



Commonwealth of Massachusetts
Office of the State Auditor
Suzanne M. Bump

Making government work better

Official Audit Report – Issued September 15, 2021

Division of Professional Licensure

For the period July 1, 2017 through March 31, 2020





Commonwealth of Massachusetts
Office of the State Auditor
Suzanne M. Bump

Making government work better

September 15, 2021

Layla R. D'Emilia, Commissioner
Division of Professional Licensure
1000 Washington Street, #710
Boston, MA 02118

Dear Commissioner D'Emilia:

I am pleased to provide this performance audit of the Division of Professional Licensure. This report details our audit objectives, scope, methodology, and conclusions for the audit period, July 1, 2017 through March 31, 2020. My audit staff discussed the contents of this report with management of the agency.

I would also like to express my appreciation to the Division of Professional Licensure for the cooperation and assistance provided to my staff during the audit.

Sincerely,

A handwritten signature in blue ink, appearing to read "SMB", written over a light blue circular background.

Suzanne M. Bump
Auditor of the Commonwealth

cc: Clinton Dick, General Counsel, Division of Professional Licensure
Edward A. Palleschi, Undersecretary, Office of Consumer Affairs and Business Regulation

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LIST OF ABBREVIATIONS

BRCB	Board of Registration of Cosmetology and Barbering
CORI	Criminal Offender Record Information
COSO	Committee of Sponsoring Organizations of the Treadway Commission
CTR	Office of the Comptroller of the Commonwealth
DCJIS	Department of Criminal Justice Information Services
DPL	Division of Professional Licensure
ERM	enterprise risk management
ICP	internal control plan
MLO	MyLicense Office
MMA	mixed martial arts
OPSI	Office of Public Safety and Inspections
OSA	Office of the State Auditor
SORB	Sex Offender Registry Board
SORI	Sex Offender Record Information

EXECUTIVE SUMMARY

In accordance with Section 12 of Chapter 11 of the Massachusetts General Laws, the Office of the State Auditor has conducted a performance audit of the Division of Professional Licensure (DPL)¹ for the period July 1, 2017 through March 31, 2020. The purpose of this audit was to determine whether DPL performed Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI) checks for license applicants in accordance with the requirements of its license application process.

We could not determine whether DPL conducted CORI or SORI checks for all license applicants because the data in DPL's Accela² and MyLicense³ Office software had significant limitations and did not provide an adequate basis for addressing our audit objectives. This is discussed in the "Audit Objectives, Scope, and Methodology" and "Other Matters" sections of this report.

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1. After our audit, the agency changed its name to "Division of Occupational Licensure."
 2. Accela is a Web-based software suite that many government agencies use to automate processes and store data. DPL uses it to process license applications and renewals and store license information for its 29 boards.
 3. MyLicense Office is a license management software platform.

OVERVIEW OF AUDITED ENTITY

The Division of Professional Licensure's (DPL's) main office is at 1000 Washington Street in Boston. Established by Section 8 of Chapter 13 of the Massachusetts General Laws, DPL is an agency within the Office of Consumer Affairs and Business Regulation. According to DPL's website,

[DPL] is responsible for oversight of 28 boards of registration, as well as the Office of Public Safety and Inspections and the Office of Private Occupational School Education. Collectively, DPL boards and offices license and regulate more than 580,000 individuals, businesses, and schools to engage in over 150 trades and professions in Massachusetts.

Among the 28 boards of registration that DPL oversees are entities such as the Board of Registration of Home Inspectors, the Board of Public Accountancy, the Board of Registration of Psychologists, and the Board of Registration of Cosmetology and Barbering.

DPL's Office of Private Occupational School Education licenses and regulates all private occupational schools in Massachusetts. The Office of Public Safety and Inspections' (OPSI's)⁴ responsibilities include ensuring compliance with the Massachusetts Building Code (Title 780 of the Code of Massachusetts Regulations).

According to DPL's 2019 annual report,

DPL's mission is to protect the public health, safety and welfare by licensing qualified individuals and businesses to provide services to consumers, while ensuring the fair and consistent enforcement of licensing laws and regulations. DPL also seeks to promote consumer protection, a fair and competitive marketplace, and engage in education and outreach events.

This report also states that DPL generated more than \$53 million in revenue for the Commonwealth during fiscal year 2019 from licensing fees and other sources. For fiscal years 2018 and 2019, DPL received state appropriations of \$16,026,450 and \$17,838,394, respectively, to fund its activities.

DPL Background Check Processes

Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI) background check requirements and processes vary from license to license and board to board.

4. During fiscal year 2018, the Department of Public Safety merged into DPL and became OPSI.

To apply for a new license or renew a license from one of DPL's 28 boards of registration and its Office of Private Occupational School Education (collectively referred to herein as DPL's 29 boards), a person or business can complete a paper application and submit it to DPL; apply online through the Commonwealth's ePLACE Portal;⁵ or, if applicable, apply through a contracted vendor that a specific board of registration uses. Currently, nine of DPL's boards of registration use contracted vendors for various services, including preparing license application packages, administering licensing exams, and issuing licenses. DPL requires each license applicant to complete a CORI acknowledgment form to receive a license. After the applicant completes the CORI acknowledgment form and returns it to DPL, DPL sends the applicant information via a secure interface to the Department of Criminal Justice Information Services (DCJIS) iCORI⁶ Web-based system. DCJIS performs the requested CORI checks and returns the results to DPL, which enters them in its Accela database. Each board receives the results of its background checks and decides whether to issue licenses.

According to DPL management, DPL conducts a SORI check of all license applicants; it does not require an authorization from applicants to do this. Every week, DPL extracts license application data from Accela and sends it to the Sex Offender Registry Board (SORB). Also, once a month DPL extracts all licensee data from Accela and sends it to SORB, which performs a SORI check of each licensee.

According to DPL management, OPSI has 6 boards that represent 72 license types, as well as 13 license types with no board oversight. A person or business can apply for an OPSI license by either filling out a paper application and submitting it to OPSI or applying online using the OPSI licensing portal. DPL does not require a CORI acknowledgment form and corresponding CORI check for all OPSI's license applicants. It only requires a CORI check to be conducted for applicants for 9 of the 85 license types; for these 9 types, a CORI check is specifically required by either statute or regulation. To conduct a CORI check, OPSI personnel enter the applicant information in iCORI. When DCJIS returns the results, OPSI personnel save all the results in a desktop software application called Application Xtender. They also enter CORI information for specific license types in OPSI's MyLicense Office database. The OPSI boards use the results of CORI checks to determine whether to issue licenses.

5. The ePLACE Portal provides online public access to licensing, permitting, and certificate services such as license applications and renewals, payments for license applications and renewals, checks of license status, and filing of online complaints against licensees.

6. According to the DCJIS website, iCORI is "a service of the Commonwealth of Massachusetts [that] provides access to Massachusetts-only criminal offender record information."

AUDIT OBJECTIVES, SCOPE, AND METHODOLOGY

In accordance with Section 12 of Chapter 11 of the Massachusetts General Laws, the Office of the State Auditor (OSA) has conducted a performance audit of the Division of Professional Licensure (DPL) for the period July 1, 2017 through March 31, 2020.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Below is our audit objective, indicating the question we intended our audit to answer, the conclusion we reached, and where the objective is discussed in this report.

Objective	Conclusion
1. Did DPL conduct both a Criminal Offender Record Information (CORI) check and a Sex Offender Record Information (SORI) check for license applicants in accordance with the requirements of its application process?	Inconclusive; see <u>Audit Constraints</u>

We gained an understanding of the internal control environment in the areas we deemed significant to our audit objective by conducting interviews with DPL management and other staff members, performing a walkthrough of DPL's CORI and SORI check process for its Board of Registration of Cosmetology and Barbering, and reviewing DPL's internal control plan.

Audit Constraints

Section 9.12 of the United States Government Accountability Office's *Government Auditing Standards* states, "Auditors should . . . report any significant constraints imposed on the audit approach by information limitations or scope impairments."

We initiated this audit to determine whether DPL conducted CORI and SORI checks for license applicants in accordance with the requirements of its license application process. However, DPL could not provide us with the information we needed to meet this audit objective.

DPL primarily uses two software programs to track license applications and renewals and maintain CORI and SORI check information: DPL's 29 boards use the Accela software suite, and its Office of Public Safety and Inspections (OPSI) primarily uses a software application called MyLicense Office (MLO).

We were not able to determine whether DPL conducted CORI or SORI checks for all license applicants because the data in Accela and MLO were incomplete and inaccurate.

According to data in Accela, 61,720 unique individuals were granted licenses during the audit period; however, for 41,131 (67%) of these individuals, there was no CORI information in Accela. We also analyzed SORI information in Accela and determined that 25,918 (42%) of the 61,720 licensees did not have any such information. Further, the data in Accela were not defined correctly (e.g., date fields contained characters instead of numbers), which also compromised the integrity of the data.

According to data in MLO, OPSI issued 31,740 unique licenses during the audit period. Only 408 (1%) of the licensees had any CORI check information; 31,332 (99%) had none. As previously noted, OPSI only requires a CORI check for 9 of its 85 licenses. There is no field in MLO that indicates whether a CORI check is required. Because of this limitation, we could not determine how many of these 31,332 licensees should have had CORI checks.

We could not verify the total population of licenses issued by DPL's 29 boards and OPSI during our audit period. DPL officials told us they could not provide hardcopy records we needed to reconcile to the data in Accela and MLO to determine the accuracy and completeness of the information in these databases.

We attempted to reconcile the CORI data in Accela to data from the Department of Criminal Justice Information Services (DCJIS), which administers the Commonwealth's law enforcement information and criminal record systems and processes all requested CORI checks. DPL gave us a dataset that included all CORI checks conducted by DCJIS for DPL's 29 boards during the audit period. The dataset showed 71,147 individuals with unique names and birthdates (aliases were included, so there may be multiple records for any one person) for whom DCJIS had conducted a CORI check. However, we could not compare the information in the DCJIS dataset to the CORI information in Accela because the data did not contain a unique identifier for each entry, such as a Social Security number, that was common to both data sources and would allow us to perform this analysis.

DPL also gave us a dataset that included all CORI checks conducted by DCJIS for OPSI during the audit period. The dataset indicated that DCJIS conducted CORI checks on 1,784 unique OPSI license applicants during the audit period. The difference between CORI checks conducted by DCJIS (1,784 records) and CORI checks in MLO (408 records) was significant, but we could not reconcile the DCJIS dataset to the information in MLO because DPL officials told us that the results of some OPSI CORI checks were not stored in MLO but rather in other databases.

During our audit, we shared our concerns about the CORI and SORI data with DPL management, and management acknowledged the deficiencies we identified and agreed that the databases were unreliable for both DPL and OSA.

OTHER MATTERS

1. The Division of Professional Licensure should improve its administration of Criminal Offender Record Information and Sex Offender Record Information check processes for licensees and license applicants.

As previously noted, the Office of the State Auditor (OSA) could not apply all the procedures we considered necessary to reach a conclusion on our audit objective; however, while performing our audit work, OSA identified several issues with how the Division of Professional Licensure (DPL) administered its background check processes for license applicants and licensees. We believe these issues warrant management's attention.

a. DPL should establish internal controls over its background check processes.

DPL has not established adequate internal controls (i.e., policies and procedures) over any aspect of its background check processes. The following are examples of activities in DPL's background check processes for which there are no documented policies and procedures:

- how to enter/document Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI) results in Accela and MyLicense Office (MLO) and who is responsible for doing so
- how to monitor and ensure the accuracy and completeness of the information entered in Accela and MLO and any changes made to the information once it has been entered
- what process should be followed for collecting SORI data to be sent to the Sex Offender Registry Board (SORB) and retrieving data sent from SORB to DPL
- how to monitor and manage CORI and SORI results for internal reviews and signoffs.

We believe that to ensure that its background check processes are conducted consistently and documented properly, DPL management should immediately develop and implement policies and procedures for those processes.

Auditee's Response

DPL has taken a number of steps to establish internal controls over its background check process in order [to] address the recommendations in the draft audit report; specifically, these controls govern how information should be documented regarding CORI and SORI checks; how information should be transmitted to both the Department of Criminal Justice Information Services (DCJIS) and SORB; and, program integrity checks to ensure

the information and documentation is being done correctly. Finally, DPL will be centralizing both CORI and SORI checks into one background check unit, which will allow for monitoring and management of CORI and SORI information.

First, even prior to the start of the audit DPL had committed to hire a CORI counsel to lead and coordinate DPL's CORI processes across the agency. The position was posted in August 2020 and a CORI counsel was hired in December 2020. In this position, the CORI counsel has reviewed the policies in place for each DPL board that conducts a background check, to confirm those policies contain what is required by law and that they provide applicants and licensees with all necessary information to understand how they are being evaluated. In addition, the CORI Counsel is drafting CORI policies for [Office of Public Safety and Inspections, or OPSI] boards that will allow those entities to begin conducting CORI background checks prior to the issuance of a license. Such CORI policies must be adopted by the OPSI boards, bureaus, and other governing bodies that set licensing standards before they become effective.

Second, DPL has created and implemented standard operating procedures ("SOP") for conducting both CORI checks and SORI checks. The CORI SOP puts into writing what was already happening in practice, namely: what information is needed and how it is to be transmitted using the correct format; follow-up procedures when more information is required of an applicant based on a CORI check; how a CORI should be processed; and the proper safeguarding and destruction of CORI information consistent with applicable statutes. In addition, the CORI SOP establishes new procedures to ensure program integrity, including creation of new reports that will allow DPL managers to verify that licensing databases are timely and properly updated to show that a CORI check was conducted.

As part of the CORI SOP, on a quarterly basis, the CORI Counsel will audit a sample of licensees using data from Accela (the licensing database for the 29 boards) and non-Accela systems (OPSI licensing databases), along with reports from Department of Criminal Justice Information Services to ensure compliance with all stated procedures. The process will identify any areas of concern and provide opportunities for corrective action at quarterly intervals. The random sample from the Accela and non-Accela population will be checked against the completed CORI requests to ensure that the record was requested and provided. All reports will be in writing, so that there is a record of the escalation, and followed-up with an in-person communication.

Third, and as mentioned above, DPL has created a SORI SOP, which details the different roles and responsibilities in DPL regarding supervision of the SORI processes, collection of data from boards, submission of the SORI information, communication of the SORI results to relevant stakeholders, and management of program integrity measures and records related to the SORI Check. This follows and builds on the [interdepartmental services agreement] between DPL and the Sex Offender Registry Board that we signed in June 2020 that formalized the sharing of data between the two agencies. In order to maintain integrity and consistency with the SORI process, the SOP has established two confirmatory tests to be conducted on a quarterly basis. This first test will consist of a

review of records to confirm that the SOP has been followed by DPL staff. The second test will determine whether current protocols correctly identify registered sex offenders by submitting a mock SORB check request containing information which should result in a SORI match.

Fourth, DPL has been working with both of our licensing database vendors to modernize the tools available to DPL and the public they serve. Through our partnership with the Executive Office of Technology Services and Security, we are planning and executing three major upgrades to the Accela System. In addition, we are planning a health check analysis to assess gaps in our business and technology processes. We have been working with System Automation for the last year to upgrade our services.

Fifth, and finally, DPL is also in the process of [staffing] up a background check unit to be run by a newly hired Director of Background Checks. This position has been posted and DPL is actively reviewing candidates for this position. As noted above in the response to Recommendation No. 1a, DPL has already hired a CORI Counsel to support this work. Once established, the background check unit will centralize the CORI and SORI checks and establish one point of contact for the entire agency when CORI and SORI checks are submitted. The background check unit will review positive CORI or SORI hits against a particular board's criminal background check policies to ensure that applicants and licensees are being held to the same standard. This review will be communicated to that particular board for any required follow-up. The background check unit will update the licensing databases so there is a notation in the system that a CORI check has been conducted, and to ensure the consistency in the documentation of this information in those databases.

DPL appreciates the recommendations contained in the draft audit report regarding internal controls over background checks, which are in line with the changes the agency was working on before the audit began. These changes have formalized the collection and dissemination of data for both CORI and SORI and centralized these processes so that program integrity—including self-auditing—can be better managed.

b. DPL should assist the Office of Public Safety and Inspections in assessing whether its licensees should undergo CORI checks.

The intent of the CORI law is to protect populations from abuse. CORI checks are routinely required for candidates applying for many types of jobs, particularly ones where they could be expected to provide services to, or otherwise come into contact with, children, elderly people, or people with disabilities while unsupervised. As previously noted, the Office of Public Safety and Inspections (OPSI) only requires CORI checks of applicants for 9 of its 85 license types.

OSA believes that to better ensure public safety, DPL should create guidance for all OPSI boards and commissions to assist them in assessing the risk their licensees pose to vulnerable populations and creating standards for CORI checks.

Auditee's Response

Similar to other boards within DPL, applicants for an OPSI license are typically not required by law to have a CORI or SORI check prior to being issued a license. Individual boards may decide that such checks should be part of their application review, but those decisions are made at the board level since they enforce the standards for licensing in their respective professions. DPL does see value in CORI and SORI checks for OPSI licensees, and we will recommend that the OPSI boards and bureaus begin conducting those checks once the background unit is in place.

c. DPL should consider performing background checks of licensees when they renew their licenses.

Once DPL has performed an initial background (CORI and/or SORI) check of license applicants, it is not required by state laws, regulations, or its own internal policies to perform subsequent CORI or SORI checks of licensees. When licensees want to renew their licenses, they simply have to pay license renewal fees and provide required documents. As previously discussed, DPL does conduct periodic SORI checks for all licensees of its 29 boards, but not for any licensees of OPSI. In contrast, many state agencies conduct periodic background checks for individuals they employ or license. For example, the Department of Elementary and Secondary Education conducts CORI and SORI checks of educators when they renew their licenses. OSA believes that to better ensure public safety, DPL should consider performing periodic background checks of licensees when they renew their licenses.

Auditee's Response

Currently, there is not an across-the-board statutory requirement to conduct CORI checks on 580,000 individuals who are eligible to renew their license. At this time, DPL does not plan to implement such a process due to significant logistical and technological barriers. For example, if DPL staff were to run CORI checks on the nearly 180,000 to 200,000 licensees who renew each year, that would represent a nearly 500% increase in the number of CORI's run by the Agency each year, a process currently done manually, without the benefit of an automated [information technology] interface. Further, most DPL licenses are valid for two years; the permission forms received from license applicants to facilitate CORI at initial application are only valid for one year. To run a CORI at renewal for the population of licensees eligible to renew each year, DPL would need to request permission forms from each licensee, further complicating and lengthening the license renewal process. This may prevent otherwise qualified licensees

from timely renewing their licenses and potentially put them out of work. Finally, the Agency would need to hire a significant number of additional specially trained staff to process CORI permission forms, run CORI checks, and review those results.

In lieu of running CORI at renewal, DPL instead plans to continue its current practice of requiring licensees to disclose, through an attestation process already incorporated into the renewal process, that the licensee has reported all convictions to the board that issues their license. DPL's experience with this process has been that many licensees do inform the board at renewal of a recent criminal conviction, which allows the board to conduct necessary follow-up regarding that person's suitability to hold a license. However, to further supplement this process, DPL will institute a new practice of auditing a sample of licensees who renew each month. All licensees will be informed during the renewal process that DPL may check their attestation to ensure it is accurate, and that failure to disclose a criminal conviction will be independent grounds for discipline, including the revocation of the license.

Finally, as previously noted, DPL does conduct a monthly SORI check on the majority of its licensees and it is working to expand this to include the entire licensee population. This process ensures that DPL boards become aware of any licensee convicted of some of the most serious of crimes, as soon as that information is available. This allows DPL boards promptly and proactively to take action against licensees who truly pose a serious risk to the safety, health, and well-being of consumers.

d. DPL needs to ensure that license applicants are not issued licenses until DPL has obtained a satisfactory CORI report.

During our walkthrough of DPL's Board of Registration of Cosmetology and Barbering (BRCB) background check process, we found that BRCB used a contracted vendor to administer its licensing exams, issue licenses, and obtain CORI authorization forms from applicants. During our audit, we analyzed the licensing and CORI check data about BRCB's vendor and found that during our audit period, this vendor appeared to have issued 9,155 licenses before the applicants had passed CORI checks. As previously mentioned, during our audit period, nine of DPL's boards used a contracted vendor for various services, such as preparing application packages, administering exams, obtaining CORI authorization forms, and issuing licenses. However, DPL does not have a process that prohibits contracted vendors from issuing licenses before applicants pass CORI checks conducted by DPL. This control deficiency increases the risk of a vendor issuing a license to someone who may have a criminal record that should preclude him/her from obtaining the license.

DPL should establish policies and procedures that standardize the background check process for all of its boards and agencies that use vendors to perform their licensing-related activities so that no vendor can issue a license to an applicant before the applicant has passed a CORI check.

Auditee's Response

DPL has acknowledged that some applicants were issued licenses in the cosmetology profession by a DPL vendor before a criminal background check was conducted. DPL has worked with the vendor to change this process so that those applicants are now required to undergo a CORI check prior to the issuance of their license.

2. DPL should ensure that it has a compliant internal control plan.

In performing our audit work, we found that DPL's internal control plan (ICP) did not meet all of the requirements of the Office of the Comptroller of the Commonwealth (CTR). In its document *Enterprise Risk Management—Integrated Framework*, the Committee of Sponsoring Organizations of the Treadway Commission (COSO) defines enterprise risk management (ERM) as follows:

A process, effected by an entity's board of directors, management and other personnel, applied in strategy setting and across the enterprise, designed to identify potential events that may affect the entity, and manage risk to be within its risk appetite, to provide reasonable assurance regarding the achievement of entity objectives.

To comply with CTR internal control guidelines, an ICP must contain information on the eight components of ERM: internal environment, objective setting, event identification, risk assessment, risk response, control activities, information and communication, and monitoring. COSO guidance states that to be effective, all components of an internal control system must be present, be functioning properly, and be operating together in an integrated manner. In addition, CTR's *Internal Control Guide* requires that an ICP be updated as often as changes in management, risk level, program scope, and other conditions warrant, but at least annually.

DPL did not have an ICP for fiscal years 2018 and 2019. Further, its ICP for fiscal year 2020 was deficient: it did not address two of the required eight components, risk assessment and risk response. The lack of a compliant ICP impedes DPL from identifying vulnerabilities that could prevent it from achieving organizational goals and objectives and exposes it to heightened risks in its operations.

In OSA's opinion, DPL should ensure that it has a compliant ICP and should update its ICP whenever significant changes occur in objectives, risks, management structure, or program scope.

Auditee's Response

DPL has updated its Internal Control Plan ("ICP") for each of the last two fiscal years. However, to further strengthen its ICP and ensure that the plan is consistent with all requirements of the Comptroller's Guide to Internal Controls and the Committee of Sponsoring Organizations of the

Treadway Commission (COSO) framework, DPL has formed a standing Internal Control Board ("ICB"). The ICB, which consists of key DPL management staff and members of the Agency's Performance Management team, meets weekly and is currently reviewing the State Auditor's recommendations. The DPL ICB plans to issue an updated ICP for FY2022 that addresses all eight components of the Enterprise Risk Management approach, including risk assessment and risk response.

Auditee's Comment on Audit Constraints

The draft audit report correctly notes that DPL primarily uses two software programs to track license applications and renewals and maintain CORI and SORI check information: DPL's 29 boards use the Accela software suite, and OPSI primarily uses a software application called MyLicense Office (MLO). The draft audit report states that your office was "not able to determine whether DPL conducted CORI or SORI checks for all license applicants because the data in Accela and MLO were incomplete and inaccurate." . . .

We do acknowledge that neither the Accela nor the MLO licensing databases consistently record that a CORI was run on an applicant. CORIs are requested and reviewed manually, without an interface that automatically updates the databases when a CORI is run. As noted in the draft report, in some instances, a DPL user noted in the database that a CORI check was completed. But more often that information has not been entered into the database. While DPL is confident that CORI checks were completed for all applicants during the audit period, we also recognize that our licensing systems should capture the completed process. Therefore, going forward the licensing databases will be updated manually to indicate that a CORI was run.

APPENDIX

The Division of Professional Licensure (DPL) is a regulatory agency within the Office of Consumer Affairs and Business Regulation. DPL provides oversight for 28 boards of regulation and the Office of Private Occupational School Education. These boards, listed below, are referred to in this report as DPL's 29 traditional boards.

- Board of Allied Health Professionals
- Board of Registration of Allied Mental Health and Human Service Professions
- Board of Registration of Architects
- Board of Certification of Health Officers
- Board of Registration of Chiropractors
- Board of Registration of Cosmetology and Barbering
- Board of Registration of Dietitians and Nutritionists
- Board of Registration of Dispensing Opticians
- Board of State Examiners of Electricians
- Board of Registration in Embalming and Funeral Directing
- Board of Registration of Hearing Instrument Specialists
- Board of Registration of Home Inspectors
- Board of Registration of Landscape Architects
- Board of Registration of Massage Therapy
- Board of Certification of Operators of Drinking Water Supply Facilities
- Board of Registration in Optometry
- Board of State Examiners of Plumbers and Gas Fitters
- Board of Registration in Podiatry
- Board of Registration of Professional Engineers and Land Surveyors
- Board of Public Accountancy
- Board of Registration of Psychologists

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- Board of Registration of Real Estate Appraisers
 - Board of Registration of Real Estate Brokers and Salespersons
 - Board of Registration of Sanitarians
 - Board of Examiners of Sheet Metal Workers
 - Board of Registration of Social Workers
 - Board of Registration for Speech-Language Pathology and Audiology
 - Board of Registration of Veterinary Medicine
 - Office of Private Occupational School Education

DPL is also responsible for the oversight of the Office of Public Safety and Inspections (OPSI), which sets infrastructure safety standards across Massachusetts. OPSI oversees six boards and administers 85 license types, some of which do not have a board. Below is a list of OPSI's license types, listed under their associated boards (or "No Board" if applicable).

Amusement Advisory Boards

- Amusement Certified Maintenance Mechanic
- Amusement Device Inspector for Insurance
- Challenge Course / Climbing Wall Inspector
- Bungee Jumping Device Operator
- Large Inflatable Device Operator
- Small Inflatable Device Operator
- Amusement Device Operator

Board of Building Regulation and Standards

- Construction Supervisor (Unrestricted)
- Construction Supervisor (One- and Two-Family)
- Construction Supervisor (Specialty)
- Building Official
- Continuing Education Course Coordinator

-
- Manufactured Buildings Program—Manufacturer
 - Manufactured Buildings Program—Third-Party Inspection Agency

Board of Elevator Regulations

- Elevator Contractor
- Elevator Mechanic
- Elevator Operator

Bureau of Pipefitters, Refrigeration Technicians, and Sprinklerfitters

- Pipefitter Apprentice
- Pipefitter Journeyman
- Pipefitter Master
- Refrigeration Apprentice
- Refrigeration Technician
- Refrigeration Contractor
- Sprinkler Apprentice
- Sprinkler Journeyman
- Sprinkler Contractor

Recreational Tramway Board

- Recreational Tramway
- Chairlift Lift
- Skimobile Lift
- Multicar Aerial Passenger Tramway
- Two-Car Aerial Passenger Tramway
- Rope Tow
- Surface Lift
- Wire Rope Tow
- Fiber Tow

-
- Tubbing Tow
 - Carpet

Massachusetts State Athletic Commission

- Amateur Boxing Ringside Physician
- Amateur Boxing Timekeeper
- Boxing Judge
- Boxing Manager
- Boxing Matchmaker
- Boxing Professional
- Boxing Promoter
- Boxing Referee
- Boxing Second
- Boxing Timekeeper
- Boxing Trainer
- Federal Identification Card
- Kickboxing Amateur
- Kickboxing Judge
- Kickboxing Manager
- Kickboxing Matchmaker
- Kickboxing Professional
- Kickboxing Promoter
- Kickboxing Referee
- Kickboxing Second
- Kickboxer Timekeeper
- Kickboxer Trainer
- Mixed Martial Arts (MMA) Amateur

-
- MMA Judge
 - MMA Manager
 - MMA Matchmaker
 - MMA Physician
 - MMA Professional
 - MMA Promoter
 - MMA Referee
 - MMA Second
 - MMA Timekeeper
 - MMA Trainer
 - Ringside Physician
 - Ringside Scorer

No Board

- Motion Picture Operator
- Hoisting Engineer
- Security (Certificate of Clearance)
- Security (License)
- Theatrical Booking Agency
- Ticket Reseller
- Assumed Name Registration
- Public Warehouseman
- Sunday
- Raffles and Bazaars
- Carriage Horse Company
- Carriage Horse Driver Certificate of Competency
- Concrete Testing Laboratory