must record revenue, and each Board has two revenue accounts: Lock box Revenue, which primarily consists of license renewal fees, and Over-the-counter (OTC) Revenue, which includes application fees and original license fees. The total revenue ranges between \$16 and \$19 million dollars annually. These figures include both General Fund and Trust Fund revenue. There is one MMARS Trust Fund revenue account for all Boards. (MMARS is the statewide electronic accounting system).



The Division contracts with Bank of America using a “lock box” system to process all license renewal applications and revenue received from renewals for the 37 Boards of Registration. The annual revenue deposited and processed through the lockbox ranges from \$12 million to \$16 million. An average of 250,000 renewal coupons are processed annually. Renewal coupons are printed and mailed monthly, the volume ranging from 8,000 to 47,000 per month. The lock box system enables the Division to update the licensee database and revenue information within 24 hours.

Accounting Unit Fiscal Year 2008 Highlights

- ◆ Implemented new fee categories and revenue collection process for a new board, the Board of Massage Therapy, and new type classes of licenses.
- ◆ The Administration and Finance fee process was completed, and computer programming and accounting ledgers were updated to record the new fees by type class. All accounting and fiscal processes were completed for proper tracking and transfer of funds to the Division Trust Fund Account.

Licenses by Board

Accountants	14,840	15,039	199	1%
Allied Health	19,099	19,417	318	2%
Allied Mental Health	5,815	5,783	-32	-1%
Architects	6,208	6,223	15	0%
Barber Shops	1,372	1,320	-52	-4%
Barbers	4,856	4,693	-163	-3%
Chiropractors	2,117	2,099	-18	-1%
Cosmetologists	60,922	60,070	-852	-1%
Dietitians and Nutritionists	2,030	2,048	18	1%
Dispensing Opticians	1,759	1,713	-46	-3%
Drinking Water Operators	4,520	4,268	-252	-6%
Electricians	34,688	33,837	-851	-2%
Electrologists	815	624	-191	-23%
Embalmers/Funeral Services	2,592	2,313	-279	-11%
Engineers and Land Surveyors	16,089	15,630	-459	-3%
Fire Alarm Installers	2,776	2,688	-88	-3%
Funeral Establishments	663	658	-5	-1%
Gas Fitters	3,124	2,854	-270	-9%
Hair Salons	8,003	7,400	-603	-8%
Health Officers	122	114	-8	-7%
Hearing Instrument Specialists	122	164	42	34%
Home Inspectors	534	459	-75	-14%
Massage Therapy	0	5,965	5,965	
Landscape Architects	791	768	-23	-3%
Optometrists	1,489	1,466	-23	-2%
Plumbers	25,605	24,464	-1,141	-4%
Podiatrists	564	549	-15	-3%
Psychologists	5,179	5,125	-54	-1%
Radio/Television Technicians	1,116	943	-173	-16%
Real Estate Appraisers	3,879	3,097	-782	-20%
Real Estate Salespersons and Brokers	82,995	74,663	-8,332	-10%
Sanitarians	385	379	-6	-2%
Social Workers	20,498	19,711	-787	-4%
Speech-Language/Audiology	5,043	5,244	201	4%
Veterinarians	2,675	2,583	-92	-3%
	343,285	334,371	-8,914	-3%

License Renewals by Board

Board	FY 2008
Allied Health	11,753
Architect	7,130
Barber	5,140
Barber Shop	1,239
Public Accountants	8,340
Chiropractor	2,766
Dispensing Optician	884
Drinking Water	4,497
Electrical	16,432
Embalmer	2,711
Engineer	15,808
Electrology	395
Fire Alarm	1,352
Gas Fitter	3,254
Cosmetology	35,783
Home Inspector	444
Health Officer	122
Hair salon	149
Landscape Architect	920
Mental Health Counselor	6,180
Nutritionist	1,622
Optometrist	1,655
Podiatrist	602
Plumber	29,776
Psychology	5,363
Real Estate Appraiser	946
Real Estate Broker and Salesperson	44,599
Sanitarians	413
Speech Language and Audiologist	5,577
Social Worker	202
Radio Television and Technincian	1,090
Veterinarian	3,263
Total	220,407

New Licensees by Board

Board	Licensees FY 08
Allied Health	873
Architect	280
Barber	363
Barber Shop	155
Public Accountants	909
Chiropractor	102
Dispensing Optician	15
Drinking Water	351
Electrical	998
Embalmer	147
Engineer	558
Electrology	6
Fire Alarm	107
Gas Fitter	120
Cosmetology	5,272
Home Inspector	18
Health Officer	35
Hair salon	1,236
Landscape Architect	16
Mental Health Counselor	329
Massage Therapy	5,779
Nutritionist	135
Optometrist	55
Podiatrist	14
Plumber	1,580
Psychology	152
Real Estate Appraiser	338
Real Estate Broker and Salesperson	4,803
Sanitarians	18
Speech Language and Audiologist	518
Social Worker	1,255
Radio Television and Technincian	5
Veterinarian	164
Total	26,706

Consumer Outreach and Communications

STUDENT CAREER OUTREACH

The Division launched into an exceptional program which has been met with great enthusiasm from area High School administrators. The Division visits a School and sets up a table which displays pamphlets for each Board depicting the basic requirements for licensure. In Fiscal Year 2008, the Student Career Outreach Program visited 43 high schools, 1 Elementary School, a Community College, the Life skills program for at risk youths of Metro-West, the Commonwealth of Mass. Career Expo at UMass Boston, the New England Shelter for Homeless Veterans and the Apprentice of Hope in Roxbury. We have distributed over 12,000 take-away cards, and have spoken to over a thousand students and parents about the Licensure process.

CHECK A LICENSE

Licensing of professions serves both to protect and benefit consumers. Professional licensure ensures that a license holder has met certain minimum requirements, usually education, experience, and examination, for competent practice of that profession. Licensure holds that professional to certain standards of practice and levels of experience and ethics. To maintain a license, practitioners must continue to adhere to ethical guidelines, standards of practice, educational requirements, and regulations pertaining to their professions. Consumers can check the status of a practitioner's license and whether or not any disciplinary action has



Students from Malden High School review the information at a Student Outreach Event.

press.htm. In addition to disciplinary press releases, the Division also issued press releases when the Boards adopted new rules and regulations or issued advisories to keep the public and licensees aware of important issues and changes.

Becoming an Electrician



The Numbers:

Average Salary (Boston)
\$58,463

Average Salary (U.S.)
\$45,873

Number of Licenses
in Massachusetts
34,688

How to become an Electrician

Education Requirements

- Successfully complete minimum education requirements
- Master: 150 hours of classroom instruction
- Journeyman: 600 hours of classroom instruction

Work experience

- Master: Hold your current journeyman licenses in good standing with the Board for one year
- Journeyman: 8000-hour of supervision over a period of not less than four years



Sample of the pamphlets provided at the Outreach Events.

been issued against that licensee by visiting the Division's website at www.mass.gov/dpl and selecting the "Check a License" option. In Fiscal Year 2008, the Division's web site received over 14 million requests for a license search.

PRESS RELEASES

The Division issued over 50 press releases highlighting disciplinary actions by the Boards. Copies of the press releases can be found on the website at

www.mass.gov/dpl/

Enforcement

Enforcement of the statutes and regulations governing the practice of the professions regulated by the boards is conducted by the Office of Investigations, Office of Legal Counsel, and the Office of Prosecutions.

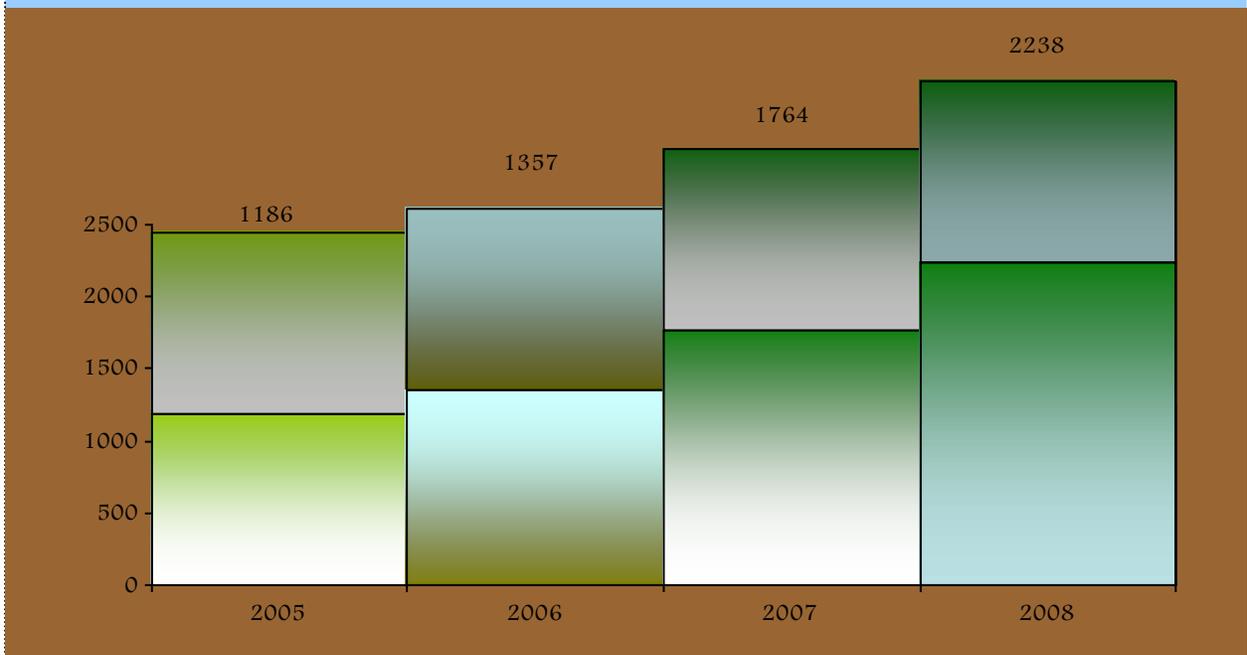
The members of the Enforcement Units assure that the public is protected by assisting the Boards in identifying and investigating professional misconduct, settling consumer complaints, and imposing discipline on unethical, incompetent, or unprofessional licensees.

The Enforcement staff also work with other law enforcement and regulatory agencies to ensure a comprehensive approach is taken to protect the public.

Disciplinary Actions

Action	2005	2006	2007	2008
Reprimands	14	17	24	32
Voluntary Surrenders	14	25	71	38
Censures	2	1	0	10
Suspensions & Stayed Suspensions	184	155	185	693
Probations	51	49	56	95
Revocations	92	87	105	114
Fines	829	1,023	1,307	1,256
Total	1,186	1,357	1,764	2,238

Disciplinary Actions, FY 2005-FY 2008



Enforcement

OFFICE OF INVESTIGATIONS

The Office of Investigations (OI) provides the Division's front line of consumer protection. The formal consumer complaint process is initiated with this Office. Investigators handle hundreds of telephone calls per week, assisting consumers in determining the disciplinary status of licensees, filing complaints, resolving disputes, pursuing legal redress in the courts, and filling requests for public information.

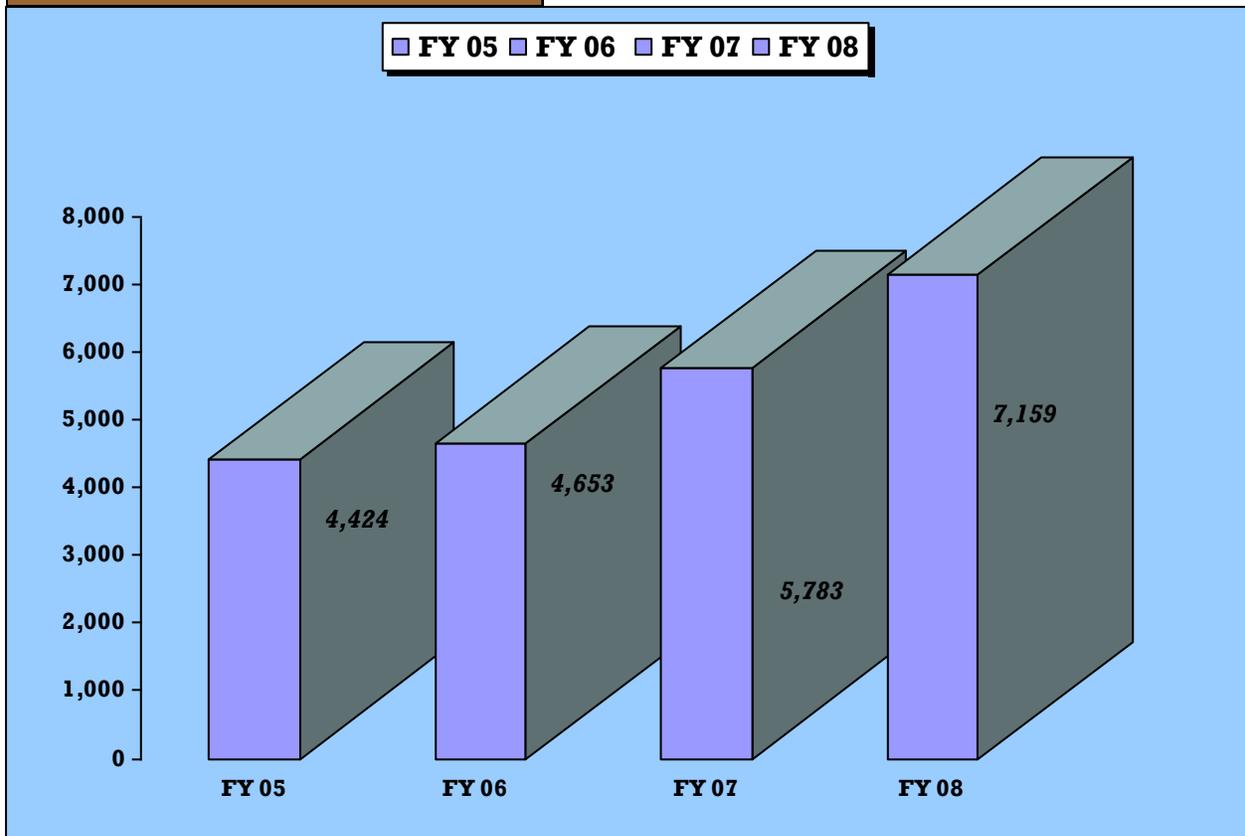
They also respond to the questions and problems of licensees, attorneys, and representatives of various state agencies. The OI conducts investigations into allegations of professional misconduct and inspections of business premises licensed by the boards.

Highlights

- ◆ Assisted in creation of enforcement tickets for Plumbing Board to streamline inspection process.
- ◆ Cosmetology investigative team participated in enforcement sweeps in Cape Cod, Springfield, Fitchburg, Worcester, Lowell, Chestnut Hill, North Attleboro Quincy, Chestnut Hill, Everett and Boston to ensure Hair Salons and Barber Shops were in compliance with sanitary codes and consumer protection.
- ◆ Participated in Governor's Underground Economy Task Force.
- ◆ Plumbing Inspector Dennis Driscoll worked diligently to complete inspections of life science labs and classrooms at UMASS Amherst.
- ◆ Participated in Office of Consumer Affairs Hotline Advisory Committee.



Inspections



Inspections by Board

Boards	Existing	New	Total
Allied Health	60	0	60
Barber Shops	648	161	809
Chiropractor	103	1	104
Dispensing Optician	237	1	238
Funeral Establishments	259	0	259
Electrologists	10	10	20
Hair Salons	4,096	1,243	5,339
Optometrists	27	0	27
Real Estate	39	0	39
Veterinarians	263	0	263
Total	5,743	1,416	7,159

OFFICE OF LEGAL COUNSEL

The Office of Legal Counsel serves two basic functions:

The Administrative Board Counsel assists the Boards of Registration in developing policy and promulgating regulations. They also advise the Boards on legal issues relating to the practice of regulated professions and administrative law, including the Open Public Meetings Law, the Public Records Law, the state ethics law, court decisions that affect Board practices, authorizing of minutes, developing Board policy and making legally sound decisions. In addition, they draft and analyze proposed legislation affecting the Boards, advise the Boards and the agency on disciplinary matters and the conduct of adjudicatory hearings, consult with other legal counsel and agency officials regarding the appeals, provide legal advice regarding agency and Board contracts and procurements, facilitate improvement in agency processes, and outreach, and work with representatives of other governmental agencies at the local, state and federal level to identify and resolve issues of common concern, such as carbon monoxide poisoning and insurance fraud.

The Hearings Counsel advise the Boards in the conduct of adjudicatory hearings, conduct pre-hearing conferences for the purpose of identifying the factual and legal issues in a case and the witnesses and evidence to be presented to the Boards, and preside at formal adjudicatory hearings during which they make evidentiary, procedural and legal rulings and may question witnesses to clarify testimony or provide the Boards with necessary information. Following adjudicatory hearings, the Hearings Counsel also prepare Findings of Fact and Conclusions of Law and Tentative Decisions for consideration by the Boards.

Highlights

- ◆ Chapter 135 of the Acts of 2006 created the **Board of Registration of Massage Therapy**. Board members were appointed in Fall, 2007. The Board is charged with adopting rules and regulations governing the licensure of massage therapists and massage therapy establishments, the practice of massage therapy and the operation of massage schools, to promote the public health, welfare and safety of citizens of the Commonwealth. Board Counsel worked collaboratively with board members, community members, educators, and practitioners to draft regulations for the licensure of individual Massage Therapists which took effect on January 3, 2008.
- ◆ Chapter 232 of the Acts of 2008 created the **Board of Examiners of Sheet Metal Workers**. The Board will be responsible for adopting rules and regulations governing the licensure of master, journey person and apprentice sheet metal workers and business entities and schools teaching sheet metal work; and, in conjunction with the Division, investigating and reviewing complaints and unsafe practices within the profession. This law was approved August 4, 2008.

Other Fiscal Year Highlights:

- ◆ Reviewed approximately 300 responses to public records requests.
- ◆ Finalized and implemented regulations for many of the Division's Boards, including regulations which: adopt a national standard on the use of lead in pipes; incorporate 2008-2009 federal appraisal standards; and create a formal pre-licensure education training program for home inspectors.
- ◆ Contributed to the successful completion of the "Seventy-five Oldest Case Project". As part of an agency wide initiative to close the seventy-five oldest cases by fiscal year end, the office of legal counsel diligently pursued this goal together with the office of prosecution, successfully meeting this challenge.
- ◆ Conducted 464 status conferences, held 30 adjudicatory hearings, issued 30 summary decisions and 32 final decisions and orders after hearings; issued numerous default decisions and multiple motions resulting in closure of 574 cases and the collection of \$ 273,578 in administrative penalties.

Enforcement

OFFICE OF PROSECUTIONS

The Office of Prosecutions prosecutes disciplinary cases against licensees before the Boards. This Office also prosecutes individuals practicing without appropriate licensure.

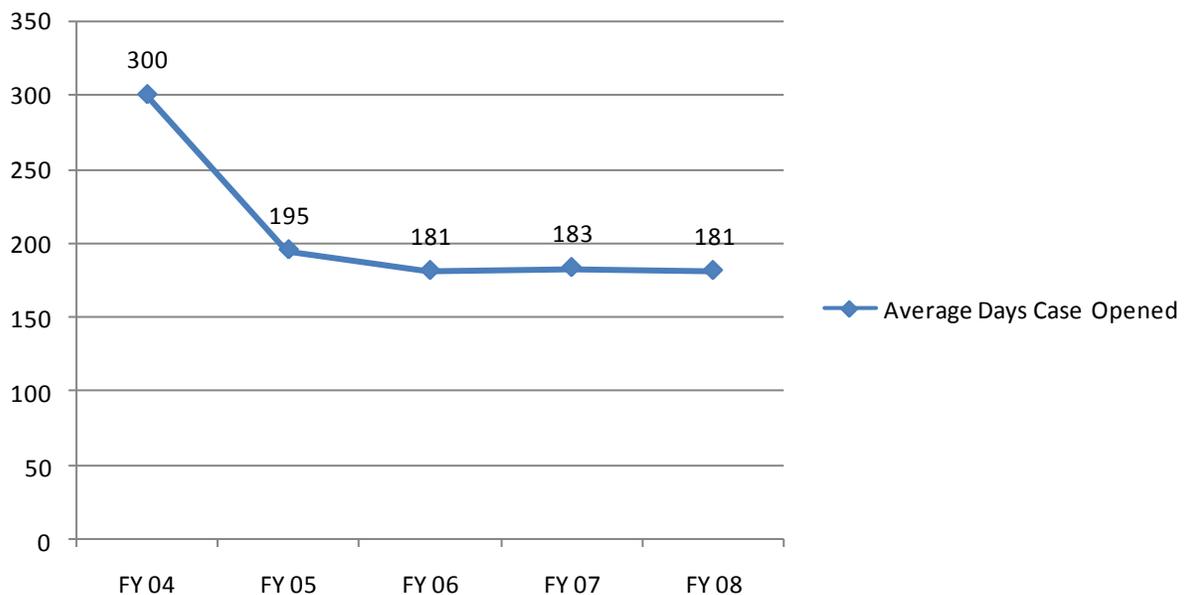
During Fiscal Year 2008, the Office of Prosecution resolved over 2,500 cases. Disciplinary action imposed included, among other things, the imposition of administrative penalties amounting to almost \$273,578.

Even with the ever increasing demand of case work the prosecutions unit continues to resolve cases in a timely fashion and has decreased the cycle time of cases each year.

The Office of Prosecutions includes a **Health Care Fraud Unit** (the "HCFU"). The HCFU participates in a referral network with law enforcement agencies and private insurance companies. It also prosecutes licensees for health care related misconduct and serves as an educational resource for public and private individuals and organizations through presentation of seminars on health care fraud.

During the Fiscal Year 2008, the HCFU, based on complaints from insurance companies, from the Insurance Fraud Bureau, and others, successfully prosecuted **27** individuals. more than 130 cases are currently in prosecution.

Average Days Case Opened



Complaint Data

BOARD	COMPLAINTS RECEIVED	COMPLAINTS RESOLVED
Allied Health	100	60
Allied Mental Health	21	14
Architects	23	29
Barbers (BR)	134	126
Barber Shops (BS)	105	108
Certified Public Accountants (CA)	31	41
Chiropractors	95	62
Cosmetologists	401	389
Cosmetology Shops	677	632
Dispensing Opticians	25	15
Drinking Water	2	59
Electricians	176	243
Fire/Burgular Alarms	17	15
Electrology	183	176
Embalmers/Funeral Dir.	120	53
Engineers/Land Surveyors	39	49
Funeral Establishment	2	2
Health Officers	1	1
Hearing Instrument Ex.	3	4
Home Inspectors	34	44
Landscape Architects	3	1
Massage Therapy	3	0
Nutritionists & Dietitians	1	0
Optometry	13	16
Plumbers	369	370
Gas Fitters	16	17
Podiatry	13	18
Psychologists	49	36
Radio/TV Technicians	4	2
Real Estate Appraisers	57	38
Real Estate	514	434
Sanitarians	3	4
Social Workers	110	86
Speech Lang/Audiology	31	11
Veterinary Medicine	74	70
TOTALS	3,448	*3,224

* includes resolution of complaints received in a previous fiscal year

Administrative Penalties

Board	Licensees Fined	Amount of Penalties
Allied Health	30	\$ 8,300
Architect	8	\$ 8,250
Barber	67	\$ 9,450
Barber Shops	83	\$ 16,100
Chiropractors	15	\$ 2,800
Accountants	1	\$ 2,000
Dispensing Opticians	10	\$ 5,228
Drinking Water Operators	5	\$ 4,800
Electricians	61	\$ 20,500
Embalmers	14	\$ 1,900
Engineering	3	\$ 2,050
Fire Alarm Technicians	3	\$ 1,400
Gas Fitters	1	\$ 3,700
Cosmetologists	294	\$ 41,000
Home Inspectors	7	\$ 5,250
Hair Salons	577	\$ 106,100
Optometrists	3	\$ 250
Landscape Architect	3	\$ 300
Plumbers	17	\$ 17,500
Podiatrists	1	\$ 500
Psychologists	2	\$ 43,100
Real Estate Appraisers	4	\$ 3,900
Real Estate	unlicensed	\$ 1,500
Speech/Language & Audiologists	15	\$ 1,500
Social Workers	40	\$ 4,000
Veterinarian	18	\$ 5,300
Total	1,280	\$ 273,578

Boards of Registration

Each Board of Registration is separately established by its own enabling legislation. Boards of Registration have been in existence since 1885 and, in general, have the following duties:

- Evaluate the qualifications of applicants for licensure.
- Grant licenses to those who qualify.
- Establish rules and regulations that ensure proper standards of ethics and practice for licensees.
- Take appropriate disciplinary action against those whose conduct does not meet the accepted standards of the profession.
- Hold informational public hearings to determine appropriate standards of practice.
- Update rules and regulations and examination procedures to keep standards appropriate over time.
- Review consumer complaints and remove incompetent and unethical licensees from practice, obtain relief for consumers, and provide guidance for other actions.
- Perform inspections of facilities under their jurisdiction to ensure safe and appropriate operations.

The 31 Boards of Registration within the Division govern more than 45 trades and professions. General provisions applying to most Boards of Registration are set forth in Massachusetts General Laws Chapters 13 and 112 and the Code of the Massachusetts Regulations. Board members are licensed professionals as well as members of the public who are appointed by the Governor and serve as volunteers. Upon appointment to a specific term as provided in the General Laws, Board members take an oath of office and become “public officers.”

There are 185 volunteer Board members. The Boards generally meet once a month or as needed to carry out their duties.

Allied Mental Health Professionals



The Board of Registration of Allied Mental Health and Human Services Professions

Allied Mental Health and Human Services Professionals encompass the fields of mental health counseling, marriage and family therapy, rehabilitation counseling, and educational psychology.

Licensed mental health counselors render professional services to individuals, families, and groups. They apply principles, methods and theories of counseling and psychotherapeutic techniques to define goals and to develop a treatment plan of action aimed towards the prevention, treatment, and resolution of mental and emotional dysfunction and intra- or interpersonal disorders in persons diagnosed as nonpsychotic. They may engage in psychotherapy of a nonmedical nature, utilizing supervision when appropriate, and making referrals to other psychiatric, psychological, or medical resources when the individual is diagnosed as psychotic.

Licensed marriage and family therapists apply principles, methods and therapeutic techniques to individuals, family groups, couples, and organizations for the purpose of resolving emotional conflicts, modifying perceptions and behavior, enhancing communication and understanding among all family members, and the prevention of family and individual crises. Individual marriage and family therapists may also engage in psychotherapy of a nonmedical nature with appropriate referrals to psychiatric resources and research and teaching in the overall field of human development and interpersonal relationships.

Licensed rehabilitation counselors apply principles, methods, and therapeutic techniques of their profession such as client assessment, job analysis, vocational assessment, counseling, and job development. Rehabilitation counselors work to maximize or restore the capacities of physically or mentally handicapped individuals for self-sufficiency and independent living, including vocational and social functioning, and to create conditions favorable to this goal.

The objective of rehabilitation counseling is to assist individuals, families or groups. Counselors serve an advocacy role with communities or groups toward the provision or implementation of rehabilitation services, research, and teaching in the field of rehabilitation counselor education.

An educational psychologist provides professional services to individuals, groups, organizations, and the public. These services include applying psychological principles, methods, and procedures in the delivery of services to individuals, groups, families, educational institutions, and staff and community agencies for the purpose of promoting mental health and facilitating learning. The services may be preventive, developmental, or remedial and include psychological and psycho-educational assessment, therapeutic intervention, program planning and evaluation, research, teaching in the field of educational psychology, consultation, and referral to other psychiatric, psychological, medical, and educational resources when necessary.

Creation of Board

G.L. chapter 13, sections 88 to 90

Rules and Regulations

262 CMR 2.00-9.00

Licensing Provisions

G.L. chapter 112, sections 163-172

Board Members

Lisa Taleghani, LRC,
Chair

Lisa Matrundola, LRC, LMHC,
Member

Evelyn B. Perlman, ED
Member

Gordon Benson, LMFT,
Member

Suzanne Greenberg,
Public Member

Teresa Davis, LEP,
Member

Frederick Brustman,
Public Member

Michael Vickers, LMFT,
Member

Ronald Wozniak, LMHC,
CCMHC,
Member

Jill Ritchie, LMHC,
Member

Michael J Coughlin,
Public Member

Continued

Allied Mental Health

The Board of Allied Mental Health and Human Services Professions licenses candidates who meet the statutory and regulatory requirements developed for the rehabilitation counselors, mental health counselors, marriage and family therapists, and educational psychologists.

In carrying out its mission, the Board administers and enforces the regulations related to the educational criteria necessary for a person to be licensed and contracts with test vendors to provide the licensing examinations. Of equal importance, the Board seeks to protect consumers by exercising its authority to discipline those licensed individuals.

Highlights

1. The Board adopted a Policy regarding Distance, Online, and Other Electronic-Assisted Counseling. Board member Michael Vickers, LMFT, led the Board's research into this newer, ever expanding area of providing clinical services and ultimately provided the base information necessary for the Board to adopt this comprehensive Policy. The emergence of new clinical procedures is necessarily accompanied by uncertainty about legal and ethical obligations, and thus the purpose of this policy statement is to offer guidance to Licensees regarding the ethical obligations and standards of conduct in the use of distance, on-line, and other electronic assisted counseling.
2. The Board adopted a Policy limiting the amount of continuing education that licensees may complete via on-line or home-study programming. As of the 12/31/09 renewal, licensees may only complete up to 50% of their required continuing education using this medium.
3. The Board entered into a new contract with the NBCC, the testing company for the LMHC examinations, which will allow them to now offer computer based testing. This change will provide more flexibility in the testing times for candidates. Exams will now be given for 1 week each month, verses the former 3 times per year schedule.
4. Long time Board member Terry Davis, Educational Psychologist, resigned from the Board after many years of dedicated service. Ms. Davis, who was honored last year by the Massachusetts School Psychologists Association with their Life Time Achievement Award, was an integral part of the Board's establishment and maintenance of the Educational Psychology Regulations.
5. Board member Ron Wozniak, LMHC was honored by the Massachusetts Mental Health Counselors Association by being chosen as the 2008 Community Service Award recipient. This award recognizes individuals who have made outstanding contributions to the consumers and providers of mental health services in the Commonwealth.
6. The Board will continue to discuss and research ways to streamline the application process for LMHC candidates.

Architects



The Board of Registration of Architects

Architects provide professional services in connection with the design, construction, enlargement or alteration of buildings including consultations, investigations, evaluations, preliminary studies, aesthetic design, the preparation of plans, specifications and contract documents, the coordination of structural and mechanical design and site development, administration of construction contracts and any other similar services or combination of services in connection with the design and construction of buildings.

The Board of Registration of Architects protects the public through regulation of the practice and the title of Architect in the Commonwealth of Massachusetts in accordance with the statutes. The Board establishes the conditions and qualifications required for architectural registration and determines eligibility for admission to examinations. It investigates complaints of possible violations of the laws applying to the practice of architecture and takes appropriate disciplinary action against registrants found to have violated its regulations.

Creation of Board

G.L. chapter 13, sections 44A to 44D

Rules and Regulations

231 CMR 2.00-4.00

Licensing Provisions

G.L. chapter 112, sections 60A-600

Board Members

Douglas Engebretson,

Chair

Margo Jones,

Secretary/Treasurer

Stephen Schreiber,

IDP Coordinator

Peter Steffian,

Member

Rogina L. Jeffries,

Vice Chair, Public Member



Barbers

The Board of Registration of Barbers

Barbers provide haircutting, hairstyling, facial shaving, permanent waving, hair coloring, and facial services to the general public, but primarily to men.

The Board of Registration of Barbers protects the public through regulation of barbering in the Commonwealth. The Board oversees all barbers, barber shops, and barber schools licensed in the state.

Highlights

The Barber Board has been continuing its efforts to establish a group of barber licensees to work toward industry enhancements. There are two potential groups, one at each end of the state, that are working on developing continuing education and a statewide hair show in the following year. The continuing education will also include classes in the latest methods of sterilization and sanitation.

Ms. Zane Skerry, Executive Director has remained in her continuing role on the executive board of the National Association of Barber Boards of America. Ms. Skerry was awarded the honor of being the first woman inducted into the Barbering Hall of Fame in September of 2007. The award is for contributions to the industry of barbering throughout her career. She also continues on in her position on the Advisory Board of the Barbers International, a worldwide organization for licensed barbers. This organization has recently included other hair care related licensees such as hairdressers and braiders.

Creation of Board

G.L. chapter 13, sections 39 to 41

Rules and Regulations

233 CMR 2.00

Licensing Provisions

G.L. chapter 112, sections 87F-87S

Board Members

- Tom Magnusson,**
Chair
- Johnnie Robinson,**
Member
- Robert Yesue,**
Member

Allied Health Professionals



Creation of Board

G.L. chapter 13, section 11A

Rules and Regulations

259 CMR 2.00-6.00

Licensing Provisions

G.L. chapter 112, section 23A-23Q

Board Members

Paul N. Petrone, OTR/L,
Chairman

Frank A. Mastrangelo,
Vice Chairman

Richard Burr, LATC, Vice
Chairman

Kathleen Barnes, PT,
Member

Nancy Lowenstein, OTR/L,
Member

Steven Nikolsky,
Public Member

Susan McAvoy, PTA,
Member

Charles Redmond, LATC/PT,
Member

Denise Sargent, LATC/PT,
Member

Nancy Demattia, PT,
Member

Claudine J. DeJoie, COTA/L,
Member

The Board of Registration of Allied Health Professionals

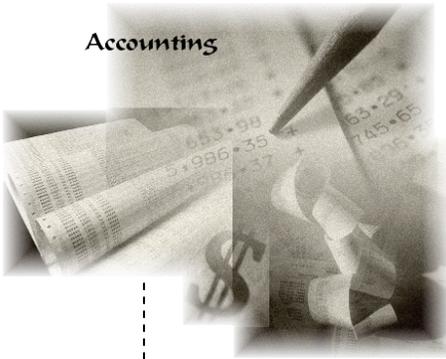
The professions regulated by the Board of Registration of Allied Health are occupational therapists and assistants, athletic trainers, and physical therapists and assistants. Occupational therapists are health professionals who use occupational activities with specific goals to help people of all ages prevent, lessen or overcome physical, psychological, or developmental disabilities. Athletic trainers work with clients who are preparing for, or participating in, sports activities. They work to treat, rehabilitate, and prevent athletic injuries. Physical therapists provide rehabilitative care for patients with physical disabilities or dysfunction.

The Board of Registration of Allied Health Professions evaluates applicants for licensure and grants licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensees. The Board is the link between the consumer and the allied health professional and, as such, promotes the public health, welfare, and safety.

Highlights

The Board acknowledges Paul Petrone, OTR/L for his tenured service as an invaluable board member for almost 10 years.

Certified Public Accountants



The Board of Registration of Certified Public Accountants

Practitioners in public accountancy provide services to the public, which involve the use of accounting or auditing skills. These include one or more kinds of management advisory or consulting services, preparing tax returns or furnishing advice on tax matters.

The Board of Registration in Public Accountancy grants certificates and licenses to practice public accountancy to qualified individuals who comply with chapter 112, section 87A-E $\frac{1}{2}$ and 252 CMR. After these individuals have been granted licenses, the Board monitors their practice of public accountancy to ensure that they have complied with all of the continuing educational requirements and quality report reviews necessary to renew their licenses. The Board also monitors the practice of public accountancy to ensure that the services provided to the public are done in accordance with all applicable professional and ethical standards, law rendered, and rules and regulations.

The Board's objective is to provide quality service to its licensees in their service to the public. It administers the national Uniform CPA exam twice a year to more than 3,000 candidates and evaluates each successful candidate's experience in order to determine his or her competency to be granted a license. It coordinates the 60 plus phone inquiries received each day and provides professional guidance with respect to each inquiry.

Highlights

The Board continues to review current industry standards and proposals to amend its regulations. The purpose of these reviews is to keep the Massachusetts licensees current with other states with regards to the evolving professional and practice standards in public accountancy. Currently, the major issue that is being discussed nationally is license mobility. Many states are amending their statute and/or regulations to allow CPAs licensed in one state to come into their state to practice public accountancy on a temporary basis. This fiscal year, the Massachusetts Society of CPAs (MSCPA) filed a similar legislation and met with the Board on several occasions to discuss their attempts to implement license mobility in Massachusetts. The Board expressed its support of the MSCPA's mobility legislation.

The National Association of State Boards of Accountancy (NASBA) held its NASBA Annual Convention Massachusetts in October 2008. This was the third national Annual Convention held in Boston, MA. Also, in concert with the annual national conference an International Audit Standards Forum was held with participants from all the states and many foreign countries. The topic discussed at the forum was how to apply standardized audit policies and procedures throughout the world and coordinate and enhance international financial reporting. In our global economy, these audit standards proposals are essential to the economic survival of the Commonwealth and the nation, and the Board was actively participating in these negotiations. Representatives from all Federal agencies (SEC, FTC and others) participated.

Creation of Board

G.L. chapter 13, sections 33 to 35

Rules and Regulations

252 CMR 1.00-4.00

Licensing Provisions

G.L. chapter 112, sections 87A to 87E 1/2

Board Members

Robert H. Temkin, CPA,
Chair

Leo H. Bonarrigo, CPA,
Secretary

Patricia G. Smith, CPA,
Member

Mark S. Robinson, CPA,
Member

Johnathan Horka,
Public Member

Chiropractors



The Board of Registration of Chiropractors

Chiropractors provide health care services to consumers for musculoskeletal and neuromuscular conditions. They are concerned with improving and maintaining the integrity of the biomechanical systems of the body.

A number of studies over the past few years, including studies reported by the United States Department of Health and Human Services' Agency for Health Care Policy and Research (AHCPR), the Manga Report funded by the Ontario Ministry of Health, and the Rand Study on Low Back Pain, all expound on the effectiveness of spinal manipulation as performed by chiropractors.

The Board of Registration of Chiropractors regulates chiropractors in the Commonwealth of Massachusetts. The Board works to maintain high standards of practice and to protect the health and welfare of the public by establishing qualification requirements for licensure, reviewing applicant credentials, and administering licensing examinations. The Board also monitors the practice of its licensees to ensure compliance with state laws and the Board's rules and regulations. The Board resolves consumer complaints against licensees by investigating charges and taking appropriate disciplinary action when necessary.

Creation of Board

G.L. chapter 13, sections 64 to 66

Rules and Regulations

233 CMR 2.00-5.00

Licensing Provisions

G.L. chapter 112, sections 89 to 97

Board Members

Edward J. Barowsky, D.C.,

Chair

Wayne A. Comeau, D.C.,

Vice Chair

Kirk J. Shilts, D.C.,

Secretary

Joseph M. Boyle, D.C.,

Member

Mark S. Elfman, D.C.,

Member

Michael V. Frustaci, D.C.,

Member

Diane Slater

Member

Cosmetologists



The Board of Registration of Cosmetology

The Cosmetology profession includes hairdressers, manicurists and aestheticians. These professionals work closely with the public and are regulated by the Board of Registration of Cosmetology. The Board also sets the curricula requirements and regulates the schools that train candidates in these occupations. The Board protects the health and safety of the public by maintaining high standards for the industry.

Highlights

In Fiscal Year 2008, the Cosmetology Board amended a previously adopted policy to make clear that certain procedures could not be performed within the licensed space of a cosmetology salon.

In addition, the Board participated in a task force with the Board of Medicine to discuss medical spas and how they may fit within the state's regulatory structure.

Creation of Board

G.L. chapter 13, sections 42 to 44

Rules and Regulations

240 CMR 2.00-7.00

Licensing Provisions

G.L. chapter 112, sections 87T to 87KK

Board Members

Anthony Moosa,
Chair

Karen Bonney,
Member

Belinda Morrone,
Member

Daniel Abraham,
Member

Catherine Hinds,
Member

Katherine Cochrane,
Public Member

Dietitians and Nutritionists



The Board of Registration of Dietitians and Nutritionists

Human Dietetics/Nutrition is the science concerned with the relationship between foods and human health. The focus is on nutrients in food, their actions/interactions and the balance among health, disease, socioeconomic, cultural, and psychological factors. This field requires the application of biochemistry, physiology, social sciences and physical sciences toward the achievement of optimal human health.

The Board of Registration of Dietitians/Nutritionists grants licenses to qualified individuals who comply with the requirements of the statute. The Board monitors licensees to ensure that the services provided are comply with the Massachusetts General Laws and Board rules and regulations. The Board also ensures that licensees have complied with continuing professional education requirements necessary to maintain current knowledge and renew their licenses.

Highlights

The Board again conducted random Continuing Education Audits this fiscal year. This year the pass rate on the audits was much higher, with the last round of auditees (10%) having a 100% pass rate.

The Board adopted an official policy on the reinstatement process for licensees who are applying to renew their license after it has been expired for more than 2 years.

Susan Massad authored a book chapter in Food and Cultural Competency for Culinary, Hospitality, and Nutrition Professionals for Jones and Bartlett Publishers (2009). Her chapter covers Lebanese culture, demographics, a brief history, food customs, health beliefs, nutritional practices, communication and counseling tips, religious and holiday food customs, and primary language of food names with English and phonetic translation.

Nancy Anderson became qualified as a Certified Specialist in Pediatrics by the American Dietetics Association. She is currently one of only 3 in the state.

On November 29, 2007, Operation Better Start (the organization for which Pete Gazzillo is Program Director) was recognized at the Boston Children's Museum for its partnership with the National Institutes of Health, in the "We Can!" initiative ("Ways to Enhance Children's Activity & Nutrition").

The Board will continue to work with the MDA, and also improve the content of the FAQs on its own website, with the goal of educating licensees about Acceptable Continuing Education.

The Board is also diligently working to recruit new Board members. Several people have shown interest and have been recommended for appointment.

Creation of Board

G.L. chapter 13, section 11D

Rules and Regulations

268 CMR 1.00-6.00

Licensing Provisions

G.L. chapter 112, sections 201 to 210

Board Members

Peter W. Gazzillo, Jr.,
Chair

Nancy Andersen,
Member

Pamela J. Carabba,
Member

Lorraine Dox,
Member

Joyce Morrison,
Member

Susan Massad,
Member

Karen Cawrse,
Public Member

Dispensing Opticians

The Board of Registration of Dispensing Opticians

Dispensing Opticians fit and dispense prescription ophthalmic eyewear including eyeglasses and contact lenses. Members of this profession measure and duplicate existing ophthalmic prescriptions and fabricate eyeglasses.

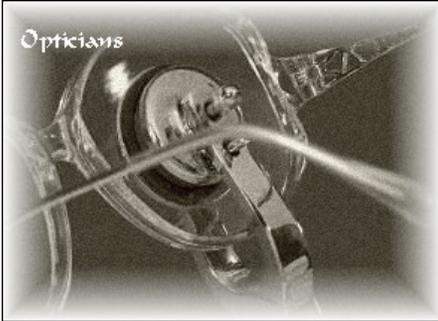
The Board of Registration of Dispensing Opticians protects the public through regulation of the practice by testing candidates and licensing those who are qualified, thereby ensuring compliance with state statutes and the Board's rules and regulations. The Board also conducts hearings and facilitates resolutions to consumer complaints. The Board manages apprenticeship-training programs, approves educational standards for school-based optician programs, and monitors the continuing education requirements of licensees. The Board also works with optician boards in other states and professional organizations in furthering the qualifications of opticians.

Highlights

The Board has been working in conjunction with the Division of Apprentice Training to reinstate a prison program which would enable inmates to receive credit for the time they worked in the program towards the licensing examination upon release. This program has been closed for many years. Re-opening the program would be beneficial to licensees who have been seeking qualified eligible employees.

The Board sent Harry Jilson to the national conference of regulatory boards in May of 2008 where he has long been a distinguished member.

Opticians



Creation of Board

G.L. chapter 13, section 48-50

Rules and Regulations

235 CMR 1.00-5.00

Licensing Provisions

G.L. chapter 112, sections 73C to 73L

Board Members

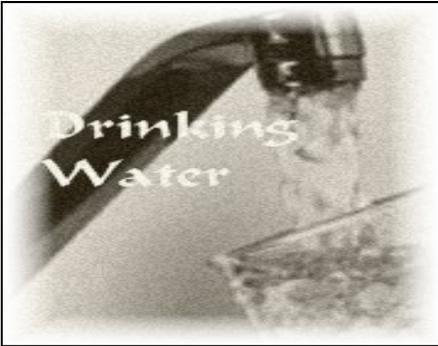
Daron Kahn,
Chair

Carol Winslow,
Vice Chair

William Carleton,
Secretary

Harry Jilson,
Member

Operators of Drinking Water Facilities



The Board of Certification of Operators of Drinking Water Supply Facilities

Operators of drinking water supply facilities are employed by local water distribution and treatment facilities. They are responsible for chemically treating and then distributing our drinking water.

The Board of Certification of Operators of Drinking Water Supply Facilities regulates and licenses all operators of these facilities to ensure that the highest safety standards are adhered to in the treatment and distribution of drinking water.

The Board encourages licensees to maintain a high level of competence in the industry and assists them in enrolling in seminars and training programs. The Board holds licensees to high standards of quality and service in the industry for the protection of the public's health and safety. The Board offers nine levels of licensure in management of drinking water facilities.

Highlights

The Board successfully implemented computer based testing on a daily basis. The Board has worked with the Association of Boards of Certifications to address the issue of classification of Public Water Systems and the minimum standards of operation required for continued certification. The Board is in the process of reviewing the necessity of its rules and regulations regarding temporary/provisional certification for emergency purposes as a result of the implementation of daily testing.

Creation of Board

G.L. Chapter 13, section 66B

Rules and Regulations

236 CMR 2.00-5.00

Licensing Provisions

G.L. chapter 112, sections 87CCCC to 87DDDD

Board Members

Paul S. Niman,
Chairman

Robert D. Hoyt,
Vice Chairman

William C. Salomaa,
Secretary

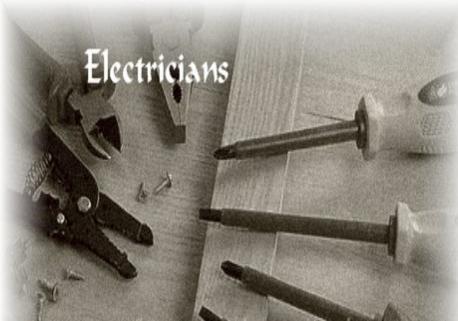
Michael Celona,
Member

Peter C. Karalekas Jr.,
Member

James L. Deming
Member

John Nelson,
Member

Electricians



The Board of State Examiners of Electricians and Electricians Appeals

The professionals licensed by the Examiners include Master Electricians (A), Journeyman Electricians (B), Fire Warning and Security System Contractors (C) and Fire Warning and Security System Technicians (D). The Examiners also handle appeals from licensees and wiring inspectors through the Board of Electricians Appeals.

The primary mission of the Examiners is to protect the citizens of Massachusetts by establishing minimum standards for persons performing electrical installations. They accomplish this mission by examining and licensing candidates and by enforcing the regulations and general laws relative to electrical installations in Massachusetts. The Examiners also prosecute those found to be working without a license, either through the Office of the Attorney General or directly in the courts of the Commonwealth, and post-implementation of the new enforcement law, before the Board itself.

The Examiners also perform fire investigations under the direction of the State Fire Marshal to determine if electricity could have contributed to the fire. While performing these fire investigations, the Examiners check the installations for code compliance and possible licensee misconduct.

The Board of Electrician Appeals issues informal opinions and conducts formal hearings in matters of dispute based upon decisions rendered by local wiring inspectors.

Highlights

In this fiscal year, the Board adopted a new policy regarding the screening of criminal applicants to ensure the public is protected while applicants are treated fairly.

The Board won an important case in superior court rejecting an applicant's claims that the Board had to accept a partial examination score from ten years ago.

In addition, the Board began work on new regulations regarding applicant education and experience, to be completed in 2009.

Finally, the Board issued a major advisory confirming the need for licensed professionals to install residential electronic low-voltage security systems.

Creation of Board

G.L. chapter 13 sections 32, 32A

Rules and Regulations

237 CMR 12.00-23.00

Licensing Provisions

G.L. chapter 141, sections 1-10
G.L. chapter 143,
sections 3L to 3P

Board Members

Peter A. Senopoulos,
State Fire Marshal designee, Chair

David W. Aragona,
Systems Technician, Member

James D. Baker,
Systems Contractor, Member

Kevin J. Bulman,
International Municipal
Signalman's Association, Member

Geraldine M. Culver,
Public Member

Donald F. Drew,
Electrical Contractor, Member

David Fenton,
Journeyman Electrician, Member

Robert R. Venuti,
Master Electrician, Member

William R. Plamondon,
Local Wiring, Inspector Member

Jeffrey J. Wheeler,
Department of Education, Member

Electrologists



The Board of Registration of Electrologists

Electrologists perform services for consumers through the permanent removal of hair from the body. Electrolysis involves the application of an electrical current through a needle to the hair follicle.

The Board of Registration of Electrologists protects the public through regulation of the practice of electrolysis in the Commonwealth of Massachusetts in accordance with Board statutes and Board regulations and the code of conduct.

The Board issues licenses to practice as qualified electrologists and qualified instructors when applicants meet the Board's education and experience requirements and pass a Board administered examination. The Board also licenses schools of electrology after inspection and approval.

Creation of Board

G.L. chapter 13, sections 58 to 60

Rules and Regulations

238 CMR 2.00-4.00

Licensing Provisions

G.L. chapter 112, sections 87EEE to 87000

Board Members

Paula Wright,

Chair

Charlotte Bosco-Fitzpatrick,

Secretary

Eileen Corcoran Nicholas,

Public Member

Engineers and Land Surveyors



The Board of Registration of Professional Engineers and of Professional Land Surveyors

Members of the engineering and surveying professions provide services to consumers as defined by the statutes and described in the regulations. Engineers practice in many areas, including (but not limited to) chemical, civil, environmental, electrical, mechanical, structural, agricultural, aeronautical/aerospace, fire protection, manufacturing, industrial, nuclear, petroleum and safety.

The Board of Registration of Professional Engineers and Professional Land Surveyors establishes, monitors and enforces qualifying standards for the engineering and land surveying professions. The Board works to ensure that persons practicing in these professions are competent to do so and are not endangering the life, health, safety and welfare of the public.

The Board regulates the practice of licensed Professional Engineers and Professional Surveyors through the Code of Regulations, which includes the Rules of Professional Responsibility. The Board has successfully applied strict standards of education and experience for its licensees and the administration of examinations in Fundamental Knowledge and Principles and Practice to determine a candidate's competence to practice engineering and land surveying. It has aggressively pursued disciplinary action against licensees for the protection of the public.

The Board and its sub-committees review, evaluate and act on applications for licenses. The Board conducts interviews and oral examinations to verify an applicant's qualifications. The written examinations administered by the Board provide a final screen of an applicant's qualifications. Board members are members of the National Council of Examiners for Engineering and Surveying (NCEES). This council prepares national examinations for the regulated professions, develops uniform standards for comity registration among the states, and acts as a clearinghouse for the law enforcement activities of its member boards.

Continue

Creation of Board

G.L. chapter 13, sections 45 to 47

Rules and Regulations

250 CMR 2.00-6.00

Licensing Provisions

G.L. chapter 112, sections 81D to 81T

Board Members

Philip A. Jenks, Esq.,
Chairman

Dennis Drumm, PLS,
Vice Chairman

Paul D. Turbide, PE, PLS,
Secretary

Joel Goodmonson, PE,
Board Member

Arjun Rao, PE,
Board Member

John Duff, PE,
Board Member

Ronald J. Willey, PE,
Board Member

Sheryl L. Campbell, PLS,
Board Member

Peter E. Hale, PLS,
Board Member

Maurice Pilette, PE,
Board Member

Engineers and Land Surveyors

Highlights

At their October 25th, 2007 meeting the Board voted to require the National Council of Examiners for Engineering and Surveying (“NCEES”) record as part of the application process for all comity applicants and to make the NCEES requirement permanent policy as it streamlines the processing of applications.

Hosted the NCEES North East Zone Meeting on April 3rd, 4th and 5th. The Massachusetts Board hosted approximately 13 state boards (members and administrators) to discuss common issues of PE and PLS Registration. Several Board members attended and guests from the DPL spoke, including Deputy Director Stephen Nemmers and Chief of Investigations, Christopher Carroll. Board Chair Dennis Drumm also spoke.

Ronald Willey, PE, Vice Chair, organized all of the events of the NCEES N.E. Zone meeting which involved a great deal of his time and effort. Mr. Willey coordinated the hotel and conference rooms, entertainment and dinner for all participating members.

Arjun Rao, PE ended his term on the Board after 10 years of service. Mr. Rao’s expertise and experience in electrical engineering will be sorely missed.

A Committee was formed at the November 15, 2007 meeting to review the proposed revisions to Board Regulations, 250 CMR, made by the group headed by the former board chairman H. William Flood. Peter Hale is the committee chairman. Dennis Drumm and Joel Goodmonson are members of the committee. The subcommittee meets once a month, one week prior to the monthly Board meeting.

Patricia Murray, Associate Executive Director, attended a conference held by NCEES, in which they hosted Board Administrators from across the country to review and provide feedback regarding the exams given. Exam security and implementation of security measures were the main topics discussed. Patricia returned with a considerable amount of knowledge regarding the administration of the exam.

The Board has developed a number of Administrative Rulings (AR’s), Policy Statements, and Frequently Asked Questions to be posted on the Division’s website. This effort is to assist the public, applicants, and licensees to better understand the General Laws and 250 CMR.

The Board is working on an advisory for use of the title Engineer.

The Board is working on an advisory for the stamping of plan sets.

The Board is determining whether to require a jurisprudence exam for PE’s.

Embalmers and Funeral Directors



Creation of Board

G.L. chapter 13, sections 29 to 31

Rules and Regulations

239 CMR 2.00-4.00

Licensing Provisions

G.L. chapter 112, sections 82-87

Board Members

Kim Pineau,
Chair

Edward Mazur,
Member

James McWilliams,
Secretary

Louis M. Fazio, III
Member

Judith McCarthy,
Public Member

The Board of Registration of Funeral Directors and Embalmers

The Funeral Services profession provides services for the deceased and their families. Members of this profession prepare the bodies of the deceased through embalming, arrange for crematory services, and provide assistance to family members of the deceased. They are committed to following all health-related rules as set forth by the Board and local health departments, and consumer protection rules of the Federal Trade Commission.

The Board of Registration of Funeral Directors and Embalmers oversees the licensing of these professionals and their apprentices through examination. The Board also regulates and inspects the facilities of licensed embalmers and funeral directors.

Highlights

The Board welcomed a new member, Louis M. Fazio, III, representing Middlesex County.

The Board also continued working on a comprehensive update of its regulations.

As part of its continuing outreach program to students of the funeral services profession, the full Board held an open meeting at Mount Ida College in November.

The Board also arranged for the Department of Vital Statistics to present a free continuing education presentation for funeral service licensees. The presentation was well attended and the feedback was positive.

Health Officers



Creation of Board

G.L. chapter 13, sections 70 to 72

Rules and Regulations

241 CMR 2.00-4.00

Licensing Provisions

G.L. chapter 112, sections 87WWW to 87ZZZ

Board Members

David Kaplan,
Chair

Michael Feeny,
Vice Chair

Everett Penney,
Secretary

John M. Canning,
Member

Bruce Murphy,
Member

Steven Ward,
Member

Joseph G. McCarthy,
Member

Joanne Scott,
Member

Richard Solano,
Public Member

The Board of Certification of Health Officers

Certified Health Officers (CHOs) are generally the administrative officers of a health department or board of health. Several are presently serving as administrators to the State Department of Public Health or State Department of Environmental Protection. The Health Officer evaluates the community's health issues and develops programs to address the community's needs and the prevention and control of health and/or environmental problems.

The health officer must be knowledgeable of state, federal and local sanitary codes and regulations, as well as other public regulations addressing the public health and the environment, and authorities referencing communicable disease control, Title V septic system design and approval, housing, food service, public swimming pools and beaches, hazardous waste control and environmental pollutants, massage and tanning establishments, animal and rabies control, and other public health issues. The CHOs perform field inspections, respond to complaints, follow up on consumer requests, and address issues associated with public health and environmental regulations that affect communities across the Commonwealth.

The Board of Certification of Health Officers works to maintain a high level of professionalism among the CHOs by monitoring and enforcing its regulations and policies, amending its regulations as necessary, and reviewing practitioners' records to ensure fulfillment of continuing education requirements. The Board's intent is to establish a base of knowledgeable health officers who will be able to serve Massachusetts consumers' needs relative to public health and environmental issues.

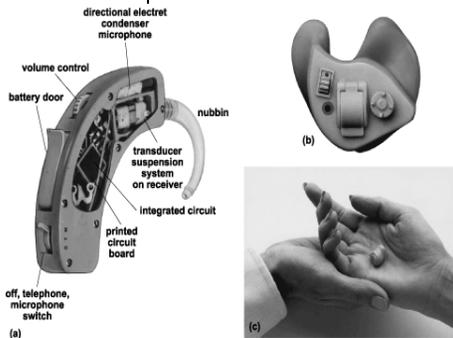
Highlights

In Fiscal Year 2008, the Board received 5 applications for licensure. All applicants were approved to sit for the exam. Two candidates sat for the HO exam and 1 passed.

The board members reviewed and updated the current exam and study materials used in the licensing process. The purpose of this is to bring the materials up to date to ensure that the potential licensees are learning and are familiar with the new technologies in this field. This is an ongoing process as technology changes frequently as well as rapidly. This will help to ensure the better protection of the consumers of the Commonwealth.

The Board is continually working on the recruitment of candidates to sit for the Health Officer's exam. Several strategies were suggested including postings links on the State Department of Public Health web page or other pertinent sites.

Hearing Instrument Specialists



The Board of Registration of Hearing Instrument Specialists

Hearing Instrument Specialists are individuals who engage in the practice of dispensing or fitting hearing aids. The practice of fitting and dispensing hearing aids means the measurement of human hearing solely for the purpose of making selections, adaptations or sales of hearing aids intended to compensate for impaired hearing. The Board of Registration of Hearing Instrument Specialists protects the public through regulation of the practice and the title of Hearing Instrument Specialist in the Commonwealth of Massachusetts in accordance with the statutes.

Highlights

The Board welcomed a new hearing impaired public member Charlotte Marshall.

Two board members attended the September 25, 2008 International Hearing Society Conference in Savannah, Georgia. Topics discussed at the conference included increasing medicare payments for hearing aids and mail order hearing aids.

Chairman Rudy Szady and Board Member Loleata Wigall were invited to speak at a medical conference in Connecticut.

Creation of Board

G.L. chapter 13, sections 93 to 95

Rules and Regulations

265 CMR 2.00-10.00

Licensing Provisions

G.L. chapter 112, sections 196 to 198

Board Members

Rudy Szady,

Chairman

Loleata Wigall,

Secretary

Donald Gross,

Member

Mark Battite,

Member

Charlotte Berman,

Member

Elizabeth Campbell,

Public Member

Charlotte Marshall,

Member

Home Inspectors



Creation of Board

G.L. chapter 13, section 96

Rules and Regulations

266 CMR 1.00-11.00

Licensing Provisions

G.L. chapter 112, sections 222 to 226

Board Members

Michael Mc Dowell,
Chairman
John Digby,
Vice Chairman
Stephen Cook,
Member
Edward Nuzzo,
Public Member

The Board of Registration of Home Inspectors

The Board of Registration of Home Inspectors is charged with evaluating the qualifications of applicants for licensure and granting licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensees. The Board promotes public welfare through regulation of home inspectors in accordance with state statutes and board regulations.

The Board is responsible for ensuring that licensed home inspectors have proper training and experience through an associates program and meet minimum inspection requirements in each inspection performed. Applicants are required to pass a board-approved examination prior to licensure and fulfill continuing education requirements for license renewal. In addition, the Board publishes a code of ethics for home inspectors.

Home Inspectors are required to carry a minimum of \$250,000 in insurance so that consumers will be able to seek compensation if they sustain losses resulting from an inspector's error. In addition, real estate brokers are required to distribute a brochure produced by the Office of Consumer Affairs and Business Regulations about home inspections to homebuyers. They are prohibited from directly recommending a home inspector. Brokers may provide a list of licensed inspectors in the state upon request. This will help eliminate the conflict of interest that exists when a real estate broker recommends a specific home inspector.

Highlights

The Board completed a comprehensive re-write of its regulations. The major changes were creation of a formal pre-licensure education training program; clarification of the scope of practice of certain classifications of licensure, and revamping of the standards of practice to be more comprehensive and easier to apply.

Landscape Architects



Creation of Board

G.L. chapter 13, sections 67 to 69

Rules and Regulations

242 CMR 2.00-3.00

Licensing Provisions

G.L. chapter 112, sections 98 to 107

Board Members

Marion Pressley, FASLA,
Chair

Pam Shadley, ASLA,
Professional Member

Richard Anderson, ASLA,
Professional Member

Frank Fields,
Public Member

The Board of Registration of Landscape Architects

Landscape Architects provide services to consumers as defined by the statutes and described in the regulations. The Board of Registration of Landscape Architects protects the public through regulation of the practice and the title of Landscape Architect in the Commonwealth of Massachusetts in accordance with the statutes.

Highlights

The Board is in the process of drafting policy guidelines for its Licensees, which are intended as a recommended protocol for the profession to follow. The Board will also review its rules and regulations and draft amendments where necessary.

Optometrists



Creation of Board

G.L. chapter 13, sections 16 to 18

Rules and Regulations

246 CMR 1.00-3.00

Licensing Provisions

G.L. chapter 112, sections 66 to 73B

Board Members

Bruce L. Rakusin, O.D.,

Chairman

Linda Bennett, O.D.,

Member

Richard C. Erickson, O.D.,

Member

Scott D. Peterson, Esq.,

Public Member

Neil I. Schram, O.D.,

Member

The Board of Registration of Optometry

Licensed doctors of optometry are independent primary health care providers who examine, diagnose, treat and manage diseases and disorders of the visual system, the eye and associated structures. The scope of optometric care ranges from vision testing and correction to diagnosing, managing and treating complex eye and vision problems such as glaucoma.

The Board of Registration in Optometry licenses all new optometrists, and renews licenses for established optometrists. The Board both proposes and reviews legislation, as well as new rules and regulations affecting the profession. It maintains high standards in the field and protects consumers by investigating and resolving complaints against optometrists. It also works to maintain the educational standards of the profession by reviewing and either approving or rejecting continuing education and postgraduate courses for Massachusetts licensees.

Highlights

Dr. Rakusin and Dr. Schram made a presentation at the New England College of Optometry in May 2008 to matriculating students. The students were introduced to the Board and its current regulations. The relationship between the Board and the College of Optometry continues to be very positive for both parties.

The Board designated Dr. Erickson to review applications for licensure received by PCS.

Dr. Erickson continues to serve as the Board's liaison with the Commonwealth's Registry of Motor Vehicles.

The Board voted to accept CELMO certification when evaluating a candidate for licensure. The final licensing decision would still be subject to the licensee meeting all other Massachusetts' regulations.

Dr. Bennett continues to write regular articles for the Mass Society of Optometrists newsletter explaining Optometry Board policies and situations to the membership.

Due to the declining number of TPA courses, the Board voted to accept a non-live TPA course if it were Board approved and complied with all regulations.

Plumbers and Gas Fitters



Creation of Board

G.L. chapter 13, sections 36 to 38

Rules and Regulations

248 CMR 2.00-7.00-10.00

Licensing Provisions

G.L. chapter 142, sections 1 to 22

Board Members

Paul Kennedy Sr.,
Chairman

Edward Cruz,
Journeyman Plumber

Bahig A. Kaldis,
Professional Engineer

Greg Hanley,
Public Member

Howard S. Wensley,
Public Health Member

Joseph P McNamee,
Department of Public Safety
Designee

Anthony Visco,
L.P. Gas Fitter

Aldo E Bertoni,
Master Plumber

The Board of State Examiners of Plumbers and Gas Fitters

Plumbers work with materials and fixtures used in the installation, removal, maintenance, extension, and alteration of plumbing systems for piped fixtures, fixed appliances, and accessories. They perform this work in connection with sanitary drainage, storm drainage, special waste, venting systems, and public or private water supply systems within or adjacent to a building or structure. Gas Fitters pipe, both low pressure and elevated, to appliances and accessories and insure the installation of vent piping for flue gases and makeup air. Licensed plumbers may also perform gas fitting.

The Board of Registration of Plumbers and Gas Fitters regulates these occupations in accordance with state laws and Board regulations. The Board promulgates the uniform state plumbing and gas fitting codes. It holds examinations and issues licenses for Journeyman and Master Plumbers, Journeyman and Master Gas Fitters, Liquefied Petroleum Gas Installers (LP), and Limited Liquefied Petroleum Gas Installers (LTD). It registers apprentice Plumbers and Gas Fitters and issues corporate and partnership certificates for plumbing and gas. The Board holds public hearings for code amendments, grants variances, and approves dual and elevated gases and plumbing and gas products.

Highlights

The Board won a landmark court case regarding the jurisdiction of plumbing. This pertained predominately to Dedicated Systems but the decision provides the Board an opportunity to revise the definition of plumbing. This has a large affect on piping systems that are installed outside the foundation walls of the building structure and gives the board the opportunity to make the Regulatory definition and the General Law definition compatible. The board is in the process of writing the Regulatory definition at this time.

Through multiple meetings with the Department of Education, the Massachusetts Association of Vocational Administrators, and Vocational School Superintendants and Instructors, the board now has a written policy statement listing guidelines regarding on-the-job training programs provided by Vocational Schools. When new regulations are proposed this will be part of that package.

Plumbers and Gas Fitters

Highlights (continued)

New regulations regarding applicant qualifications were adopted which went into effect on September 1, 2008. This new section is the culmination of many years of work. It lists:

Education and experience requirements for Apprentices, Journeyman and Master licensees; Education and experience for Undiluted Liquefied Petroleum Gas Installers and Limited Undiluted Liquefied Petroleum Gas Installers

Application requirements and examination administration

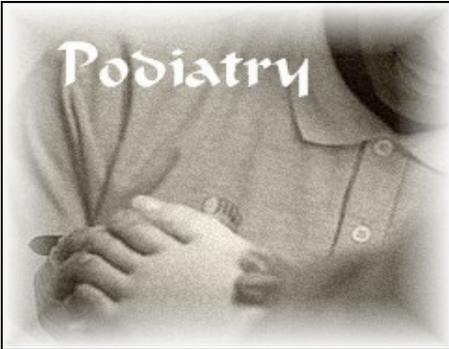
Mandatory continuing education (MCE) requirements for Master and Journeyman Plumbers, Master and Journeyman Gas Fitters and for Undiluted Liquefied Petroleum Gas Installers

Qualifications and requirements for mandatory continuing education providers and instructors

Education hour and course content requirements to be administered by public, private, proprietary or other occupational trade schools

The board has implemented new process with regard to their product approval requirements. This process has helped to expedite product approvals.

Podiatrists



The Board of Registration of Podiatry

Podiatry deals with medical and surgical treatment of foot disorders. The Board of Registration in Podiatry evaluates the qualifications of applicants for licensure and grants licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensed podiatrists. The Board promotes the public health, welfare and safety.

Highlights

During this fiscal year, Governor Deval Patrick appointed a public member, Ben Benjamin, Ph.D. to the Board.

The Board acknowledges Anne Driscoll for her diligence and commitment, which is evidenced in her comprehensive investigatory reports.

Dr. Kelley gave a presentation at the Mass Podiatric Society meeting regarding regulatory oversight.

The Board is in the process of reviewing and amending its rules and regulations.

Creation of Board

G.L. chapter 13, sections 12A to 12C

Rules and Regulations

249 CMR 2.00-7.00

Licensing Provisions

G.L. chapter 112, sections 13 to 22

Board Members

Leroy J. Kelley, III, D.P.M.,
Chair

Raymond Murano, D.P.M.,
Secretary

Kenneth Leavitt, D.P.M.,
Member

David Campbell, M.D.,
Physician Member

Ben Benjamin, Ph.D.
Public Member

Psychologists



Creation of Board

G.L. chapter 13, sections 76 to 79

Rules and Regulations

251 CMR 1.00-4.00

Licensing Provisions

G.L. chapter 112, sections 118 to 129A

Board Members

John Stahl, Ph.D.,
Chair

Carmen Brenes Jette, Ph.D.,
Vice Chair

Sheila O'Keefe, Ed.D.,
Secretary

Mary Walsh, Ph.D.,
Board Member

John Baker, Ed.D.,
Board Member

Stuart Fisher, Ph.D.,
Board Member

Ana Ortiz, Ph.D.,
Board Member

Kevin Bulman,
Public Member

The Board of Registration of Psychologists

Psychologists provide mental health services to consumers, as well as teach and perform research. The Board of Registration of Psychologists licenses qualified people to practice psychology and regulates that practice in the Commonwealth of Massachusetts, as defined by the statutes and described in the regulations.

The Board protects the public health and welfare through regulation of the practice. It receives, investigates, and adjudicates complaints against licensed practitioners.

Highlights

The Board, using the enhanced enforcement capabilities of M.G.L. ch. 65A, has diligently participated in the enforcement of M.G.L. ch. 112, s. 122 which prohibits the use of the title "psychologist" or the practice of psychology by those who are not currently licensed as psychologists. These enforcement activities include disciplinary action within the Division of Professional Licensure against individuals who violate this statute.

Board member Dr. Sheila O'Keefe attended the annual meeting of the Association of State and Provincial Psychology Boards (ASPPB).

The Psychology Jurisprudence Book was updated in March 2008 to reflect statutory changes.

The Board completed a random audit of 3% of licensees for compliance with continuing education requirements.

The Board, in an effort to provide guidance to its licensees regarding difficult practice issues, posted "Q & A with the Board, January 2008" on its web-site.

Special Recognition of a board or staff member, professional association member or licensee who has made outstanding contributions to the Board or the profession:

The Board said farewell to member Mary Walsh, Ph.D. and welcomed new Board member Eydie Kasendorf, Ph.D.

The Board also welcomed new Board counsel Dolores Randolph, Esq., as well as General Counsel Charles Walker, Esq., who provide essential guidance to the Board in carrying out its many functions.

Radio and Television Technicians



The Board of Registration of Radio and Television Technicians

Radio and television repair technicians must be licensed by the Commonwealth to perform repairs on radio and television equipment. The Board of Registration of Radio and Television Technicians protects the public through regulation of the trade and by providing a source of assistance to consumers who have complaints about repairs or service. The Board imposes high standards for quality and service on those technicians working in the field of radio and television repair.

Highlights

The Board has been educating consumers on the changes from analog television broadcasts to digital which will take place in June, 2009.

The Federal application for rebates towards purchasing a convertor box is located on the board's website.

Also, there are several articles explaining the different aspects of the transfer which may affect consumers.

Creation of Board

G.L. chapter 13, sections 61 to 63

Rules and Regulations

253 CMR 2.00

Licensing Provisions

G.L. chapter 112, sections 87PPP-87VVV

Board Members

Robert Ayan,
Chairman

George Chalikis,
Vice Chairman

Rene Fagnant,
Secretary

Frank Serra,
Member

Real Estate Appraisers



Creation of Board

G.L. chapter 13, section 92

Rules and Regulations

264 CMR 1.00-12.00

Licensing Provisions

G.L. chapter 112, sections 173-195

Board Members

William Barney,

Chair, Banking Member

Michael P. Gianelli,

Certified Residential Member

Robert Reardon,

Certified General Manager

Phyllis A. Leonard,

Licensed Real Estate Broker

William Johnson,

Public Member

Dennis Smith,

Public Member

The Board of Registration of Real Estate Appraisers

Real Estate Appraisers, through their contracts with clients, provide land and commercial and residential property appraisal services.

The Board of Registration of Real Estate Appraisers licenses qualified professional appraisers in compliance with the mandates of Title XI of the Federal Financial Institution Reform, Recovery and Enforcement Act (FIRREA) of 1989. The Board ensures the integrity of its licensees through fair and consistent enforcement of the statutes and regulations.

Highlights

In 2008, the Board amended its regulations to adopt the 2008-2009 edition of the Uniform Standards of Professional Appraisal Practice to be consistent with federal guidelines.

The Board further considered new regulations on electronic signatures, supervision of trainees, and enhanced educational requirements. These regulations are to be adopted in the next fiscal year.

Finally, in Fiscal Year 2008 a routine audit was done by representatives of the federally mandated appraisal standards board. The results of this audit were outstanding for the Board, not a single deficiency could be located by the auditors.

Real Estate Brokers and Salesmen



The Board of Registration of Real Estate Brokers and Salesmen

Licensed real estate brokers and salespersons assist consumers wanting to purchase, sell, lease or exchange real property. This assistance encompasses a host of services, including evaluating property for basic valuations, negotiating purchase, sale or lease agreements, maintaining escrow accounts, and advertising.

The Real Estate Board licenses only those candidates who meet the statutory and regulatory requirements for real estate brokers and salespersons. In carrying out its mission, the Board regulates real estate schools and curriculum and contracts with a testing vendor to provide the agent examination. Of equal importance, the Board seeks to protect consumers by exercising its authority to discipline those real estate agents that violate licensing laws and regulations.

Highlights

Held an Item (Examination outline and Question) Review Session with the assistance of its contracted test administrator, Pearson Vue, for the State portion of both the Real Estate Salesperson and Broker Examinations.

Reviewed the Board's Continuing Education Curriculum and added two new (two-hour) subject matter areas to the curriculum.

The Board adopted a written policy on reviewing candidates for licensure with criminal convictions.

The Board would like to recognize Associate Executive Director, Neal Fenochietti, for his efforts on the above-mentioned accomplishments and the efforts of staff member Doris Lugo, particularly in performing continuing education audits for the Real Estate Board. Neal had to coordinate all of the meetings and keep the committees moving forward as well as substantively participate in the meetings. Doris performs high caliber audits and does so on a timely basis.

Creation of Board

G.L. chapter 13, sections 54 to 57

Rules and Regulations

254 CMR 2.00-7.00

Licensing Provisions

G.L. chapter 112, sections 87PP to 87DDD1/2

Board Members

Ann Blackham,
Chairperson

L. Brad Hutchinson,
Member

Richard W. Neitz,
Member

Alfred R. Razzaboni,
Public Member

Sanitarians



The Board of Registration of Sanitarians

Sanitarians administer environmental and health programs for both public and private agencies and organizations in food protection and safety, water quality, air quality, noise, industrial and land pollution, sewage disposal, hazardous and toxic substances, solid waste management, and institutional health.

The Board of Registration of Sanitarians protects the public health and welfare through regulation of the profession in accordance with state statutes and board regulations. The Board maintains a registration program for persons meeting the established educational, experience, and examination requirements. It determines eligibility for admission to the examination and conducts both written and oral exams. The Board maintains registration records, issues certificates of registration, holds meetings, adopts new regulations, and determines continuing education requirements. In enforcing the laws in the fields of environmental and public health, the Board is qualified to perform public health and environmental inspections and related administrative duties. The Board investigates reports of violations of rules and regulations, conducts hearings, and takes disciplinary action when required.

Highlights

Board of Sanitarians proposed revisions to Board regulations and held a public hearing on these proposed changes on October 29, 2008.

Creation of Board

G.L. chapter 13, sections 51 to 53

Rules and Regulations

255 CMR 2.00-5.00

Licensing Provisions

G.L. chapter 112, sections 87LL to 8700

Board Members

Kim Foley,
Chair

Jennifer Lamb-Sullivan,
Vice Chair

Peter Mirandi,
Secretary

Vartkes K. Karaian,
Member

Dr. David Kaplan,
Member

Gregory Erickson,
Member

Social Workers



Creation of Board

G.L. chapter 13, sections 80 to 84

Rules and Regulations

258 CMR 1.00 to 31.00

Licensing Provisions

G.L. chapter 112, sections 130 to 137

Board Members

Walter Stamper,
Chair

Mary Chin, LICSW,
Vice Chair

Leticia Hermosa,
Secretary

Priscilla Lynch,
Public Member

Tamara Cadet, LICSW,
Member

Betty Ruth,
Member

Merridith Lacharite,
Public Member

The Board of Registration of Social Workers

Licensed Social Workers provide services to consumers as defined by the statutes and described in the regulations. Generally, social work professionals provide counseling to individuals, couples, families, and groups directed toward specific goals. They assist individuals or groups with difficult day-to-day problems, such as finding employment, locating sources of assistance, and organizing community groups to work on a specific problem.

The Board of Registration of Social Workers protects the public through regulation of the practice in Massachusetts. It determines eligibility for admission to examinations for social work, conducts examinations, and licenses qualified individuals at one of four levels of licensure: Licensed Independent Clinical Social Worker, LICSW; Licensed Certified Social Worker, LCSW; Licensed Social Worker, LSW; Licensed Social Work Associate, LSWA. The Board holds meetings, hears complaints, and takes action as required with the assistance of the Division's legal counsel and investigators.

Highlights

The Board held a continuing education summit, where stakeholders in the social work continuing education field came together with the Board to discuss the current challenges surrounding continuing education for social workers. Representatives from many of the social work schools in the Commonwealth, as well as NASW and DSS were present for the summit held in February.

The Board will continue to discuss and research issues related to continuing education. Currently the Board is planning a follow-up continuing education summit to be held later in the year, where they hope to continue the dialogue with representatives from each of the recognized entities in the Commonwealth pertaining to the current challenges surrounding continuing education for social workers.

The Board again conducted several continuing education audits. During this Fiscal year, some 300 licensees were selected for the audit. Of those, approximately 20% were found to be non-compliant. Those found to be non-compliant, were assessed a fine and required to make up the outstanding CEUs. Audits are conducted by our vendor, ASWB, in cooperation with Board staff. Random audits will continue to be conducted on bi-annual basis following the renewal date of October 1 of every even year.

Board member Betty Ruth, LCSW, Educator, was promoted to Director of Professional Education Programs at the Boston University School of Social Work. Betty's experience in this area of social work makes her a great asset to the Board, especially as they endeavor to ensure quality continuing education is being provided to licensees.

Board member Tamara Cadet, LICSW, who served on the Board for several years, announced her resignation from the Board to continue her pursuit of her Doctoral degree.

Veterinarians



Creation of Board

G.L. chapter 13, sections 26 to 28

Rules and Regulations

256 CMR 2.00-10.00

Licensing Provisions

G.L. chapter 112, sections 54 to 60

Board Members

Steven Atwood, VMD,
Member

Edward Leonard, DVM,
Member

Edward Zullo, DVM,
Member

Trudy Lanman, Secretary
Public Member

Robert Davis, DVM
Member

The Board of Registration of Veterinary Medicine

Veterinarians generally diagnose, treat, and prescribe medicine for disease, pain, or injury in animals. The Board of Registration in Veterinary Medicine licenses those applicants who have received a doctor's degree in veterinary medicine from an approved school and have passed the national exams and the state's jurisprudence exam with grades considered satisfactory by the Board.

The Board protects the public by monitoring the practices of the veterinarians it licenses to ensure that they practice according to the laws of Massachusetts and the Board's established standards and code of conduct. The Board works to recognize and address the needs and demands of the profession in a timely fashion.

Highlights

The Board adopted on Policy to offer guidance around the issue of Complementary and Alternative Veterinary Medicine.

These guidelines are intended to help veterinarians make informed and judicious decisions regarding medical approaches known by several terms including "complementary," "alternative," and "integrative." The Board recognizes the interest in and use of these modalities and adopted guidelines accordingly.

The Board also adopted two new Policies regarding the dispersion of prescription veterinary diets by non-prescribing veterinarians and the dispensing of veterinary drugs during emergency situations.

During this fiscal year, 273 inspections were conducted of Veterinary facilities by the Office of Investigations. This is up from last Fiscal Year, when 53 inspections were completed. Of the 273 inspections, 15 resulted in fines being assessed for violations such as expired medication, or failure to properly secure controlled substances.

Dr. Edward Zullo, DVM, Member, retired after a total of more than 40 years (over separate terms) on the Board. Dr. Zullo's dedication to the Board and the Commonwealth is greatly appreciated. The Massachusetts Veterinary Medicine Association (MVMA) presented Dr. Ed Zullo with an MVMA Merit Award, recognizing his incredible length of public service. An awards dinner was held on March 29th, where Dr. Davis presented Dr. Zullo with the Award.

The Board continues to work with the Division to establish a database to include the Tufts I-100 licenses.

Additionally, the Board plans to conduct random audits of continuing education during the next fiscal year.

Speech-Language Pathologists and Audiologists



The Board of Registration of Speech Language Pathology and Audiology

Speech-Language Pathologists screen, identify, assess and interpret, diagnose, rehabilitate, and work to prevent disorders of communication. These disorders can include articulation, fluency, voice, and language.

Audiologists work with peripheral and central audiological systems and vestibular dysfunction. Audiologists screen, identify, assess and interpret, diagnose, rehabilitate, and work to prevent communication disorders.

The Board of Registration in Speech-Language Pathology and Audiology works to license those applicants meeting its qualifications, to uphold standards within the professions, and to protect the health, safety, and welfare of the public.

Highlights

The Board is currently working with the Department of Education (DOE) to improve the qualifications of Speech Language Pathology Teachers in Massachusetts by ensuring that only qualified individuals teach students with speech disorders.

The Board refined its application processing by implementing daily application processing. This new process was successful in eliminating a backlog in application processing.

Creation of Board

G.L. chapter 13 sections 85 to 87

Rules and Regulations

260 CMR 1.00-10.00

Licensing Provisions

G.L. chapter 112, sections 138 to 147

Board Members

**Barbara A. Morris, M.A.,
CCC-A,**
Chair

**Michael L. Skrip, M.S.,
CCC-A, FAAA,**
Secretary

**Gregory L. Lof, Ph.D.,
CCC-SLP,**
Member

**Lenore Daniels-Miller, Sc.D.,
CCC-SLP,**
Member

**Holly Arsenault,
Public Member**

Division of Professional Licensure

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Charles Borstel
Assistant to the Director
Cheryl Yebba
Executive Assistant
Charles Walker, Esq.
General Counsel
Stephen Nemmers
*Deputy Director for Policy
and Planning*
Deborah Cassano
*Administrative Services
Coordinator*
Dalisna Noel
Receptionist
Nadeige Pochette
Public Records Coordinator
Accounting Unit

Susan Dolabany
Fiscal Services Manager
Wilma Kennon
Accountant
Mouna Khoukoz
Accountant
Rose Kottat
Accountant
Greg Hall
Mail Clerk

Computer Services

Ken Peterson
MIS Director
Arthur Chidlovski
Webmaster
Julia Ruiz
EDP Systems Operator
Pat Durgin
EDP Systems Operator
Paul Squatrito
EDP Systems Analyst
Gerard Galvin
Program Coordinator
Steve Whittredge
Network Coordinator
George Ulrich
Programmer
Said Gusic
Administrative Assistant

Investigations

Christopher Carroll
Chief Investigator
Anne Driscoll
Supervisor
Kelly Puccio
Supervisor
Alan Van Tassel
Supervisor
Colleen Cavanaugh
*Administrative Services
Coordinator*
Samantha McBean
Administrative Assistant
Daquiri Purifoy
Administrative Assistant

Investigators:

John Bresnahan
Joan Bristol
Colleen Cotter
Shawn Croke
Ashley Dizel
Dennis Driscoll
Colleen Feeney-Chin
Hubert Gray
Gilbert Gallotto
Christopher Lee
Frantzie Luc
Pamela Mogavero
Joseph Moran
Holly Nuzzo
James O'Connor
Scott Padden
Richard Paris
Taylor Roth, Jr.
Anne Marie Staunton
Catherine Stec
Gary Williamson
Jeanette Nygen
Robert Williams

Office of Legal Counsel

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Chief Legal Counsel
Alex Borre
Board Counsel
Sheila York
Board Counsel
Neldy Jean-Francois
Board Counsel
Charles Kilb
Board Counsel
Irene Carr
Hearings Counsel
Annie Colleton
Hearings Counsel
Cynthia Ittleman
Hearings Counsel
Maria Silva
Paralegal

Office of Prosecutions

Mary Pixley
Prosecuting Counsel
Seth Henderson
Prosecuting Counsel
Julie Brady
Prosecuting Counsel
Deborah Kravitz
Prosecuting Counsel
Jennifer Murphy
Prosecuting Counsel
James Read
Prosecuting Counsel
Clinton Dick
Prosecuting Counsel
Jessica Uhing-Luedde
Prosecuting Counsel
Annemarie Gallop
Prosecuting Counsel
Faye Mong
Prosecuting Counsel
Amy Riordan
Administrative Assistant
Health Care Fraud Unit
Catherine Fielding
Karol Sierra-Yanez
Interns:
Jenna Hentoff

**Boards of
Registration**

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Executive Director
Allied Mental Health Professionals
Dieticians and Nutritionists
Engineers/Land Surveyors
Health Officers
Psychologists
Social Workers
Veterinarians
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Susan Coco
Joe LaFrazia
Patricia Murray
Karen Schwartz

Joseph Autilio

Executive Director
Neil Fenochietti
Associate Executive Director
Real Estate Brokers and
Salespersons
Real Estate Appraisers
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Gladys Clifton
Colleen DiGirolamo
Amelia Halas
Brian Tame
Doris Lugo

Richard Fredette

Executive Director
Electricians
Staff:
Dolores Powers
Tamara Smith
Anne Evans

Ann Constable

Executive Director
Anne Barry
Associate Executive Director
Allied Health Professionals
Certified Public Accountants
Chiropractors
Optometrists
Podiatry
Speech Language/Pathology
Staff:
Araceli Avila-Ging
Victoria Fernandes
Deta Lawson
Michelina Martignetti
Joanne Termine
Michael Hawley

Joseph Peluso

Executive Director
Plumbers and Gas Fitters
Staff:
Ann Derousi
Cynthia Johnson
Lou Visco
Sal Sansone
Dave Mederios

Helen Peveri

Executive Director
Kim Scully

Associate Executive Director
Architects
Cosmetologists
Drinking Water
Electrologists
Embalmers and Funeral
Directors

Landscape Architects
Sanitarians

Staff:

Christine Garner
Sandra Rodriguez
Rosetta Skinner

Zane Skerry

Executive Director

Paula King

Associate Executive Director

Barbers
Dispensing Opticians
Hearing Instrument
Specialists
Radio and TV Repair

Division of Professional Licensure

General Information..... (617)727-3074

Boards of Registration

Allied Health.....	727-3071
(Occupational Therapists and Assistance, Physical Therapists and Assistants, Athletic Trainers)	
Allied Mental Health.....	727-3080
(Mental Health Counselors, Marriage and Family Therapists, Rehabilitation Counselors and Educational Psychologists)	
Architects.....	727-3072
Barbers.....	727-7367
Chiropractors.....	727-3093
Cosmetologists.....	727-9940
(Hairdressers, Aestheticians and Manicurists)	
Dietitians and Nutritionists.....	727-3073
Dispensing Opticians.....	727-5339
Operators of Drinking Water Facilities.....	727-1718
Electricians and Alarm Systems.....	727-9931
Electrologists.....	727-9957
Embalmers/Funeral Service.....	727-1718
Engineers and Land Surveyors.....	727-9957
Health Officers.....	727-9925
Hearing Instrument Specialists.....	727-5339
Home Inspectors.....	727-4459
Landscape Architects.....	727-3072
Optometrists.....	727-3093
Plumbers and Gas Fitters.....	727-9952
Podiatrists.....	727-3093
Psychologists.....	727-9925
Public Accountants.....	727-1806
Radio/TV Technicians.....	727-4459
Real Estate Brokers and Salespersons.....	727-2373
Real Estate Appraisers.....	727-3055
Sanitarians.....	727-3072
Speech-Language/Audiology.....	727-3071
Social Workers.....	727-3073
Veterinarians.....	727-3080
Office of Investigations	
Boston.....	727-7406
Springfield.....	413-784-1152

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Boston, MA 02114