

Division of Professional Licensure

Fiscal Year 2007 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
Director 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 necessary 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 Daniel O'Connell
Executive Office of Housing and Economic Development

Director Daniel C. Crane
Office of Consumer Affairs and Business Regulation



Honorable Members of the General Court;

The Division of Professional Licensure took great strides forward in Fiscal Year 2007, including a first-time ever advancement in enforcement, successful implementation of new laws and critical adjustments to the Division's operations.

During this fiscal year, the Division launched a Fifty Oldest Cases Project designed once and for all to rid the Division of any final remnants of a disciplinary case enforcement backlog. As a result of the successful completion of this project, the Division for the first time ever had no backlog of old cases. This historic achievement was the result of a concentrated effort by numerous units within the Division.

Moreover, not only did the Division resolve its oldest cases, it contemporaneously improved its performance on all enforcement-related metrics. The number of disciplinary actions increased by 15%, while the average number of days that it took to close a case decreased by 7%. The number of inspections increased by 5%, from 4,424 to 4,653. In short, while disposing of its oldest cases, the Division still managed to do more work more quickly than the prior fiscal year.

The Division also continued to implement important new laws. One such law – the Division's Enforcement Law – gave the Division's various professional boards the authority to issue fines. The fines issued this fiscal year totaled \$209,591, up 21% from last year.

The Division also continued to implement the new Insurance Fraud Law in Fiscal 2007. Under this law, chiropractic and physical therapy facilities had to be licensed for the first time. During the fiscal year, the Division licensed some 100 chiropractic and physical therapy facilities. The Division also used funding provided under the new Insurance Fraud bill to increase health care related disciplinary actions by 24%.

The Division also began in FY07 to implement new steps to enhance its operational effectiveness. Chief among these were efforts to create a safer work environment for its employees and the institution of a program of self-audits designed to test the Division's own operating procedures.

Fiscal Year 2007 was marked by significant, even remarkable, achievements by the Division and its dedicated employees. Together we look forward to serving the public at the highest level of professionalism in the upcoming years.

Sincerely,

George K. Weber

About the Division

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 43 trades and professions regulated by 30 Boards of Registration, the continual updating of licenses for over 330,000 professionals, 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.

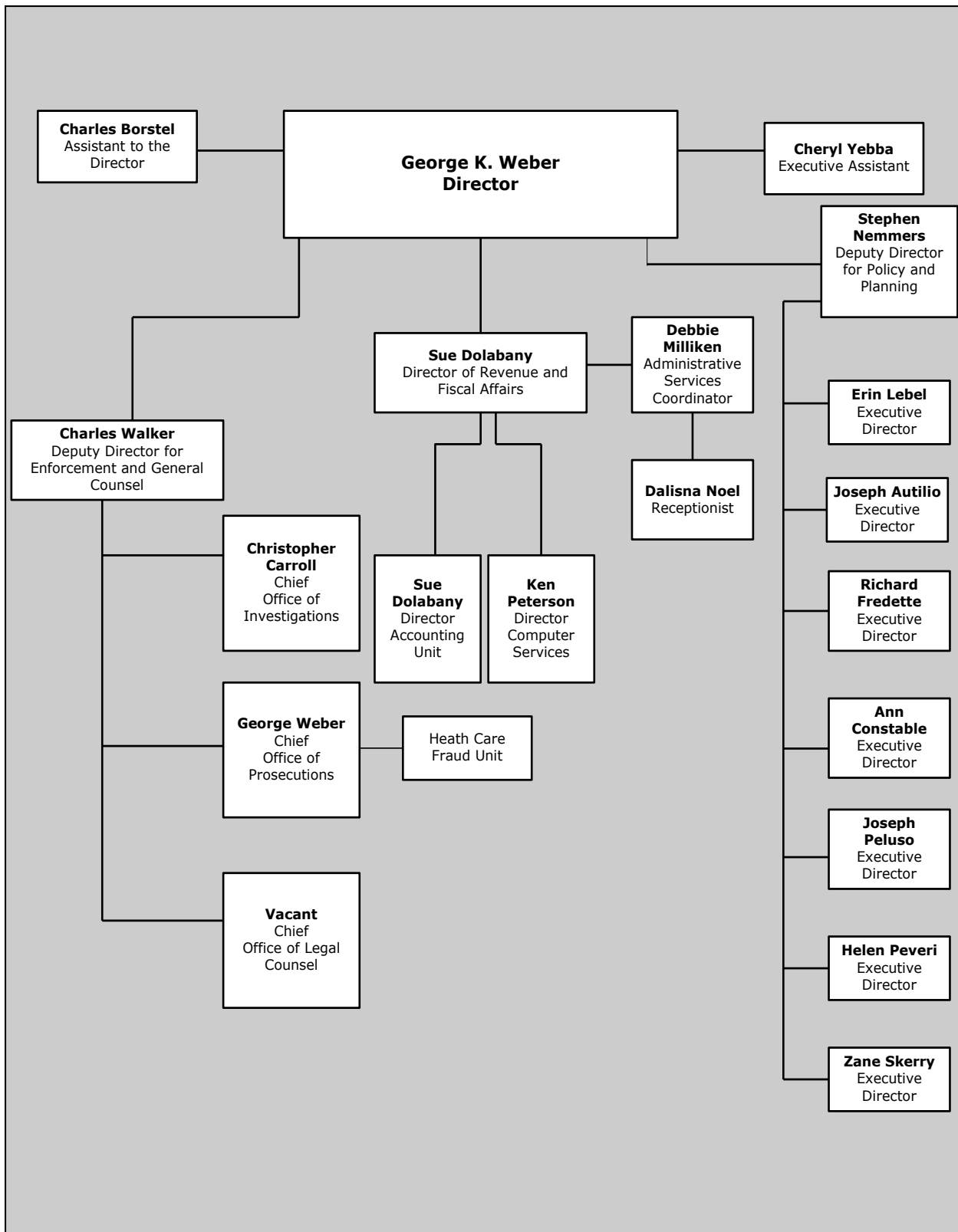
PRINCIPLES AND VALUES

- ◆ 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.



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.

Organizational Chart



Division Accomplishments

- ♦ Increased the number of complaints resolved by 11%.
- ♦ Increased the number of enforcement inspections by 23%.
- ♦
- ♦ Increased the number of disciplinary actions by 29%.
- ♦ Increased the total amount of fines by 49%.
- ♦ Increased the number of new business inspections by 27%.
- ♦ Established an on-line process for applying to become a Board member.
- ♦ Inspected 94% of all new businesses within 10 days of receipt of completed applications.
- ♦ Licensed 22,900 new professionals.
- ♦ Renewed 185,214 licensees.
- ♦ Met diversity in the workplace goals.
- ♦ Established an Outreach program for urban youths.
- ♦ Established an on-line list serve on our home page where consumers and licensees can sign up to receive information about DPL.
- ♦ Eliminated the sunset provision on our trust, which is a direct result of the accomplishments the Division has enjoyed over the years and the confidence the legislature has with the Division.
- ♦ Conducted random audits to ensure that the Division has only licensed qualified individuals, not applicants concealing convictions or other potentially disqualifying information.

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 and agencies. Computer Services also is responsible for DPL's network infrastructure, Voice over IP (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 VOIP telephone system. The Unit supports the agency telephone system by maintaining its user accounts and telephone set features. NSU also is 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, EDP is responsible for fulfilling requests for the agency licensee database.

Web Services Unit (WSU) - Responsible for maintaining the Division's Internet and Intranet sites. WSU 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 2007 Highlights

- **Social Security Number/Federal Employer ID Number (SSN/FID)** – The Division previously required licensees to provide their SSN/FID on the license renewal applications. The Division has reached a point where all of its active licensees have provided an SSN/FID. Therefore, the Division removed the requirement to provide the SSN/FID from the licensee renewal applications.
- **Infrastructure Upgrades** – The Division replaced its phone system with a VOIP to reduce long term costs and improve telephone service to its callers. The Division installed four Linux servers to support the Agency OAS-SIS application, which allows employees to better maintain licensee records.
- **Web Application Development** – The Division successfully migrated its web site to the www.mass.gov portal. The Division created a Board Member page for consumers to view Board members and apply for appointment to vacant Board seats. The Division's web site became 90% accessible to the disabled, with the remaining 10% to be completed in Fiscal Year 2008.
- **Sexual Offender Registry Board (SORB) Data Match Program:** The Division developed a data match service with the SORB to match its licensees against the list of Level 2 and Level 3 offenders in order to ensure that licensees have met all licensing requirements by reporting any criminal history to their respective Board.

General Administration

**Revenue Collection Per Board
for Fiscal Year 2007**

Architects	833,750.00
Allied Health Professionals	719,707.00
Barbers/Barber Shops	76,041.00
Chiropractors	314,196.00
Dispensing Opticians	70,763.00
Drinking Water Operators	23,573.00
Electricians/Fire Alarm Installers	1,830,304.00
Electrologists	23,263.00
Embalmers/Funeral Services	212,933.00
Engineers/Land Surveyors	242,236.00
Hairdressers/Salons	2,889,793.15
Health Officers	8,604.00
Landscape Architects	50,527.00
Optometrists	93,595.00
Plumbers/Gasfitters	612,520.00
Podiatrists	47,364.00
Psychologists	140,366.00
Public Accountants	1,440,374.00
Radio/TV Technicians	29,880.00
Real Estate Brokers/Salespersons	4,090,010.00
Sanitarians	23,476.00
Social Workers	1,418,324.00
Speech Language Pathologists/Audiologists	44,276.00
Veterinarians	295,244.00
Allied Mental Health Professionals	93,413.00
Real Estate Appraisers	435,358.00
Hearing Instrument Specialists	19,220.00
Home Inspectors	20,222.00
Dietitian/Nutritionists	72,306.00
Fines - All DPL Boards	325,742.00
Directors Acct./Misc.	59,702.14
DPL Totals	16,557,082.29

General Administration

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 lock box 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 2007 Highlights

- ♦ Implemented new fee categories and revenue collection process for two new type classes of licenses. They are Allied Health facilities and Speech Language Pathologist and Audiologist assistants.
- ♦ The Administration and Finance fee process was completed, and computer programming and accounting ledgers were updated to record the new fees by type class. The Allied Health Board's new type class is part of the Insurance Fraud Act. All accounting ledgers were updated with the correct fee collection information for proper tracking and transfer of funds to the Division Trust Fund.

Licensees by Board

Board	FY06	FY07	change	% change
Accountants	14,469	14,840	371	2.56%
Allied Health	18,273	19,099	826	4.52%
Allied Mental Health	5,466	5,815	349	6.38%
Architects	6,075	6,208	133	2.19%
Barber Shops	1,404	1,372	-32	-2.28%
Barbers	4,461	4,856	395	8.85%
Chiropractors	2,145	2,117	-28	-1.31%
Cosmetologists	59,330	60,922	1,592	2.68%
Dietitians and Nutritionists	1,956	2,030	74	3.78%
Dispensing Opticians	1,820	1,759	-61	-3.35%
Drinking Water Operators	4,231	4,520	289	6.83%
Electricians	33,607	34,688	1,081	3.22%
Electrologists	792	815	23	2.90%
Embalmers/Funeral Services	2,564	2,592	28	1.09%
Engineers and Land Surveyors	16,262	16,089	-173	-1.06%
Fire Alarm Installers	2,692	2,776	84	3.12%
Funeral Establishments	637	663	26	4.08%
Gas Fitters	2,946	3,124	178	6.04%
Hair Salons	8,817	8,003	-814	-9.23%
Health Officers	130	122	-8	-6.15%
Hearing Instrument Specialists	155	122	-33	-21.29%
Home Inspectors	604	534	-70	-11.59%
Landscape Architects	801	791	-10	-1.25%
Optometrists	1,484	1,489	5	0.34%
Plumbers	23,588	25,605	2,017	8.55%
Podiatrists	569	564	-5	-0.88%
Psychologists	5,183	5,179	-4	-0.08%
Radio/Television Technicians	1,193	1,116	-77	-6.45%
Real Estate Appraisers	4,470	3,879	-591	-13.22%
Real Estate Salespersons and Brokers	84,046	82,995	-1,051	-1.25%
Sanitarians	403	385	-18	-4.47%
Social Workers	21,599	20,498	-1,101	-5.10%
Speech-Language/Audiology	4,497	5,043	546	12.14%
Veterinarians	2,605	2,675	70	2.69%
Total	339,274	343,285	4,011	1.18%

License Renewals by Board

Allied Health	12,591
Architect	6,294
Barber	55
Barber Shops	5
Accountants	7,275
Chiropractors	3,997
Dispensing Opticians	1,253
Electricians	34,668
Embalmers	2,544
Electrologists	810
Fire Alarm Systems Technician	2,777
Cosmetology	30,567
Hearing Instrument Specialist	160
Health Officers	130
Hair Salons	9,032
Landscape Architects	811
Dietitians and Nutritionists	596
Optometrist	1,515
Podiatrists	573
Real Estate Appraisers	1,514
Real Estate Brokers and Salesperson	42,788
Sanitarians	407
Social Workers	20,975
Radio and Television Technicians	1,193
Veterinarians	2,684
Total	185,214

Consumer Outreach and Communications

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/press.htm. In addition, 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.

SPEAKERS BUREAU

Consumer organizations, schools, government agencies, professional organizations, and interest groups can request that a representative from the Division address an upcoming seminar, dinner, meeting, or other event. The Division offers a host of professionals prepared to speak on numerous subjects of concern to consumers involving the Boards of Registration and the Board's licensed professionals. More information and a Speaker Request Form are available on the Division's website at www.mass.gov/dpl/consumer/speakersbureau.htm.



CONSUMER TIPS

Each month, the Division updates the website with a "Consumer Tip of the Month," which allows the Boards to impart their expertise to the consumer throughout the calendar year. Many of the tips are topical and pertinent to the particular time of year. To view the "Consumer Tip of the Month," go to www.mass.gov/dpl/current/tip/tipintro.htm. Topics covered this fiscal year included, "Protect your eyes during the Summer" and "Preparing for Tax Season."

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 any disciplinary action has 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 2007, the Division's web site received over 14 million requests for a license search.

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 Office of Prosecutions.

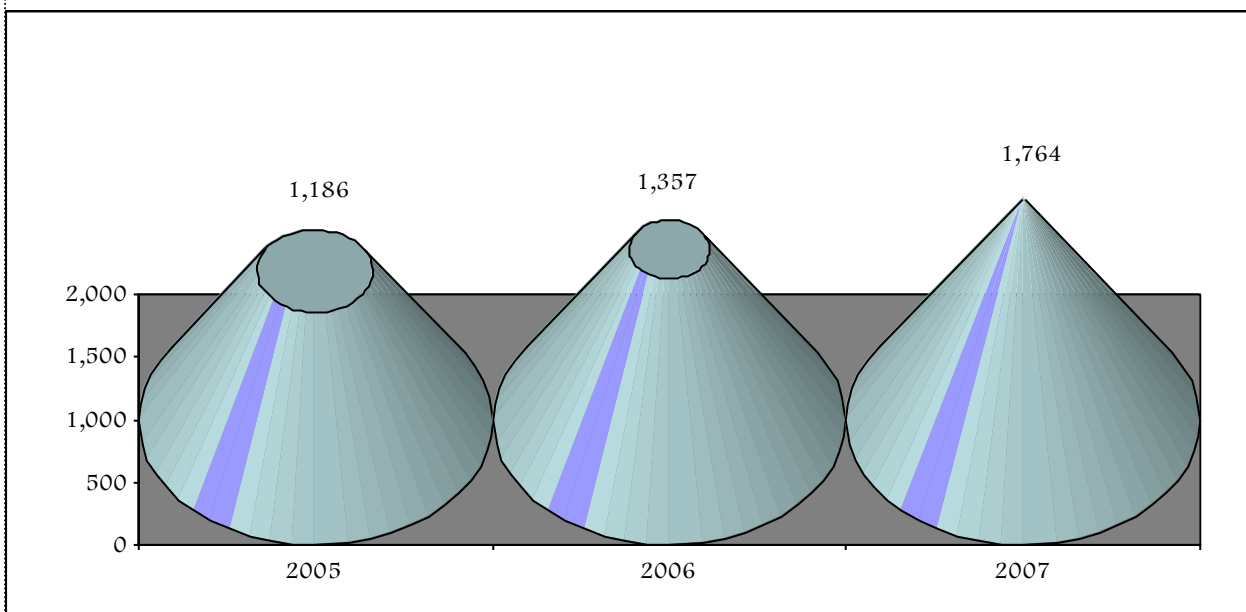
The members of the Enforcement Units assure that the public is protected by assisting the Boards in identifying and investigating professional misconduct, settling consumer complaints, and imposing discipline on unethical, incompetent, or unprofessional licensees.

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
Reprimands	14	17	24
Voluntary Surrenders	14	25	71
Censures	2	1	0
Suspensions & Stayed Suspensions	184	155	185
Probations	51	49	56
Revocations	92	87	105
Fines	829	1,023	1,307
Total	1,186	1,357	1,764

Disciplinary Actions, FY 2005-FY 2007



Enforcement

OFFICE OF INVESTIGATIONS

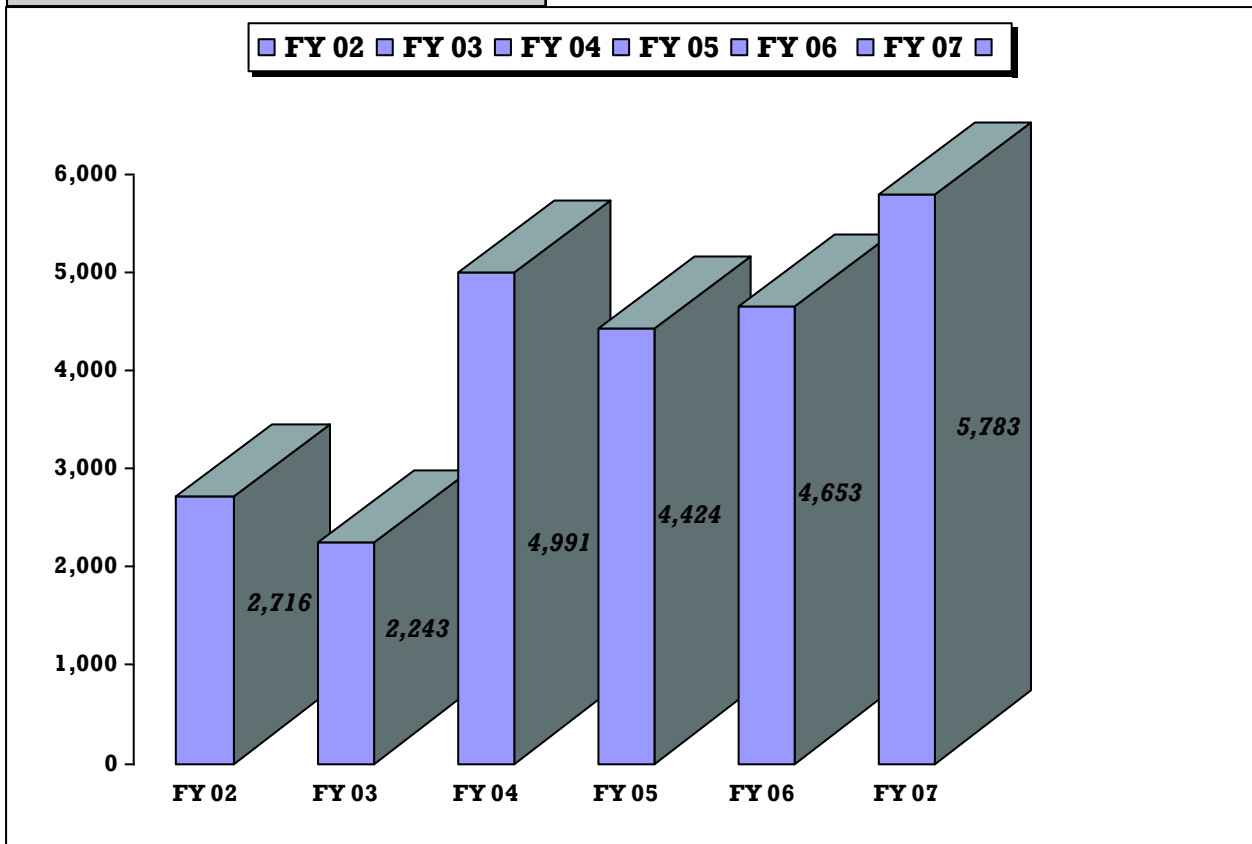
The Office of Investigations (OI) provides the Division's front line of consumer protection. The formal consumer complaint process is initiated with this Office. Investigators handle hundreds of telephone calls per week, assisting consumers in determining the disciplinary status of licensees, filing 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.

ACCOMPLISHMENTS

- ◆ The OI continues to work with Massachusetts agencies, out-of-state agencies, and federal agencies in the area of enforcement of many high profile cases. The Division developed the following new contacts in FY '07: U.S. Social Security Inspector General, U.S. HUD Inspector General, U.S. Health and Human Services Inspector General, U.S. Department of Labor, the MA Department of Labor and Occupational Safety, and the New Hampshire District Attorney's Office. The OI is always receptive to intergovernmental cooperation in its pursuit of consumer protection.
- ◆ OI conducted 5,783 inspections of the licensees and their facilities for the 37 Boards of Registrations.
- ◆ OI investigated all licensure applications of licensees who falsely stated "No" to the question of whether they had ever been convicted of a crime in Massachusetts. OI Investigators obtained certified convictions of the crimes from courts in the Commonwealth to prove that individuals had in fact been convicted of crimes. End result discipline was taken against these individuals.
- ◆ The OI has made great strides to assist all its licensees who have applied for a Cosmetology and Barber shop license. Once the application has been approved by the Board, the inspectors are charged with inspecting that facility within 10 business days.
- ◆ Real Estate Investigators swept more than 100 real estate offices in the Commonwealth checking escrow accounts and authenticating whether offices, where required, held valid corporate licenses. When unlicensed OI aided in the corporate licensure process.
- ◆ OI remains diligent in its mission to provide a safer environment in all veterinarian clinics. Investigators inspect each facility in the Commonwealth to ensure that consumers and animals are receiving appropriate services in professionally acceptable settings.

Inspections



Inspections by Board

Boards	Existing	New	Total
Allied Health	105	0	105
Barber Shops	507	155	662
Chiropractor	134	0	134
Dispensing Optician	25	0	25
Funeral Establish-ments	211	3	214
Electrologists	3	14	17
Hair Salons	3,126	1,333	4,459
Optometrists	33	0	33
Real Estate	82	0	82
Veterinarians	53	0	53
Total	4,279	1,506	5,783

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 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 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 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.

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 2007, the Office of Prosecutions resolved over 2,500 cases. Disciplinary action imposed included, among other things, the imposition of administrative penalties amounting to almost \$315,000.

The Office of Prosecutions includes a Health Care Fraud Unit ("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 calendar year 2007, the HCFU, based on complaints from insurance companies and from the Insurance Fraud Bureau, successfully prosecuted 21 individuals. This is an increase of 24% from calendar year 2005. Moreover, using the new investigative resources available as a result of funding provided under Chapter 464 of the Acts of 2004, the number of new enforcement cases expanded greatly during the past calendar year. As a result, more than 252 cases are currently in prosecution. This is an increase of 142% over calendar year 2005.

Complaint Data

BOARD	COMPLAINTS RECEIVED	COMPLAINTS RESOLVED
Allied Health	88	54
Allied Mental Health	15	22
Architects	22	9
Barbers (BR)	94	97
Barber Shops (BS)	96	89
Certified Public Accountants (CA)	46	31
Chiropractors	130	85
Cosmetologists	403	367
Cosmetology Shops	629	611
Dispensing Opticians	8	17
Drinking Water	249	148
Electricians	290	138
Fire/Burglar Alarms	5	8
Electrology	0	0
Embalmers/Funeral Dir.	61	51
Engineers/Land Surveyors	47	32
Funeral Establishment	6	5
Health Officers	1	1
Hearing Instrument Ex.	5	3
Home Inspectors	33	44
Landscape Architects	2	1
Nutritionists & Dietitians	1	1
Optometry	24	26
Plumbers	227	171
Gas Fitters	5	7
Podiatry	12	12
Psychologists	34	50
Radio/TV Technicians	4	7
Real Estate Appraisers	32	29
Real Estate	291	261
Sanitarians	4	2
Social Workers	85	77
Speech Lang/Audiology	9	6
Veterinary Medicine	66	57
TOTALS	3,023	*2,517

* includes resolution of complaints received in a previous fiscal year

Administrative Penalties

Board	Licensees Fined	Amount of Penalties
Allied Health	31	\$ 5,500
Architect	2	\$ 100
Barber	43	\$ 6,300
Barber Shops	63	\$ 12,700
Chiropractors	38	\$ 4,950
Dispensing Opticians	5	\$ 4,000
Drinking Water Operators	66	\$ 6,400
Electricians	47	\$ 19,900
Embalmers	21	\$ 6,500
Fire Alarm Technicians	3	\$ 1,100
Funeral Establishments	2	\$ 900
Gas Fitters	4	\$ 5,000
Cosmetologists	296	\$ 42,500
Home Inspectors	6	\$ 9,000
Hair Salons	527	\$ 102,400
Optometrists	7	\$ 11,900
Plumbers	21	\$ 7,600
Psychologists	6	\$ 43,100
Real Estate Appraisers	7	\$ 12,700
Real Estate Brokers & Salespersons	1	\$ 1,000
Speech/Language & Audiologists	5	\$ 1,500
Social Workers	35	\$ 6,100
Radio and Television Technicians	3	\$ 300
Veterinarian	18	\$ 3,500
Total	1,257	\$ 314,950

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 37 Boards of Registration within the Division govern more than 43 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



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 Matrondola, 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

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 make 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.

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.

Number of Licensees:

2,639 total licensees; 1,852 Licensed Metal Health Counselors; 351 Licensed Marriage and Family Therapists; 228 Educational Psychologists; 208 Rehabilitation Therapists.

Accomplishments:

In May 2007, the Board adopted a Policy that more clearly defines the course content required for the ten course areas that must be met by all applicants for the LMHC. LMHC Board members worked diligently with staff to create this Policy and then to ensure that it was widely distributed to all relevant schools in the Commonwealth.

The Board, after reviewing the current Continuing Education Regulations, voted to institute a Policy to clearly stipulate that no more than 50% of continuing education may be from distance learning or on-line programs.

The Board reviewed and updated all previously adopted Policies and decisions and compiled all the information into one document that will be updated regularly by Board staff.

Special Recognition:

In October 2006, the Board welcomed new public member, Michael Coughlin.

Board member Terry Davis was honored by the Massachusetts School Psychologists Association with its Life Time Achievement Award.

Future or Ongoing Initiatives:

During this past year, the Board began working on a Policy regarding on-line therapy/ tele-practice. The Board will continue to look at how other Boards and states handle this topic.

The Board also will continue to look at additional ways to streamline the application process for LMHCs, as well as how best to assist schools in their understanding of the Educational Requirements for this license.

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 in accordance with the statutes. The Board establishes the conditions and qualifications required for architectural registration and determines eligibility for admission to examinations. It also 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.

Number of Licensees:

6,208

Accomplishments:

The Board has worked with the NCARB to ensure a smooth transition to direct registration.

The language that the Board designed for emeritus status has helped with the filing of legislation. This proposed legislation would grant emeritus status.

Awards:

Peter Steffian received the Presidents' Medal for creating the NCARB prize for the Creative Integration of Practice in the Academy.

Special Recognition:

Peter Steffian; Director, National Architectural Accrediting Board (NAAB), NCARB committee on Governance Task Force, Chair of the NAAB Accreditation Team
Board of Trustees at Buckingham Brown & Nichols
Doug Engebretson; 1st Vice President/President Elect of NCARB, Member of Board of Directors at NCARB, Chairman of the NCARB Communication Task Force, Regional Chair of the Committee
Stephen Schreiber; Architect Board member, Elected Vice President/President-elect of Tau Sigma Delta, Former President of Association of Collegiate Schools of Architecture

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-60O

Board Members

Douglas Engebretson,
Chair

Margo Jones,
Secretary

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.

Number of Licensees:

Barbers 4,868 Barber Shops 1,419 Total 6,287

Accomplishments:

Executive Director Zane Skerry was inducted into the Barber Hall of Fame and received national recognition and an award. She is the first woman to receive this accolade.

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



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.

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

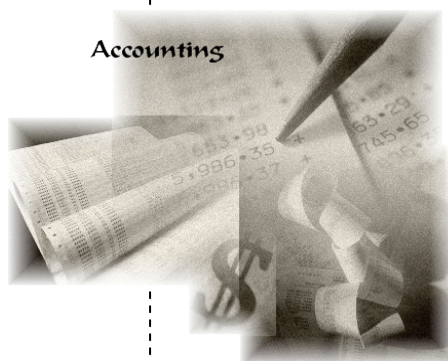
Number of Licensees:

19,099

Accomplishments:

The Board finalized the complaint process and inspections forms to allow investigators to inspect all Physical Therapy facilities.

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-E½ 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 education 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 consumers are rendered in accordance with all applicable professional and ethical standards, laws, 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.

Number of Licensees: 14,840

Accomplishments:

The Board amended its regulations 252 CMR 2.01 and 2.07. The purpose of these changes was to amend the education requirements to allow CPA candidates to sit for the CPA exam with less education than required for certification. After conducting extensive analysis and investigation into the reduced number of CPA candidates entering the profession since 2002, the Board concluded that the imposition of the 150 semester hour education requirement burdened CPA candidates with the responsibility of completing additional education subsequent to earning their bachelors degrees.

With these amendments, candidates with bachelors degrees can begin the exam process after graduating. Candidates then have three years from the date they pass the final portion of the examination to complete the 150 semester hour education requirement. This relaxation allows candidates to take the test and continue their education in the same process. It also relieves the pressure of financial constraints as the candidates may work immediately after graduating with a bachelors degree rather than waiting one to two years before sitting for the first part of the CPA exam. Industry and CPA candidates united in support of this rule change.

Special Recognition:

CPA Member Patricia Smith participated in the NASBA Annual Convention in both 2006 and 2007 and has become the Board's liaison to this national organization. R. Ann Constable, the Board's Executive Director, attended the 2007 convention and will participate in future NASBA functions.

Ongoing Initiatives:

The Board will amend its rules and regulations where necessary to comply with the Mobility Legislation subject to its passage into law.

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 Administry 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. 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.

Number of Licensees:

2,137

Accomplishments:

The Board reformed the chiropractic peer review guidelines. The goal is to establish a level playing field between treating chiropractors and chiropractor peer reviewers. Peer review also plays an important role in improving the quality, accessibility, and affordability of chiropractic care.

Special Recognition:

Dr. Shilts attended the Federation of Chiropractic Licensing Boards (FCLB) annual meeting in St. Louis, Missouri as the Massachusetts delegate. The FCLB is comprised of the fifty U.S. licensing bodies, as well as representatives from the Canadian Provinces, Australia, Mexico, and other foreign countries. At this meeting, Dr. Shilts gave a formal presentation on "Documentation and Recordkeeping" standards.

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.

Number of Licensees:

60,992

Accomplishments:

The Board has revised the practical exams for Cosmetology, Aesthetics, and Manicuring.

The Board has implemented a system of issuing consecutive license numbers to ensure all licenses are added to our mainframe on a regular basis.

The Board has a representative who was appointed to the Medical Task Force. This task force was formed to address the issues of services that are being provided but are not currently being regulated.

Special Recognition:

Karen Bonney

- Member of the Portfolio Committee and the Vocational Framework Committee for projects with the Department of Education.
- Member of the Massachusetts Teachers Association

Kathryn Cochrane

- Volunteer for the Massachusetts Department of Social Services Foster Care Review
- Member of the Woman's Friend Society, Salem
- Member of the Massachusetts Chapter of the National Association of Social Workers (NASW)

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 and 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 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.

Number of Licensees: 1,717

Accomplishments:

The Board again conducted random Continuing Education Audits this fiscal year. The audits generally resulted with an approximate failure rate of 10%. Those who were found to be non-compliant generally had completed continuing education, but the programs did not meet the standards set forth in the Regulations and clarifying policy on CEUs. Non-compliant licensees worked with the Board to fulfill their deficiencies.

The Board, after receiving its first few requests for reinstatement of licenses that have been expired for more than five years, began working on the development of a Policy regarding the requirements that must be met by these former licensees. The Board agreed that the regulations are not explicit enough with regard to this type of reinstatement, and thus clearer requirements are warranted.

Special Recognition:

The Board welcomed two new Board Members, Lorraine Dox and Karen Cawrse.

Chairman Peter Gazzilo was honored when the program he developed and runs, "Operation Better Start," was given the Award of Excellence from the Director of the National Institutes of Health.

Future or Ongoing Initiatives:

The Board will continue to work with Board staff and Board counsel on the appropriate requirements for the Reinstatement Policy.

The Board also is diligently working to recruit new Board members. The Board staff has compiled a list of licensees who meet the criteria set forth in the statute. With the help of the Board, a few potential candidates have been identified.

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.

Number of Licensees:

1,473

Accomplishments:

The Benjamin Franklin Institute of Technology in Boston was approved to educate Opticians.

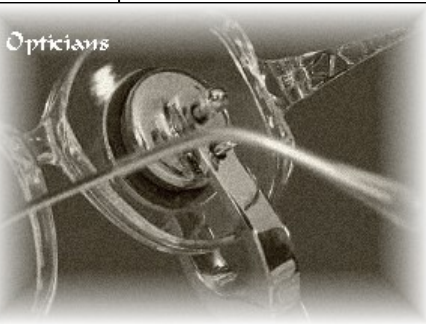
New regulations are being enforced which require lapsed licensees to re-take exams and pay fines.

Special Recognition:

The Board would like to recognize the late George Bourque of OAM, for his many contributions to the profession.

Future or Ongoing Initiatives:

The Board is beginning to work on guidelines with the Department of Corrections to establish an Optician program in the prison system.



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

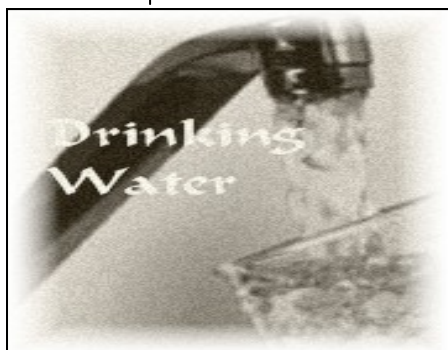
Daron Kahn,
Chair

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.

Number of Licensees:

4,520

Accomplishments:

The Board completed a 100% continuing education audit. This audit will ensure all licensees are compliant before the next renewal cycle.

The Board has negotiated a contract to implement computer based testing.

Special Recognition:

Robert Hoyt is a current ABC representative.

James Deming is a member of the Board of Directors for Massachusetts Waterworks Association.

Future or Ongoing Initiatives:

The Board will review and discuss the possibility of an inactive status of licensure.

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 ©, 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.

Number of Licensees: 34,688

Accomplishments:

The Board members, through the Executive Director, assisted in the development of new regulations regarding carbon-monoxide protection for commercial properties. See CMR 527.31.

The Board members, through the Executive Director, assisted the BFPR in the development of its regulation of the 2008 NEC/Massachusetts Electrical Code. See 527 CMR 12.00.

The Board, in conjunction with the Division, established a CORI review process for all applications for examination, effective June 2007.

The Board has implemented a Policy and Procedure Available at our website. See <http://www.mass.gov/dpl/boards/el/press.htm>

The Board implemented a web link for local Inspectors of Wires.

Future or Ongoing Initiatives:

The Board is evaluating temporary agencies and trade school apprentice training programs with on-site training.

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

Continued

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 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 Nicholas,

Public Member

Number of Licensees:

815

Accomplishments:

The Board conducted 100% audit of continuing education credits.

The Board has a representative that was appointed to the Medical Task Force as it relates to innovative treatments for consumers. This task force has met for several months and is drawing to a close. The Board has been instrumental in submitting sound recommendations.

Future or Ongoing Initiatives:

The Board will work to implement the recommendations of the Medical Task Force.

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.

Number of Licensees: 15,185 Professional Engineers; 1,084 Professional Land Surveyors.

Accomplishments:

Regulatory changes promulgated this fiscal year include the requirement of a NCEES Principles and Practices examination for all applicants applying with 20 years of experience, as well as the requirement that applicants applying for licensure in a discipline that does not have a NCEES examination pass a Board specified NCEES examination in a related discipline.

The Board, in conjunction with Board Counsel, has spent considerable time on the drafting of a Policy regarding the use of the title "Engineer" in the Commonwealth. A final draft of this Policy was agreed upon by the Board and will be published for public comments before being officially adopted.

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

Special Recognition:

Board member Ronald Willey and several others members of the Ichthyologists (the Boston Section of the American Institute of Chemical Engineers, or AIChE) were recognized for their vision, leadership, and success in redesigning the Boston Local Section to make it a true model for twenty-first century AIChE local sections.

Ron competed in the annual Chem-E-Car competition, which is a contest for Chemical Engineering students to build and operate a model car that runs on a chemical reaction. Ron was the leader of the team whose work resulted in the reduction of the number of safety incidents to zero over the past two years. Ron also was presented the Bill Doyle Award for "The Best Paper and Presentation at the 2006 Loss Prevention Symposium," on April 26, 2006 in Orlando, Florida.

Future or Ongoing Initiatives:

The Board will be hosting the 2008 NCEES N.E. Zone meeting. This event generally draws multiple representatives from the 13 states and the District of Columbia that comprise the NE zone. The Board will be instrumental in orchestrating several key aspects of this meeting as the Host state.

The Board is also undertaking the task of re-drafting 250 CMR in its entirety. An outside committee assembled a draft of proposed changes, which the Board will be taking under advisement as they work on this daunting task.

Embalmers and Funeral Directors



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.

Number of Licensees:

Embalmers, 2,592; Funeral Establishments, 663

Accomplishments:

The Board is currently updating its rules and regulations.

The Board held several continuing education seminars throughout the state regarding pre-need regulation updates.

Special Recognition:

David Brezniak is the Executive Director of The National Independent Jewish Funeral Directors of America.

Edward Mazur is the Pursuit of Excellence winner of the National Funeral Directors Association.

He is the First Jeremiah Millbank Recipient for the Ludlow Community Center Randall Boy's and Girl's Club and recognized by the Boy's and Girl's Clubs of America.

He was the presenter at the 2007 National Funeral Directors annual convention.

He is the distinguished alumni for Holyoke Community College of Holyoke, Massachusetts.

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

David Brezniak,
Chair

Edward Mazur,
Member

Kim Pineau,
Secretary

James McWilliams,
Member

Judith McCarthy,
Public Member

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 Feeney,
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.

Number of Licensees: 122

Accomplishments:

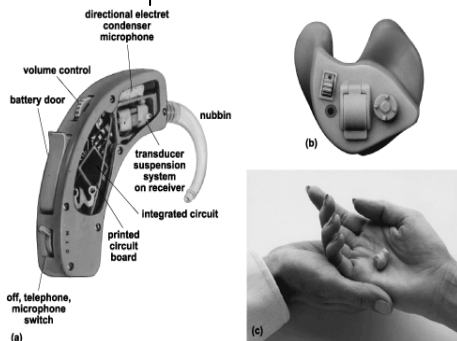
The Board conducted a random audit of continuing education during this fiscal year. Although some responses were delayed, all licensees were able to document their compliance.

The Board voted to once again bestow the Olive Taylor award to the Certified Health Officer deemed to have obtained the highest examination score since the last award was given. It was agreed that Derek Fullerton will be presented the award at the Annual meeting of the Massachusetts Health Officers Association.

Future or Ongoing Initiatives:

The Board continues to look at the ways in which it can increase awareness and interest in Health Officer Certification.

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 in accordance with the statutes.

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

Number of Licensees:

151

Accomplishments:

Licensees were audited for continuing education compliance.

Regulations were promulgated.

Future or Ongoing Initiatives:

Ascertain more specific information regarding mail order hearing devices.

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 the home inspectors in accordance with the 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.

Number of Licensees:

533

Accomplishments:

The Board promulgated regulations and implemented a Home Inspector's seal and a policy regarding relocation inspections.

Future or Ongoing Initiatives:

Create educational program for Associate Inspections.

Landscape Architects



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 in accordance with the statutes.

Number of Licensees:

791

Accomplishments:

The Board updated the exam administered to applicants for licensure.

Future or Ongoing Initiatives:

The Board will evaluate the possibility of enabling a title and practice act.

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

Optometrists



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.

Number of Licensees:

1,550

Accomplishments:

The Optometry Board worked closely with the Registry of Motor Vehicles (RMV) Medical Advisory Board to determine the most comprehensive eye exams for acquiring and renewing a driver's license.

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

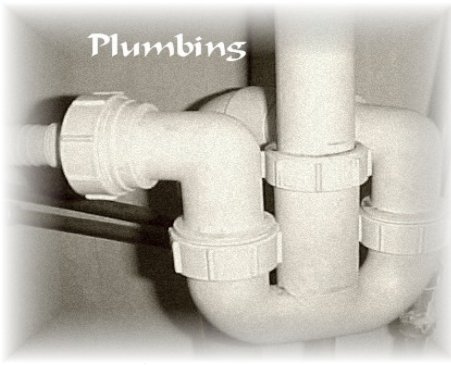
Scott D. Peterson, Esq.,

Public Member

Neil I. Schram, O.D.,

Member

Plumbers and Gas Fitters



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.

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 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.

Number of Licensees:

Plumbers 25,605; Gas Fitters 3,124.

Accomplishments:

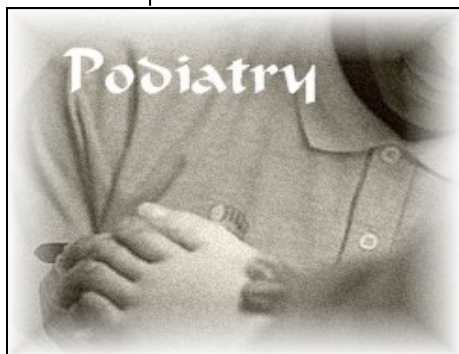
The Board has added a new section to the code, which addresses the following: education and experience standards and requirements for licensing; Mandatory Continuing Education (MCE) requirements for Master and Journeymen Plumbers, Master and Journeyman Gasfitters, and Undiluted Liquefied Petroleum Gas Installers; education hour and course content requirements to be administered by public, private, proprietary, or other occupational trade schools; qualifications and requirements for mandatory continuing education providers and instructors; and application requirements and examination administration.

The Board accepted emergency regulation change NSF-61 regarding the lead content allowed in materials used in the potable water systems.

The Board implemented a Policy that will result in a regulation change regarding the venting of gas equipment.

In order to expedite its product approval process, the Board is approving products in the office.

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.

Number of Licensees:

574

Accomplishments:

The Regional American Podiatry Society (APS) met with the Board to discuss record reviews for patients they treat. In addition, discussions included guidelines for care of patients who have been diagnosed with diabetes.

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

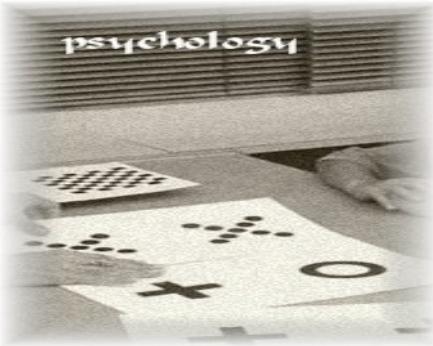
Leroy J. Kelley, III, D.P.M.,
Chair

Raymond Murano, D.P.M.,
Secretary

Kenneth Leavitt, D.P.M.,
Member

David Campbell, M.D.,
Physician Member

Psychologists



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 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.

Number of Licensees: 5,179

Accomplishments:

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, as well as participation in criminal proceedings.

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

Program Coordinator Dr. Karen Schwartz delivered a colloquium at Boston University’s Clinical Psychology doctoral program on Professional Licensure.

The Board met with the Massachusetts Psychological Association to hear their concerns regarding psychopharmacology recommendations and Board policy on this issue.

The Board submitted comments on the American Psychological Association’s proposed changes in residency requirements for doctoral programs.

The Board continued its role in providing guidance to doctoral programs with questions about their curriculum and its alignment with licensure requirements.

Special Recognition:

Board member Mary Walsh, Ph.D., the Kearns Professor of Urban Education and Innovative Leadership at the Lynch School of Education at Boston College, was awarded a significant grant to further her work in the Boston College Center for Child, Family, and Community Partnerships, which joins the resources of the schools of education, law, social work, nursing, and management in community collaborations that enhance the academic and healthy development of youth in the Boston Public Schools.

Continued

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

Psychologists

Board member Carmen Brenes Jette, Ph.D teaches a 2-day continuing education program entitled “Foundations in Cross Cultural Behavioral Health” through the Harvard Pilgrim Health Care Foundation’s Institute for Linguistic and Cultural Skills. This program teaches an innovative approach to improving clinical skills in working with diverse clinical populations who may need assistance with a wide variety of emotional and mental health issues.

Future or Ongoing Initiatives:

The Board has continued to work on improving consumer and licensee awareness of Board policies, and it posted several on its web-site. The Board also is currently developing additional information for licensees regarding practice issues, which will be posted on the web site.

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.

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 Chalakis,
Vice Chairman
Rene Fagnant,
Secretary
Frank Serra,
Member

Number of Licensees:

1,116

Accomplishments:

The Board has formed a Regulations Committee to review all the Board's regulations and make recommendations to the full Board for regulation modifications.

The Board has implemented civil administrative penalties in order to expedite enforcement actions.

Special Recognition:

Joe Rufo, a pioneer advocate for television licensure, was recognized for his dedication and service to the television industry.

Future or Ongoing Initiatives:

The Board is addressing the impact of conversion of the cable television industry from analog signal to digital signal.

Real Estate Appraisers



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 insures the integrity of its licensees through fair and consistent enforcement of the statutes and regulations.

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

Number of Licensees:

3,879

Accomplishments:

The Board revised its regulations in view of new requirements issued by the federal appraisal sub-committee for the licensure of real estate appraisers in the Commonwealth.

Special Recognition:

Chairperson William (Bill) Barney is worthy of special recognition for the additional time he devotes to the Board to handle the approval of applications for licensure, particularly given the new licensure requirements that became effective January 1, 2008.

Future or Ongoing Initiatives:

The Board will be working on defining "work file content" and prohibited practices by regulation.

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.

Number of Licensees:

82,995

Accomplishments:

The Board developed an on-line service showing affiliations of salespersons with brokers. It can be accessed by salespersons license numbers and broker license numbers. It also allows users to learn who is the broker of record (responsible broker) for licensed corporate and other business brokers.

Future or Ongoing Initiatives:

The Board will be working to develop a written policy to address candidates for licensure with criminal convictions.

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

Continued

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 in rules and regulations, conducts hearings, and takes disciplinary action when required.

Number of Licensees:

385

Accomplishments:

The Board drafted new rules and regulations to clarify existing regulations.

The Board reviewed applications to ensure that they will comply with the new proposed regulations.

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

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; and 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.

Number of Licensees: 20,945 total licensees; 11,350 LICSWs; 5,200 LCSWs; 3,095 LSWs; 1,300 LSWAs.

Accomplishments:

The Board completed a systematic review of the Policies that had been previously adopted, some which were many years old. After complete and thorough review, each Policy was either annulled or re-affirmed. This review also brought to light some regulatory changes that needed to be addressed.

The Board approved regulatory changes that more clearly define Licensure requirements for reciprocity candidates.

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 individuals were assessed a fine and required to fulfill 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.

Special Recognition:

The Board welcomed new public member Merridith Lacharite.

Board Vice Chair Mary Chin is the current President of the Board of Directors of the Asian American Civic Association, which is an organization that provides limited English speaking and economically disadvantaged people with education, occupational training and social services enabling them to realize lasting economic self-sufficiency. Under the leadership of Mary Chin, the AACA was able to move from crowded temporary quarters that they occupied for 8 years. A ribbon cutting is scheduled, with Boston Mayor Thomas Menino and several other dignitaries.

Continued

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



Social Workers

Future or Ongoing Initiatives:

The Board continues to discuss and research issues related to continuing education. Among other things, the Board will convene a continuing education summit and meet with representatives from each of the recognized entities in the Commonwealth to discuss the current challenges surrounding continuing education for social workers. Additionally, the Board is looking to gain further clarification of the content of courses available to licensees, and to openly discuss issues around accountability, quality, and integrity of continuing education in the Commonwealth.

Veterinarians

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.

Number of Licensees: 2,675

Accomplishments:

Early in the fiscal year, the Board reviewed their current Prescription Policy and determined that due to a considerable amount of requests from the public, changes were needed. In October the Board adopted a Policy that provides more choice for the consumer regarding where they are able to fill their pet's prescriptions.

During this fiscal year, 53 inspections were conducted of Veterinary facilities by the Office of Investigations. Of those, six resulted in fines being assessed for violations such as expired medication or failure to properly secure controlled substances.

Special Recognition:

The University of Pennsylvania School of Veterinary Medicine honored Board member Dr. Steven Atwood by naming their new library "The Steven W. Atwood Library and Information Commons."

Future or Ongoing Initiatives:

The Board is currently working on two new Policies regarding the dispersion of prescription veterinary diets by non-prescribing veterinarians and the dispensing of veterinary drugs in emergency situations.

The Board also 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.

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



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.

Number of Licensees: 5,091

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

Employees



Administration

George K. Weber
Director
Charles Borstel
Assistant to the Director
Cheryl Yebba
Executive Assistant
Stephen Nemmers
*Deputy Director for Policy
and Planning*
Deborah Milliken
*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
Clementina Mazzotta
Administrative Assistant

Investigations

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

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
Maria Silva
Paralegal

Office of Prosecutions

George Weber
Chief Prosecutor
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
Amy Riordan
Administrative Assistant
Health Care Fraud Unit
Catherine Fielding
Karol Sierra-Yanez
Interns:
Faye Mong

Boards of Registration

Erin Lebel
Executive Director
Allied Mental Health Professionals
Dieticians and Nutritionists
Engineers/Land Surveyors
Health Officers
Psychologists
Social Workers
Veterinarians
Staff:
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
Staff:
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

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

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
John Doherty
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