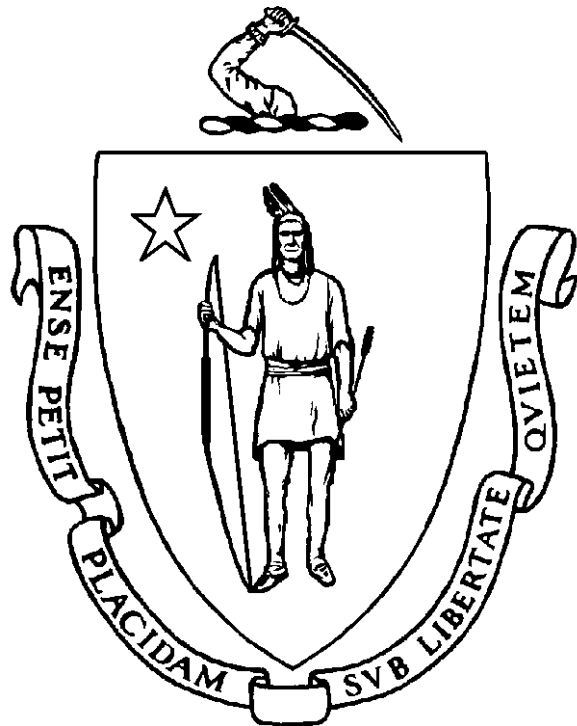


DIVISION OF PROFESSIONAL LICENSURE



ANNUAL REPORT

FISCAL YEAR 2016

*Division of Professional Licensure
Office of Consumer Affairs and Business Regulation
Commonwealth of Massachusetts
1000 Washington Street, Suite 710
Boston, MA 02118-6100
www.mass.gov/dpl*

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I. MESSAGE FROM THE DIRECTOR

His Excellency Charles D. Baker
Governor of the Commonwealth

The Honorable Karyn E. Polito
Lieutenant Governor of the Commonwealth

Jay Ash, Secretary
Executive Office of Housing and Economic Development

John C. Chapman, Undersecretary
Office of Consumer Affairs and Business Regulation

Honorable Members of the General Court:

The Division of Professional Licensure (DPL) is pleased to present to you its annual report summarizing agency accomplishments and initiatives undertaken during Fiscal Year 2016 (FY2016), spanning July 1, 2015 to June 30, 2016. FY2016 was marked by significant progress towards DPL's goal of modernizing and streamlining agency operations for the benefit of licensees and the public.

One important initiative, DPL's eLicensing and ePermitting project—rebranded as the electronic Permitting, Licensing, Authorizations, Certifications and Eligibility (ePLACE) Portal—continued to move forward. In October 2015, ePLACE was implemented among eight new DPL boards of registration, resulting in approximately 200,000 licensees, as well as countless consumers utilizing the services of those licensees, gaining access to the new system. As DPL approached the end of the FY2016, ePLACE was scheduled to be implemented among the agency's 19 remaining boards of registration and the Office of Private Occupational School Education, by the end of August 2016.

In addition to moving all of DPL's license applications, renewals, and complaint processes online through ePLACE during FY2016, DPL also began the ambitious task of digitizing copies of all board of registration meeting minutes and disciplinary decisions. Once digitized, these documents will be accessible to the public, free of charge, through the DPL's public website. These two important improvements will provide a new level of transparency regarding the activities of DPL and its boards of registration, and ensuring compliance with the state's recently revised public records law.

On the regulatory front, all 28 of DPL's boards of registration as well as the Office of Private Occupational School Education, continued to review their regulations in accordance with Executive Order No. 562, which seeks to eliminate burdensome, confusing, outdated or unnecessary regulations. As of the end of FY2016, five DPL boards of registration had completed the public hearing process and were preparing to issue revised regulations. DPL is committed to continuing this review in FY2017, with the goal of completing its review and

issuing revised regulations for all boards of registration and the Office of Private Occupational School Education, by the end of the fiscal year.

Finally, DPL said goodbye to a number of devoted longtime employees who retired through the 2015 Early Retirement Incentive Program at the start of the fiscal year. These employees included: Joseph Autilio; Joan Bristol; Gladys Clifton; Susan Coco; Deta Deans; Dennis Driscoll; Victoria Fernandes; Wilma Kennon; Joseph Lafrazia; Michelina Martignetti; Pamela Mogavero; Richard Page; and Catherine Stec. DPL is extremely grateful for the many contributions and years services of service given by these employees. We wish them well in all of their future endeavors.

FY2016 represented a year of continued progress towards DPL's goal of modernizing and streamlining its operations for the benefit of licenses and the public. On behalf of DPL's board members and employees, I thank both the Administration and the Legislature for their continued support of DPL, and I look forward to continuing our mission of protecting the health, safety, and welfare of the citizens of the Commonwealth in the year ahead.

Sincerely,

Charles Borstel, Director
Division of Professional Licensure

II. ABOUT THE DIVISION OF PROFESSIONAL LICENSURE (DPL)

Who We Are

The Division of Professional Licensure (DPL) is an agency within the Office of Consumer Affairs and Business Regulation. DPL oversees 28 boards of registration, which license and regulate more than 388,000 individuals and businesses to practice some 50 trades and professions in the Commonwealth of Massachusetts. DPL also licenses and regulates Private Occupational Schools.

Our Mission

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

Principles and Values

In carrying out its mission, DPL employees are held to a high standard and are expected to adhere to the following 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 to 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; and
- We treat customers fairly and consistently according to agreed upon policies and procedures.

Overview of Division of Professional Licensure Boards, Offices and Units

Introduction

In carrying out its mission, DPL is supported by approximately 215 board members and a team of nearly 110 full and part-time employees. Board members, many of whom hold licenses in the DPL's trades and professions, serve on a voluntary basis. In most instances, the Governor appoints these board members. DPL employees support board members by providing an array of

services to help them prepare for board meetings including administrative, investigative, and legal support.

The following section provides a brief overview of the support offered to each board, by the units and offices within DPL. For more detailed information on the specific accomplishments and activities of each board, office and unit during FY2016, please consult the table of contents to locate the relevant entry within this report.

Administration: Overview

The general administration of DPL involves providing technical and operational support, coordinating budget and administrative functions, completing capital projects, and providing central accounting and computer services. These activities are primarily carried out by the Executive Office of Housing and Economic Development's (EOHED) Information Technology Services Division.

Administration: Executive Office of Housing and Economic Development (EOHED) Information Technology Services Division

The Executive Office of Housing and Economic Development's (EOHED) Information Technology Services Division assists DPL in operating its licensing databases, computer systems, website and phone systems. EOHED also acts as a liaison between the Commonwealth's Information Technology Division (ITD), "Lock Box" vendor, licensing examination testing companies, and other vendors or related state agencies.

Administration: Boards of Registration and the Office of Private Occupational School Education

DPL's 28 boards of registration carry out the agency's mission by licensing individuals and businesses in more than 50 trades and professions. Board members include licensed professionals as well as members of the public who serve on their respective boards on a voluntary basis.

In addition to licensing qualified individuals, DPL boards of registration investigate and resolve consumer complaints with the assistance of the agency's enforcement units. All boards of registration and the Office of Private Occupational School Education are overseen by the Deputy Director for Policy and Boards.

As of the end of FY2016, the boards of registration overseen by the DPL include the following:

1. Board of Allied Health Professions
2. Board of Registration of Allied Mental Health and Human Services Professions
3. Board of Registration of Architects
4. Board of Certification of Health Officers
5. Board of Registration of Chiropractors
6. Board of Registration of Cosmetology and Barbering
7. Board of Registration of Dietitians and Nutritionists

8. Board of Registration of Dispensing Opticians
9. Board of State Examiners of Electricians
10. Board of Registration in Embalming and Funeral Directing
11. Board of Registration of Hearing Instrument Specialists
12. Board of Registration of Home Inspectors
13. Board of Registration of Landscape Architects
14. Board of Registration of Massage Therapy
15. Board of Certification of Operators of Drinking Water Supply Facilities
16. Board of Registration in Optometry
17. Board of State Examiners of Plumbers and Gas Fitters
18. Board of Registration in Podiatry
19. Board of Registration of Professional Engineers and of Professional Land Surveyors
20. Board of Public Accountancy
21. Board of Registration of Psychologists
22. Board of Registration of Real Estate Appraisers
23. Board of Registration of Real Estate Brokers and Salespersons
24. Board of Registration of Sanitarians
25. Board of Examiners of Sheet Metal Workers
26. Board of Registration of Social Workers
27. Board of Registration in Speech-Language Pathology and Audiology
28. Board of Registration in Veterinary Medicine

In addition to the boards of registration listed above, DPL also manages the Office of Private Occupational School Education (OS). OS is responsible for the licensure and oversight of private occupational schools operating in Massachusetts. Occupational schools are institutions that offer courses, for profit or by charging tuition, for the purpose of training or preparing individuals for a business, trade, technical or industrial occupation, or any other vocational purpose. OS is supported by a 12 member Advisory Council, consisting of representatives from other state agencies, consumer advocacy organizations, and the occupational school industry. The Advisory Council is chaired by the Undersecretary of Consumer Affairs and Business Regulation (OCABR), DPL's parent agency.

For more information on each DPL's 28 boards of registration or the Office of Private Occupational School Education, and their respective activities and accomplishments during FY2016, please consult the table of contents to locate the relevant entry within this report.

Enforcement: Overview

DPL's 28 boards of registration and the Office of Private Occupational School Education are supported in their enforcement efforts by three offices within the agency: the Office of Investigations; the Office of Prosecutions; and the Office of Legal Counsel. All three units are overseen and managed by the General Counsel and Deputy Director of Enforcement.

Collectively, these three offices support each of DPL's 28 boards of registration and the Office of Private Occupational School Education, through the provision of investigative services, legal advice, and where appropriate, prosecution of licensed and unlicensed individuals and

businesses, for violations of applicable licensing statutes and regulations. In furtherance of the agency's consumer protection mission, each unit also works cooperatively with other federal and state regulatory and law enforcement agencies, including the Office of the Massachusetts Attorney General, various District Attorneys, other state licensing boards and agencies, state and local police, municipalities, and public health agencies.

Enforcement: Office of Investigations

The Office of Investigations (OI) serves as DPL's front line of consumer protection. The formal consumer complaint process is initiated when a consumer contacts or files a complaint with OI. OI staff conduct investigations into allegations of unlicensed practice or professional misconduct, and also inspect certain business establishments.

In addition, OI staff respond to hundreds of telephone calls and e-mail inquiries each week, work with consumers to determine the disciplinary status of licensees, and assist consumers in filing complaints with the relevant board of registration. OI staff also work to resolve disputes, offer information to consumers for pursuing legal redress in the court system, and file requests for public information. OI staff also frequently respond to questions from licensees, attorneys, and representatives of various federal, state, and local agencies, related to the practice of the professions to which they are assigned.

Enforcement: Office of Prosecutions

The Office of Prosecutions (OP) prosecutes complaints filed against licensed individuals and businesses, as well as individuals and businesses engaged in the unlicensed practice of a trade or profession falling under DPL's jurisdiction

Prosecutors research and draft all legal documents necessary for the effective prosecution of complaints, including Orders to Show Cause (the initial charging document), dispositive and procedural motions, and any legal agreements, including voluntary surrender agreements, consent agreements, and stipulation agreements. In cases where there is an immediate and serious threat to the public's health, safety and welfare, the Office of Prosecutions will summarily suspend a licensee's license to practice.

In addition, prosecutors manage cases by issuing and responding to discovery requests, working with expert and civilian witnesses, and interacting with all relevant parties, including consumers, licensees, unlicensed individuals, attorneys, and personnel from law enforcement and other governmental agencies. Prosecutors are ultimately responsible for resolving complaints they present inquiries and settlement offers to DPL boards of registration, negotiate agreed-upon disciplinary outcomes, and litigate all hearings, including adjudicatory and sanctions hearings.

The Office of Prosecutions also 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 the presentation of seminars on health care fraud.

Enforcement: Office of Legal Counsel

The Office of Legal Counsel (OLC) consists of three units: Board Counsel; Hearing Counsel; and Public Records.

Board Counsels provide legal advice to DPL boards of registration and the Office of Private Occupational School Education, as it relates to the performance of their day-to-day responsibilities, including the issuance of licenses, the disciplinary process, and the conduct of board meetings. More specifically, Board Counsel assist in the development of policy and promulgation of regulations; advise staff and board members on various legal issues related to the practice of licensed professions; provide counsel on disciplinary matters and the adjudicatory process; and ensure compliance with the open meeting law, public records law, applicable state ethics laws, and court decisions that affect board practices. In addition, they analyze proposed legislation and on occasion draft legislation, work with representatives of other federal, state, and local government agencies to identify and resolve common issues of concern, and provide legal advice regarding board of registration contracts and procurements.

Hearings Counsel, also known as Hearing Officers, generally conduct adjudicatory hearings between licensees or unlicensed individuals and businesses alleged to have violated licensing statutes and regulations, and the relevant board of registration. This process may involve: holding pre-hearing conferences for the purpose of identifying legal issues, factual issues, and witnesses involved in a case; presiding over formal adjudicatory hearings, during which the Hearing Counsel may make evidentiary, procedural, and legal rulings, or question witnesses to clarify testimony or provide boards with necessary information to reach a decision; and prepare findings of fact, conclusions of law, and tentative decisions for consideration by the board of registration bringing the action.

The Public Records unit consists of a Records Access Officer and other staff who process, review and distribute records pursuant to requests for public records from the public. The Public Records Unit also includes a Criminal Offender Record Information (CORI) Administrator, who manages CORI requests for DPL, and assists the Records Access Officer in responding to public records requests.

III. AGENCY ACCOMPLISHMENTS AND ACTIVITIES DURING FISCAL YEAR 2016

Summary of Agency Accomplishments and Activities

FY2016 was marked by significant progress towards DPL's goal of modernizing and streamlining agency operations for the benefit of licensees and the public. Among DPL's chief accomplishments during FY2016 included the implementation of the agency's eLicensing and ePermitting project—rebranded as the electronic Permitting, Licensing, Authorizations, Certifications and Eligibility (ePLACE) Portal—with eight new boards transitioned to the system in October 2015, as well as the initiation of an ambitious project to digitize key agency and board

records, such as meeting minutes and copies of board disciplinary decisions. These two initiatives were scheduled to continue and conclude in FY2017.

DPL also continued to effectively execute its core licensing and enforcement activities, with all DPL boards and units processing a significant volume of complaints and applications, despite the loss of a number of key staff to the state's early retirement program at the start of the fiscal year. DPL boards also continued their top-to-bottom review of their regulations in accordance with E.O. 562 begun in late FY2015, with many boards on track to conclude their reviews and promulgate revised regulations in early FY2017. DPL also maintained an active public presence throughout the Commonwealth through continued inspections of licensed and unlicensed facilities and businesses, participation in several interagency task forces and initiatives, and the continuation of its outreach programs.

More information on each of these initiatives, as well as other agency accomplishments and activities, can be found in the sections that follow.

Investigative and Enforcement Activity

Office of Investigations: Complaint Resolution

In FY2016, DPL's Office of Investigations (OI) investigated approximately 2,700 new complaints on behalf the agency's 28 boards of registration and the Office of Private Occupational School Education. These complaints included consumer complaints, referrals from other federal and state agencies, and complaints opened by a board of registration to investigate potential wrongdoing. The top five boards of registration with the most complaints investigated by the OI during FY2016, included:

1. Board of Registration of Cosmetology and Barbering: 994 complaints
2. Board of Registration of Real Estate Brokers and Salespersons: 347 complaints
3. Board of Registration of Massage Therapy: 222 complaints
4. Board of State Examiners of Electricians: 148 complaints
5. Board of State Examiners of Plumbers and Gas Fitters: 144 complaints

In addition, with the input and assistance of other DPL boards, offices, and units, OI also helped close or resolve over 2,200 complaints during this same time period. The top 5 boards of registration with the most complaints closed included:

1. Board of Registration of Cosmetology and Barbering: 871 complaints
2. Board of Registration of Real Estate Brokers and Salespersons: 254 complaints
3. Board of Registration of Massage Therapy: 181 complaints
4. Board of State Examiners of Electricians: 135 complaints
5. Board of Registration of Social Workers: 114 complaints

More detailed information regarding the number of complaints, processed or handled by DPL, as well as historical data for the aforementioned categories, can be found in the Data Tables section, at the end of this report.

Office of Investigations: Proactive Inspections of Licensed Businesses

To ensure continued compliance with applicable licensing statutes and regulations, DPL's Office of Investigations conducts pro-active inspections of licensed businesses, including: barber shops; chiropractic facilities; cosmetology salons; funeral establishments (homes); electrology shops; massage therapy establishments; optometry offices; physical therapy facilities; podiatry offices; real estate offices; veterinary medicine offices; and the workplaces of licensed dispensing opticians. During FY2016, DPL's Office of Investigations inspected a total of 8,399 licensed businesses, representing approximately 47 percent of all businesses and facilities licensed by DPL boards.

Office of Investigations: Business Startup Inspections

In addition to resolving complaints and pro-actively inspecting licensed businesses, OI also worked closely with the Board of Registration of Cosmetology and Barbering and the Board of Registration of Massage Therapy to conduct startup inspections of new cosmetology salons, barber shops, and massage therapy establishments. These inspections are intended to ensure compliance with applicable statutes and regulations governing the operation of these businesses from the date they open, helping to prevent or pro-actively correct potential violations of the licensing laws.

During FY2016, OI conducted 2,029 inspections of new shops, a slight increase over FY2015. These startup inspections included:

1. Barber Shops: 165 shops
2. Cosmetology Salons: 1,566 salons
3. Massage Therapy Establishments: 288 establishments
4. Electrolysis Shops: 10 shops

To reduce the regulatory burden and provide clear expectations for new business license applicants, DPL investigators strive to inspect new salons, establishments and shops, within 10 days of receipt of the licensed application from the board of registration that issues the license. During FY2016, the Office of Investigations inspected more than 89 percent of new applicant businesses within 10 business days. OI will continue to review and improve its inspection process to reach 100 percent compliance. The compliance rate for each business type was as follows:

1. Cosmetology Salon: 90 percent
2. Massage Therapy Establishments: 81 percent
3. Barber Shops: 89 percent
4. Electrology Shops: 90 percent

Office of Investigations: Participation in Outside Task Forces

As previously noted, OI frequently works with representatives of various federal, state, and local agencies to investigate and pursue complaints involving allegations against both licensed and

unlicensed individuals and businesses alleged to have committed violations of applicable licensing statutes and regulations. As part of these efforts, OI staff actively participated in two outside task forces during FY2016, the Boston Town Gown Association (BTGA), formerly known as the Boston Off-Campus Housing and Student Life Coalition, and the Joint Task Force on the Underground Economy and Employee Misclassification.

The BTGA, a coalition of state and local officials, universities, real estate groups, and neighborhood associations, seeks to promote safe, respectful and healthy communities for students living in off-campus housing in the City of Boston, through education and outreach, policy enforcement, and student, neighbor, and institution involvement. OI staff regularly attend meetings of the BTGA and assist the Association in pursuing allegations violations of licensing statutes and regulations by licensed real estate brokers, salespersons, firms, and unlicensed individuals working in those fields, who rent or sell substandard properties to local college and university students living in the Greater Boston area. As of the end of FY2016, OI staff were active participants in several joint investigations.

OI staff are also active participants in the Joint Task Force on the Underground Economy and Employee Misclassification. The Joint Task Force on the Underground Economy (JTF) was originally formed in 2008 by Executive Order No. 499 and permanently codified by an act of the Legislature as of March 24, 2015.

The purpose of the JTF is to coordinate the efforts of multiple government agencies to stamp out fraudulent employment activities. As a named member of the JTF, DPL OI staff actively participated in the Task Force's activities, attending meetings and assisting with joint investigations. As of the end of FY2016, OI staff were actively participating in a number of ongoing investigations.

Office of Investigations: Continuing Education Audits

Currently, 22 DPL boards of registration have continuing education requirements, the completion of which is generally required prior to license renewal. These requirements, often required by the relevant board of registration through their regulations, are intended to help licensees stay current on new practices, technology, statutes, regulations, and general development within the profession which they are licensed. Failure to complete these requirements prior to license renewal often results in disciplinary action by the board of registration that issues the license.

In FY2016, OI assisted several DPL boards of registration in conducting or preparing for audits of licensee compliance with continuing education requirements. Most notably, OI initiated a continuing education audit on behalf of the Board of Registration of Sanitarians, through which a percentage of registered sanitarians were selected at random, and required to submit proof of completion of continuing education requirement from the prior licensing cycle. In addition, OI staff assisted the Board of Registration in Optometry and the Board of Public Accountancy in planning for and preparing audits to be conducted in FY2017.

Office of Prosecutions: Disciplinary Actions

In FY2016, DPL's Office of Prosecutions (OP) assisted DPL boards of registration in prosecuting and resolving 1,419 complaints, through the prosecution and issuance of various disciplinary actions against both licensed and unlicensed, individuals and businesses. These disciplinary actions included:

1. Fines Assessed: 1,082
2. License Revoked: 91
3. License Suspended: 87
4. Probation: 88
5. Reprimand: 28
6. Stayed Suspension: 9
7. Voluntary Surrender: 32
8. Other: 2

The top five boards of registration issuing the most disciplinary actions with the assistance of OP were:

1. Board of Registration of Cosmetology and Barbering: 694
2. Board of Registration of Massage Therapy: 129
3. Board of Registration of Social Workers: 65
4. Board of State Examiners of Electricians: 60
5. Board of Registration of Architects: 57

Office of Prosecutions: Coordination with District Attorney Offices

Similar to initiatives by DPL's Office of Investigations, OP works closely with representatives of various federal, state, and local agencies to resolve complaints involving both licensed and unlicensed individuals and businesses, alleged to have committed violations of applicable licensing statutes and regulations. Most often, the OP works closely with the state District Attorneys' Offices to prosecute and resolve complaints involving licensing laws that rise to the level of a criminal complaint.

In FY2016, OP initiated and/or prosecuted a total of nine cases in cooperation with the various District Attorneys and the Attorney General. These actions included DPL prosecutors being sworn in as special assistant district attorneys in Norfolk County to criminally prosecute, in Superior Court, a real estate appraiser who appraised numerous properties without a license. This prosecution resulted in a guilty plea with a sentence of probation for eighteen months. In addition, the OP worked with the Middlesex District Attorney's Office in the prosecution of an unlicensed engineer/land surveyor, which resulted in a guilty plea with a sentence of one year in the House of Corrections, suspended for three years.

Office of Prosecutions: Health Care Fraud Unit

Within OP, the Health Care Fraud Unit (HCFU) pursues allegations of fraud committed by health care professionals and facilities licensed by the Board of Registration of Chiropractors and the Board of Allied Health Professions, whose collective licensees exceed 25,000. Supported by three investigators and three prosecuting attorneys, HCFU: inspects chiropractic and physical therapy establishments; investigates and prosecutes fraud complaints; negotiates and implements agreements imposing discipline against licensees; assists initiatives of both boards of registration; services requests by public protection agencies and private insurers; and reports final disciplinary actions to a federal data bank, other state agencies, and the public. Common violations uncovered and prosecuted by the unit include: overutilization of services, upcoding, and unbundling; improper referral relationships; charging for services not rendered; selling or sharing provider numbers; and making false claims about credentials, diagnosis codes, and medical conditions, care, and results.

During calendar year 2016, 22 new fraud-related complaints were investigated by the Board of Registration of Chiropractors and the Board of Allied Health Professions. Approximately 16 fraud-related cases from 2016 and earlier were resolved, all of which resulted in successful prosecutions such as Surrender and Consent agreements and Final Decisions and Orders.

Office of Prosecution: College and University Licensing Education Outreach Initiative

During FY2016 OP continued its outreach to local colleges and universities with students enrolled in health-related programs, leading to licensure with a DPL board. Through this program, OP-HCFU staff visited with prospective and recent physical therapy students at Bay State College and gave a presentation on the licensure process, highlighting common issues experienced by young licensees that could lead to disciplinary action by the Board issuing their license. Based on the positive feedback from students and administrators who attended the presentation, DPL plans to continue possibly expanding this program during FY2017.

Office of Legal Counsel: Administrative Hearings

In FY2016, DPL Hearing Officers conducted 425 proceedings, nearly 80 of which were adjudicatory hearings. These hearings are conducted pursuant to M.G.L. c. 30A and 801 CMR. After a hearing, the Hearing Officer issues rulings and findings.

Office of Legal Counsel: Executive Order No. 562 Regulatory Review

Following the issuance of Executive Order No. 562, “To Reduce Unnecessary Regulatory Burden” by Governor Baker on March 31, 2015, DPL Board Counsel, began working with their assigned boards of registration to review all of their respective, existing regulations. As an initial step in the review process, Board Counsel worked with each board to schedule and coordinate public listening sessions intended to engage licensees, industry representatives, consumer advocates, and members of the public in the regulation process, and to solicit feedback and ideas for potential changes or updates to their respective regulations.

As of the end of FY2016, five of DPL's boards of registration had successfully completed their reviews, as well as the public hearing process, and were preparing to issue revised regulations consistent with E.O. 562. For more information on these efforts, please see the "Regulation Changes and Executive Order No. 562" section of this report.

Public Record Requests

In FY2016, DPL received 1,781 public record requests. The DPL boards of registration with the largest numbers of requests during FY2016 included the:

1. Board of Registration of Social Workers: 366
2. Board of Allied Health Professions: 291
3. Board of Registration of Chiropractors: 272
4. Board of Registration of Allied Mental Health and Human Services Professions: 248
5. Board of Registration of Psychologists: 126

Examples of requested documents included copies of complaint case files, disciplinary documents, licensing status information, and license applications.

In addition to public records requests, the Public Records Unit is responsible for responding to subpoenas served on the various boards of registration under DPL's supervision.

Statutory Changes

During FY2016, no new laws directly impacting DPL boards of registration were enacted by the Legislature and signed into law by the Governor.

Regulation Changes and Executive Order No. 562

Each DPL board of registration and the Office of Private Occupational School Education issue regulations governing the licensure and practice of the trade or profession they are responsible for licensing, consistent with requirements outlined in each boards' or offices' enabling and licensing statutes. Each board and office, with the assistance of DPL staff, is responsible for maintaining and updating their respective regulations to ensure that they remain relevant to the practice of the professions they regulate, reflect applicable changes to their statutes, address changes in technology, and incorporate related standards of conduct or technical requirements established by national industry or professional associations.

On March 31, 2015, Governor Baker issued Executive Order No. 562 "To Reduce Unnecessary Regulatory Burden." The Order extended a 90 day regulatory pause initiated on January 15, 2015, and directed all executive branch agencies to immediately initiate a comprehensive review their existing regulations. The Order also requires each agency to issue new regulations that are clear, concise and written in plain and readily understandable language, and meet the following standards:

- there is a clearly identified need for governmental intervention that is best addressed by the Agency and not another Agency or governmental body;
- the costs of the regulation do not exceed the benefits that would result from the regulation;
- the regulation does not exceed federal requirements or duplicate local requirements;
- less restrictive and intrusive alternatives have been considered and found less desirable based on a sound evaluation of the alternatives;
- the regulation does not unduly and adversely affect Massachusetts citizens and customers of the Commonwealth, or the competitive environment in Massachusetts;
- the Agency has established a process and a schedule for measuring the effectiveness of the regulation; and
- the regulation is time-limited or provides for regular review.

Pursuant to the Order, all DPL boards of registration and the Office of Private Occupational School Education began comprehensive reviews of their respective regulations during FY2015, holding public listening sessions to solicit ideas for revisions and improvements, throughout the year.

Although this process continued during FY2016, as of the end of the fiscal year, five DPL boards of registration had successfully completed their respective reviews, as well as the public hearing process, and were preparing to issue revised regulations consistent with E.O. 562. These boards included:

- Board of Registration of Dietitians and Nutritionists;
- Board of Registration of Hearing Instrument Specialists;
- Board of Registration in Podiatry;
- Board of Registration of Psychologists; and
- Board of Registration of Real Estate Brokers and Salespersons.

As of the end of FY2016, all of DPL's remaining boards of registration and the Office of Private Occupational School Education were scheduled to hold public hearings on their revised, proposed regulations, and were on track to finalize their revised regulations during FY2017.

ePLACE Implementation

DPL's eLicensing and ePermitting project—rebranded as the electronic Permitting, Licensing, Authorizations, Certifications and Eligibility (ePLACE) Portal—continued to move forward in FY2016. Building on the first release of the project in March of 2015 for the Board of Examiners

of Sheet Metal Workers and the Board of Registration in Veterinary Medicine, in October 2015 DPL was implemented ePLACE among for eight new boards of registration, including:

1. Board of Certification of Health Officers;
2. Board of Registration of Dietitians and Nutritionists;
3. Board of Registration of Professional Engineers and of Professional Land Surveyors;
4. Board of Registration of Psychologists;
5. Board of Registration of Real Estate Appraisers;
6. Board of Registration of Real Estate Brokers and Salespersons;
7. Board of State Examiners of Electricians; and
8. Board of State Examiners of Plumbers and Gas Fitters.

The October 2015 implementation of ePLACE among these eight new boards resulted in approximately 200,000 licensees, as well as countless consumers utilizing the services of those licensees, gaining access to the new system. The new system allows current licensees to renew their licenses online, and also provides first-time license applicants with the option of submitting their application online. ePLACE also allows consumers to file complaints electronically.

In providing these new features, DPL intends for ePLACE to replace and streamline the agency's outdated computer systems and licensing applications, providing licensees and consumers with greater access to the agency's online services and public resources. The new system will reduce paperwork, phone calls, and provide clear instructions regarding information submitted electronically, enhancing the customer service experience for licensees, license applicants, and consumers.

As DPL approached the end of the FY2016, ePLACE was scheduled to be implemented among the agency's 19 remaining boards of registration and the Office of Private Occupational School Education, by the end of August 2016.

Outreach Initiatives

In furtherance of the DPL's consumer protection mission, agency staff frequently conduct outreach initiatives to help educate licensees, consumers, and members of the public on the work of the agency and its 28 boards of registration and the Office of Private Occupational School Education.

These outreach efforts include events targeted at educating: vocational and public high school students on the licensure process and career opportunities in the trades and professions licensed by DPL; college and community college students preparing to pursue careers in licensed professions; veterans, active duty military, reservists, and family members of those individuals, to facilitate awareness of licensing benefits available through the provisions of the Chapter 108 of the Acts of 2012, *An Act Relative to Veterans' Access, Livelihood, Opportunity and Resources* (VALOR Act) and Chapter 62 of the Acts of 2014, *An Act Relative to Veterans' Allowances, Labor, Outreach and Recognition* (VALOR Act II); licensees, regarding their obligations under applicable licensing laws and to help familiarize them with the work of the board of registration that issues their license; consumers and members of the public, regarding DPL's consumer

protection mission and the resources available to them, should they have a complaint or issue with a licensed or unlicensed individual or business.

In FY2016, DPL continued its outreach initiatives, holding or participating in 74 events.

IV. BOARD OF REGISTRATION ANNUAL REPORTS

Introduction

The Commonwealth of Massachusetts has utilized boards of registration as a mechanism to license qualified individuals and businesses to engage in certain trades and professions, dating back to 1885. Since that time, the Legislature has enacted dozens of bills creating numerous other boards of registration to license and regulate the practice of various professions in Massachusetts.

In general, boards of registration, including those under the supervision of DPL, have the following duties and responsibilities:

- Establish qualifications for licensure in a trade(s) or profession(s), typically through regulations, consistent with the requirements of its enacting statute(s);
- Evaluate the qualifications of applicants for licensure and grant licenses to those individuals, businesses, and schools who qualify;
- Establish and periodically update applicable regulations that ensure proper standards of ethics and practice for licensees;
- Review and investigate consumer complaints and remove or sanction licensees and unlicensed individuals found to have committed violations of the statutes and regulations governing the practice of licensed professions; and
- Perform inspections of facilities under their jurisdiction to ensure safe and appropriate operation of regulated professions.

DPL's 28 boards of registration and the Office of Private Occupational School Education, collectively license individuals, business and schools to engage in some 50 trades and professions, offering more than 100 different license types. Each board of registration and the Office of Private Occupational School Education are generally governed by provisions set forth in Massachusetts General Laws (M.G.L.) Chapters 13 and 112 and the Code of the Massachusetts Regulations (CMR).

Each board of registration is composed, by statute, of a combination of licensed professionals and members of the public, who are appointed by the Governor for set terms and who are charged with carrying out the duties and responsibilities of the board, with the supervision, assistance, and support of DPL employees. All board members serve on a voluntary basis. In

general, most DPL boards of registration meet formally once a month or as needed to carry out their duties.

Statutory Reporting Requirements

The entries of the section of this report that follow are intended to satisfy the annual reporting requirements imposed by statute on a number of DPL boards of registration. These reporting requirements include the following:

- M.G.L. c. 13, § 44C: Board of Registration of Architects;
- M.G.L. c. 13, § 56: Board of Registration of Real Estate Brokers and Salespersons;
- M.G.L. c. 112, § 17A: Board of Registration in Podiatry;
- M.G.L. c. 112, § 57: Board of Registration in Veterinary Medicine;
- M.G.L. c. 112, § 67: Board of Registration in Optometry;
- M.G.L. c. 112, § 73F: Board of Registration of Dispensing Opticians; and
- M.G.L. c. 112, § 85: Board of Registration in Embalming and Funeral Directing;
- M.G.L. c. 112, § 81H: Board of Registration of Professional Engineers and of Land Surveyors;
- M.G.L. c. 112, § 90: Board of Registration of Chiropractors.

Annual Reports

The following reports summarize the major accomplishments, activities, and initiatives undertaken by each of DPL's 28 boards registration and the Office of Private Occupational School Education, during FY2016, spanning July 1, 2015 through June 30, 2016.

###

BOARD OF ALLIED HEALTH PROFESSIONS

Established in 1982, Chapter 667 of the Acts of 1982
www.mass.gov/dpl/boards/ah

License Types Issued:

Athletic Trainer (AT)
Occupational Therapist (OT)
Occupational Therapy Assistant (OTA)
Physical Therapist (PT)
Physical Therapist Assistant (PTA)
Physical Therapy Facility (PF)

Board Description:

The Board of Registration of Allied Health Professions evaluates the qualifications of applicants for licensure in several allied health professions, including athletic training, occupational therapy, and physical therapy. The Board grants licenses to qualified individuals and businesses, and also establishes regulations to ensure the integrity and competence of licensees engaged in the practice of each profession. In addition, the Board serves as a link between consumers and allied health professionals and in that role, seeks to promote the public health, welfare, and safety, by investigating consumer complaints and taking disciplinary action against licensees when appropriate.

Professionals and businesses licensed by the Board include athletic trainers, occupational therapists, occupational therapy assistants, physical therapists, physical therapy assistants, and physical therapy facilities. Occupational therapists are health professionals who use occupational activities with the specific goals of helping people of all ages to prevent, lessen or overcome physical, psychological or developmental disabilities. Athletic trainers work with clients to treat, rehabilitate and prevent athletic injuries in preparation for, or resulting from, participation in athletic events or activities. Physical therapists provide rehabilitative care for patients with physical disabilities or dysfunctions.

Members of the Board (as of end of FY2016, June 30, 2016):

James Zachazewski, PT, ATC, Chair
Jay A. Bernasconi, PT, Vice Chair
Nancy Lowenstein, OTR/L, Secretary
Lisa M. Ayles, Member

Thomas R. Darisse, Member
 Z. Annette Iglarsh, PT, PhD., Member
 Jamie L. Musler, Member
 Chrys Peralta, OTR/L, Member
 Stacy E. Potvin, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 11A
 Licensing Statute(s): M.G.L. c. 112, §§ 23A - 23Q
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 259 CMR 2.00 - 6.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	15
Licensing	
<i>No. of Licensees**</i>	24,161
<i>No. of Licenses Renewed</i>	9,856
<i>No. of New Licenses Issued**</i>	1,475
<i>No. of Licenses Expired and Not Renewed</i>	13
Oversight	
<i>No. of New Complaints Opened or Received</i>	57
<i>No. of Complaints Closed</i>	62
<i>No. of Disciplinary Actions Issued</i>	47
<i>No. of Complaints Dismissed</i>	15
<i>Amount of Fines Assessed</i>	\$38,050

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 review begun in FY2015. Specifically, the Board focused its review on the regulations governing athletic trainers, occupational therapists, and physical therapists. The Board held both a public listening session, and a formal public hearing on proposed revisions. As of the end of FY2016, the Board was preparing to issue revised regulations governing the aforementioned professions, based off of the public feedback and comments received throughout the process. In addition, through the regulatory review process the Board re-established relationships with the professional associations representing various allied health professionals in Massachusetts, and looks forward to continuing those relationships through future initiatives.

Finally, the Board continued to utilize its complaint and disciplinary action sub-committee, which reviews all complaints and disciplinary matters filed with the Board, and reports its findings to the full Board for consideration. The subcommittee, first implemented in FY2015, has proven to be an efficient management tool, helping the Board to resolve complaints more efficiently, and devote full Board meetings to a wider range of issues.

Goals and Outlook - FY2017:

In FY2017, the Board plans to obtain final approval of its proposed revisions to its regulations governing athletic trainers, occupational therapists, and physical therapists. The Board also plans to consider other proposed revisions to its regulations. These include amendments to the regulations governing clinical competence for occupational therapists and physical therapists, documentation requirements for athletic trainers, and the licensure requirements for physical therapy clinics.

###

BOARD OF REGISTRATION OF ALLIED MENTAL HEALTH AND HUMAN SERVICES PROFESSIONS

Established in 1987, Chapter 521 of the Acts of 1987

www.mass.gov/dpl/boards/mh

License Types Issued:

Applied Behavior Analyst
Assistant Applied Behavior Analyst
Educational Psychologist
Mental Health Counselor
Marriage and Family Therapist
Rehabilitation Counselor

Board Description:

The Board of Allied Mental Health and Human Services Professions evaluates the qualifications of applicants for licensure in several allied health professions, including athletic training, occupational therapy, and physical therapy. The Board grants licenses to qualified individuals and also establishes and enforces regulations to ensure the continued integrity and competence of licensees engaged in the practice of each profession. In addition, the Board serves as a link between consumers and allied mental health professionals and in that role, seeks to promote the public health, welfare, and safety, by investigating consumer complaints and taking disciplinary action against licensees when appropriate.

Professionals licensed by the Board include applied behavior analysts, assistant applied behavior analysts, educational psychologists, marriage and family therapists, mental health counselors, and rehabilitation counselors.

Licensed applied behavior analysts seek to produce socially significant improvements to the behavior of individuals through the use of environmental modifications and instructional systems. License applied behavior analysts develop treatment plans which often use contextual factors, antecedent stimuli, positive reinforcement and other consequences to foster new behaviors, increase or decrease existing behaviors, and elicit behaviors under specific environmental conditions. Behavior analysts often treat individuals with Autism Spectrum Disorders and developmental disabilities. They also often work with families of diagnosed individuals and engage in behavioral coaching.

Licensed educational psychologists provide professional services to individuals, groups, organizations or 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; and consultation and referral to other psychiatric, psychological, medical and educational resources when necessary.

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

Licensed mental health counselors render professional services to individuals, families or groups. They apply principles, methods and theories of counseling and psychotherapeutic techniques to define goals and develop a treatment plan of action aimed towards the prevention, treatment and resolution of mental and emotional dysfunction and intra or interpersonal disorders.

Licensed rehabilitation counselors apply principles, methods and therapeutic techniques of the rehabilitation counseling 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 objectives of rehabilitation counseling are to assist individuals, families or groups; serve an advocacy role with communities or groups toward the provision or implementation of rehabilitation services; and carry out research and teaching in the field of rehabilitation counselor education.

Members of the Board (as of end of FY2016, June 30, 2016):

William H. Ahearn, Ph.D., Chair
 Cynthia H. Belhumeur, Public Member
 I. Scott Cohen, Member
 Marilyn Dean, Member
 Michael F. Dorsey, Ph.D., Member
 Susan Egan, CAGS, Member
 Karen E. Enegess, LMHC, Member
 Jacqueline Gagliardi, M.Ed., CAGS, LMFT, Member
 Steven K. Kaplan, Member
 Dawn L. Parks, ABD, LMHC, CADAC II, Member
 Amy E. Vercillo, ScD, LRC, CRC, CDMS, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 88 - 90
 Licensing Statute(s): M.G.L. c. 112, §§ 163 - 172
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 262 CMR 1.00 - 9.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	27
Licensing	
<i>No. of Licensees**</i>	8,750
<i>No. of Licenses Renewed</i>	6,947
<i>No. of New Licenses Issued**</i>	1,516
<i>No. of Licenses Expired and Not Renewed</i>	11
Oversight	
<i>No. of New Complaints Opened or Received</i>	37
<i>No. of Complaints Closed</i>	51
<i>No. of Disciplinary Actions Issued</i>	22
<i>No. of Complaints Dismissed</i>	29
<i>Amount of Fines Assessed</i>	\$5,500

**Note:* Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.

***Note:* For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board worked with DPL to implement the agency's new ePLACE system which allows, for the first time, applicants to apply for a license online and for current licensees

to renew a license online as well. The Board also reconstituted its standards committees and its complaint subcommittee, in an effort to improve the efficacy of its application review process and enforcement efforts.

In addition, Board member Karen Enegeess served as the President of The American Association of State Counseling Boards (AASCB), which is an alliance of governmental agencies responsible for the licensure and certification of counselors throughout the United States. The Board also participated in a collaborative initiative with the other New England states, which seeks to facilitate the recognition of reciprocal licenses through the adoption of new reciprocity policies by each state.

Goals and Outlook - FY2017:

In FY2017, the Board looks forward to more fully utilizing DPL's ePLACE system. On the policy front, the Board will continue to monitor trends in e-practice and e-therapy, with an eye towards the possible development of new policies to recognize technological developments in each area.

###

BOARD OF REGISTRATION OF ARCHITECTS

Established in 1941, Chapter 696 of the Acts of 1941
www.mass.gov/dpl/boards/ar

License Types Issued:

Architect
Architect Emeritus

Board Description:

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

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 service or combination of services in connection with the design and construction of buildings.

Members of the Board (as of end of FY2016, June 30, 2016):

Diane T. Georgopoulos, FAIA, Member
John J. Pesa, AIA, CS, MBA, Member
Carl M. Sapers, Esq., Public Member
Stephen Schreiber, FAIA, Member
Gail M. Sullivan, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 44A - 44D
Licensing Statute(s): M.G.L. c. 112, §§ 60A - 60O
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 231 CMR 1.00 - 4.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	6
Licensing	
<i>No. of Licensees**</i>	6,791
<i>No. of Licenses Renewed</i>	5,197
<i>No. of New Licenses Issued**</i>	350
<i>No. of Licenses Expired and Not Renewed</i>	14
Oversight	
<i>No. of New Complaints Opened or Received</i>	56
<i>No. of Complaints Closed</i>	68
<i>No. of Disciplinary Actions Issued</i>	57
<i>No. of Complaints Dismissed</i>	11
<i>Amount of Fines Assessed</i>	\$8,200

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board met with numerous stakeholders in an effort to implement new standards for internships that are being adopted nationwide. The Board also continued to discuss and draft updates to its regulations. To that end, it held a listening session in September 2016 in which stakeholders had an opportunity to comment on the Board's draft regulations. The Board also welcomed two new members, Gail Sullivan and John Pesa, who replaced Board members Margo Jones and John Miller.

Goals and Outlook - FY2017:

In FY2017, the Board will hold a public hearing on its draft regulations, one of the final steps needed for publication. The draft regulations will lessen burdens for aspiring architects, including a reduction in internship hour requirements that have been adopted by other states. In addition, the updated regulations will allow students the opportunity to complete requirements for licensure while earning their degree, including taking portions of the licensure examination while still in school.

##

BOARD OF REGISTRATION OF CHIROPRACTORS

Established in 1966, Chapter 409 of the Acts of 1966

www.mass.gov/dpl/boards/ch

License Types Issued:

Chiropractor
Chiropractic Facility

Board Description:

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

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.

Members of the Board (as of end of FY2016, June 30, 2016):

Scott R. Storozuk, DC, Chair
Dan J. Reida, DC, Vice Chair
Glenn L. Dodes, DC, Secretary
Lori Deveau, DC, Member
Marsella L. Imonti, DC, Member
Diane M. Slater, Public Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 64 - 66

Licensing Statute(s): M.G.L. c. 112, §§ 89- 97
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 233 CMR 1.00 - 5.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	11
Licensing	
<i>No. of Licensees**</i>	2,138
<i>No. of Licenses Renewed</i>	2,046
<i>No. of New Licenses Issued**</i>	80
<i>No. of Licenses Expired and Not Renewed</i>	2
Oversight	
<i>No. of New Complaints Opened or Received</i>	49
<i>No. of Complaints Closed</i>	37
<i>No. of Disciplinary Actions Issued</i>	33
<i>No. of Complaints Dismissed</i>	4
<i>Amount of Fines Assessed</i>	\$12,700

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY 2016, the Board continued its E.O. 562 review of its regulations. As part of these efforts, the Board held a public comment period, received suggestions to improve its regulations, and drafted proposed revisions. Among the issues addressed by the Board in its proposed revisions include: the establishment of minimum qualifications and standards of practice for chiropractors performing peer review; updated to the scope of practice; the deletion of outdated references; the elimination of Board pre-approval of continuing education courses; clarification of record keeping and chiropractic facility requirements; and limitation of fees charged for reinstating a lapsed license.

In addition, the Board's staff also helped to configure DPL's new electronic licensing system, ePLACE, by performing data conversions and testing. As of the end of FY2016, ePLACE was scheduled to be implemented for the Board in August 2016.

Goals and Outlook - FY2017:

In FY2017, the Board plans to finalize and promulgate its proposed regulation amendments to streamline requirements imposed on licensees, and reduce any unwarranted burdens on chiropractic practices.

###

BOARD OF REGISTRATION OF COSMETOLOGY AND BARBERING

Established in 2014, Chapter 236 of the Acts of 2014

www.mass.gov/dpl/boards/hd

License Types Issued:

Barbering:

- Apprentice Barber
- Barber Instructor
- Barber School
- Barber Shop
- Master Barber

Cosmetology:

- Advanced Training Institute
- Aesthetician Instructor Type 8
- Aesthetician School
- Aesthetician Type 6
- Aesthetician Type 7
- Cosmetology Instructor Type 4
- Cosmetology School
- Cosmetology Shop
- Cosmetology Type 1
- Demonstrator Type 5
- Junior Instructor
- Manicuring School
- Manicurist Type 3
- Registered Operator Type 2

Electrology:

- Electrologist
- Electrology Instructor
- Electrology School

Board Description:

The Board of Registration of Cosmetology and Barbering protects the public through regulation of the practice of cosmetology, barbering, and electrology in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies. The Board issues licenses to qualified individuals, businesses, and schools to engage in the practice of each profession, and seeks to ensure the continued protection of the public health, safety, and well-being by maintaining high standards for each industry.

The Cosmetology profession includes hairdressers, manicurists and aestheticians, who provide a variety of services including haircutting, hairstyling, manicuring, and aesthetics. Barbers provide

haircutting, hairstyling, facial shaving, permanent waving, hair coloring, and facial services to the general public, but primarily to men. Electrologists provide hair removal procedures through the application of an electrical current through a needle to the hair follicle. All three professions work closely with the public, and are regulated by the Board of Board of Registration of Cosmetology and Barbering.

Members of the Board (as of end of FY2016, June 30, 2016):

Susan Viens, Chair
 Joy Talbot, Vice Chair
 Michael A. Gayzagian, Secretary
 Louise A. Devin, Member
 Janice Dorian, Member
 Jesus B. Nunez, Member
 Nan Pham, Member
 Marian Saluto, Member
 Mary Tool, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 42
 Licensing Statute(s): M.G.L. c. 112, §§ 87T - 87KK
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): Cosmetology: 240 CMR 2.00 - 7.00; Barbering: 232 CMR 1.00 - 2.00;
 Electrology: 238 CMR 2.00 - 3.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	17
Licensing	
<i>No. of Licensees**</i>	90,338
<i>No. of Licenses Renewed</i>	37,874
<i>No. of New Licenses Issued**</i>	6,738
<i>No. of Licenses Expired and Not Renewed</i>	207
Oversight	
<i>No. of New Complaints Opened or Received</i>	994
<i>No. of Complaints Closed</i>	871
<i>No. of Disciplinary Actions Issued</i>	694
<i>No. of Complaints Dismissed</i>	163
<i>Amount of Fines Assessed</i>	\$208,450

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board held its first meeting as a new board, following the merger of the Board of Registration of Barbers, the Board of Registration of Cosmetology, and the Board of Registration of Electrologists, effective May 2015. The new, combined Board immediately addressed recent developments in the cosmetology industry by developing and issuing the Mobile Manicuring Services Policy, which for the first time permitted manicuring services to be performed at locations other than licensed salons.

The Board also amended its regulations in compliance with E.O. 562 to simplify and streamline them where possible, eliminate redundancies with other regulations, and minimize burdens on the economy. This effort also merged the regulations of the Board's three predecessor boards and harmonized them where feasible. The amendments eliminated two-tiered licensing of cosmetologists, barbers and aestheticians, reduced the qualifications for instructors of manicuring, eliminated booth rental licenses, and increased the hours needed to obtain an aesthetician's license. The amendments also updated the sterilization requirements for instruments and equipment, deleted outdated equipment requirements, eliminated limitations on which days of the week students may be required to attend class, and harmonized the barber and cosmetology regulations, including regulations pertaining to applicants from other countries. The Board planned to hold public hearings on these proposed revisions and subsequently finalize them during FY2017.

In addition, the Board approved the first Laser Electrolysis course to train licensed electrologists to use laser equipment for hair removal. This brought to fruition another change in the Board's governing statute, which broadened the definition of electrolysis to permit hair removal using light energy as well as electricity.

Furthermore, the Board's staff also helped to configure DPL's new electronic licensing system, ePLACE, by performing data conversions and testing. As of the end of FY2016, ePLACE was scheduled to be implemented for the Board in August 2016.

Goals and Outlook - FY2017:

In FY2017, the Board will implement legislation passed in July 2016, which removed barriers to mobile practice for all the professions within its jurisdiction. The Board intends to issue a policy to address mobile practice. The Board also intends to issue a new policy regarding review of criminal convictions for applicants for licensure, and will continue to clarify the scope of practice for emerging techniques in the professions.

###

BOARD OF REGISTRATION OF DIETITIANS AND NUTRITIONISTS

Established in 1999, Chapter 127 of the Acts of 1999

www.mass.gov/dpl/boards/nu

License Types Issued:

Dietitian/Nutritionist

Board Description:

The Board of Registration of Dietitians and Nutritionists evaluates the qualifications of applicants for licensure as dietitians/nutritionists. The Board grants licenses to qualified individuals and also establishes regulations to ensure the integrity and competence of licensees engaged in the practice of the profession. In addition, the Board serves as a link between consumers and licensed dietitians/nutritionists and in that role, seeks to promote the public health, welfare, and safety, by investigating consumer complaints and taking disciplinary action against licensees when appropriate.

Dietitians/nutritionists are health professionals engaged in the practice of human dietetics/nutrition. Human dietetics/nutrition is the science concerned with the relationship between foods and human health. The focus is on nutrients in food, their actions/interactions and the balance of 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.

Members of the Board (as of end of FY2016, June 30, 2016):

Lorraine W. Dox, Chair
Lisa Brown, Member
Betty Francisco, Public Member
Heather Hanley, Member
Erinn D. Pearson, Public Member
Rebecca Rash, Member
Irene R. Sedlacko, Member
Mary Sullivan, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 11D
Licensing Statute(s): M.G.L. c. 112, §§ 201 - 210
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 268 CMR 1.00 - 6.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	4
Licensing	
<i>No. of Licensees**</i>	2,612
<i>No. of Licenses Renewed</i>	1,597
<i>No. of New Licenses Issued**</i>	189
<i>No. of Licenses Expired and Not Renewed</i>	0
Oversight	
<i>No. of New Complaints Opened or Received</i>	0
<i>No. of Complaints Closed</i>	1
<i>No. of Disciplinary Actions Issued</i>	0
<i>No. of Complaints Dismissed</i>	1
<i>Amount of Fines Assessed</i>	\$0

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 review of its regulations. Specifically, the Board sought to: clarify the intent of its regulations and eliminate unnecessary, redundant, and outdated information; rewrote and consolidated some sections; and worked with its Board Counsel on the approval processes for those revisions. Of note was the Board's modification to the regulation regarding continuing education, a change intended to help clarify that qualifying courses must relate to the professional field of dietetics and nutrition.

The Board's staff also helped to configure the new electronic licensing system for the agency and performed data conversions and testing. The e-licensing system for this Board was implemented in October 2015.

In addition, the Board's staff also helped to configure DPL's new electronic licensing system, ePLACE, by performing data conversions and testing. ePLACE was implemented for the Board in October 2015.

Goals and Outlook - FY2017:

During FY2017, the Board plans to continue its E.O. 562 review of its regulations, with a focus on clarifying jurisdictional rules, as well as Board procedures, processes and meeting requirements.

###

BOARD OF REGISTRATION OF DISPENSING OPTICIANS

Established in 1955, Chapter 688 of the Acts of 1955

www.mass.gov/dpl/boards/do

License Types Issued:

Dispensing Optician

Board Description:

The Board of Registration of Dispensing Opticians evaluates the qualifications of applicants for licensure as dispensing opticians. The Board grants licenses to qualified individuals and also establishes regulations to ensure the integrity and continued competence of licensees engaged in the practice of the profession. In addition, the Board serves as a link between consumers and dispensing opticians and in that role, seeks to promote the public health, welfare, and safety, by investigating consumer complaints and taking disciplinary action against licensees when appropriate.

The Board also manages apprenticeship training programs, approves educational standards for school-based opticianry programs, and monitors the continuing education requirements of licensees. The Board also works with other states' opticianry boards and professional organizations in furthering the qualifications of 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.

Members of the Board (as of end of FY2016, June 30, 2016):

William Carleton, Chair
Lawrence A. Clayman, Secretary
Martin Bregman, Member
John G. Peters, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 48 - 50
Licensing Statute(s): M.G.L. c. 112, §§ 73C - 73L
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 235 CMR 1.00 - 5.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	8
Licensing	
<i>No. of Licensees**</i>	1,570
<i>No. of Licenses Renewed</i>	479
<i>No. of New Licenses Issued**</i>	37
<i>No. of Licenses Expired and Not Renewed</i>	0
Oversight	
<i>No. of New Complaints Opened or Received</i>	20
<i>No. of Complaints Closed</i>	16
<i>No. of Disciplinary Actions Issued</i>	13
<i>No. of Complaints Dismissed</i>	3
<i>Amount of Fines Assessed</i>	3,700

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board reviewed and proposed revisions to its regulations in accordance with the E.O. 562. The Board also took steps to emphasize to apprentices that they must take the prerequisite examinations during early part of their apprenticeships. This shift in emphasis will help to reduce the Board's workload regarding the review of extensions for apprentices who have completed their apprentice hours, but have not yet passed the two prerequisite examinations.

Goals and Outlook - FY2017:

The Board looks forward to promulgating its revised regulations after receiving and reviewing input from the public. The Board also plans to publish a Request for a Response (RFR), seeking vendors who can assist the Board in developing and implementing a new practical examination.

###

BOARD OF CERTIFICATION OF OPERATORS OF DRINKING WATER SUPPLY FACILITIES

Established in 1971, Chapter 942 of the Acts of 1971

www.mass.gov/dpl/boards/dw

License Types Issued:

Drinking Water Operator
Dual Certification Operator

Board Description:

The Board of Registration of Operators of Drinking Water Supply Facilities regulates and licenses all operators of public drinking water 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 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 - from basic employment to management in Drinking Water 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.

Members of the Board (as of end of FY2016, June 30, 2016):

Paul S. Niman, Chair
William Salomaa, Secretary
Michael J. Celona, Member
David W. Coppes, Member
Blake D. Lukis, Member
Christine L. Millhouse, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 66B
Licensing Statute(s): M.G.L. c. 112, §§ 87CCCC - 87DDDD
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 236 CMR 1.00 - 5.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	10
Licensing	
<i>No. of Licensees**</i>	5,281
<i>No. of Licenses Renewed</i>	4,692
<i>No. of New Licenses Issued**</i>	558
<i>No. of Licenses Expired and Not Renewed</i>	16

Oversight	
<i>No. of New Complaints Opened or Received</i>	12
<i>No. of Complaints Closed</i>	24
<i>No. of Disciplinary Actions Issued</i>	12
<i>No. of Complaints Dismissed</i>	12
<i>Amount of Fines Assessed</i>	\$0

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board undertook several initiatives to improve the application process for license applicants. Specifically, the Board worked to streamline its application process through the creation of interactive applications through DPL's new online licensing system, ePLACE. These improvements helped the Board to reduce the processing time for licensing applications and also enabled the Board to capture additional contact information from licensees.

Goals and Outlook - FY2017:

In FY2017, the Board, working with DPL staff, will fully implement ePLACE, and make it available to licensees and license applicants for the first time. In addition, the Board plans to explore ways to improve communication between the Board and its licensees.

###

BOARD OF STATE EXAMINERS OF ELECTRICIANS

Established in 1915, Chapter 296 of the Acts of 1915

www.mass.gov/dpl/boards/el

License Types Issued:

Journeyman Electrician
Master Electrician
Systems Contractor
Systems Technician

Board Description:

The primary mission of the Board of State Examiners of Electricians is to protect the citizens of Massachusetts by establishing minimum standards for persons performing electrical installations. This mission is accomplished through the examination and licensure of qualified candidates and through enforcement of statutes, regulations, and policies governing electrical installations in the

Commonwealth of 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.

The Board performs fire investigations under the direction of the State Fire Marshal to determine if electricity could have contributed to the cause. While performing these fire investigations, the Board checks the installation(s) for code compliance and possible licensee misconduct. The Board also oversees DPL electrical inspectors, who inspect electrical work on roads, railways, bridges and tunnels installed by state transportation agencies.

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

The professionals licensed by the Examiners include Master Electricians, Journeyman Electricians, Systems Contractors and Systems Technicians. "Systems" include fire warning and security systems.

Members of the Board (as of end of FY2016, June 30, 2016):

Peter A. Senopoulos, Fire Marshal Designee, Chair
Paul J. Cormier, MAVA Member
David Edmondsm DOE Designee, Member
David W. Fenton, Journeyman Electrician, Member
Gerald Graham, Wire Inspector, Member
Kathleen E. Guinee, Systems Technician, Member
Thomas Leahy, Systems Contractor, Member
Stephen Levangie, Electrical Contractor, Member
James J. Meehan, International Municipal Signal Association, Member
Lisa Podgurski, Public Member
Ryan E. Toland, Master Electrician, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 32 - 32A
Licensing Statute(s): M.G.L. c. 141, §§ 1 - 10; M.G.L. c. 143, §§ 3L - 3P
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 237 CMR 1.00 - 23.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	21
Licensing	
<i>No. of Licensees**</i>	34,343
<i>No. of Licenses Renewed</i>	33,845

<i>No. of New Licenses Issued**</i>	585
<i>No. of Licenses Expired and Not Renewed</i>	0
Oversight	
<i>No. of New Complaints Opened or Received</i>	148
<i>No. of Complaints Closed</i>	135
<i>No. of Disciplinary Actions Issued</i>	70
<i>No. of Complaints Dismissed</i>	40
<i>Amount of Fines Assessed</i>	\$83,750

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board met with numerous stakeholders in an effort to review standards for electrical licensure in Massachusetts, with an emphasis on reducing barriers to businesses and to simplify the steps to becoming a licensed electrician, including a review of approved educational providers. To that end, the Board continued to discuss and draft updates to its regulations through multiple subcommittees. The Board also partnered with electrical inspector associations to provide new educational opportunities for local inspectors of wires, in an effort to assist them in being both consistent and effective in their enforcement of rules designed to ensure safe electrical installations throughout Massachusetts.

Goals and Outlook - FY2017:

In FY2017, the Board will continue the E.O. 562 regulatory review process, by holding a public hearing on its draft regulations. Among the revisions proposed in the draft regulations include changes intended to lessen the burdens for businesses when changing the master license holder of record, as well as simplification of the reinstatement process for lapsed licenses. In addition, the revised regulations seek to provide a clear path to licensure for applicants with experience and education obtained in other states or countries.

###

BOARD OF REGISTRATION IN EMBALMING AND FUNERAL DIRECTING

Established in 1905, Chapter 473 of the Acts of 1905

www.mass.gov/dpl/boards/em

License Types Issued:

Embalmer Apprentice

Funeral Assistant
 Funeral Director and Embalmer - Type 3
 Funeral Director and Embalmer - Type 6
 Funeral Establishment
 Licensed Funeral Director
 Registered Embalmer

Board Description:

The Board of Registration in Embalming and Funeral Directing protects the public through regulation of the practice of funeral directing and embalming in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies. The Board issues licenses to qualified individuals and business to practice the funeral directing and embalming professions, and seeks to ensure the continued protection of the public health, safety, and well-being by investigating consumer complaints and taking disciplinary action against licensees, when appropriate. The Board also inspects the facilities of licensed embalmers and funeral directors.

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 services of assistance for family members of the deceased. They are committed to following all health related rules as set forth by the Board and local health departments.

Members of the Board (as of end of FY2016, June 30, 2016):

Thomas A. O'Donnell, Chair
 Peter A. Stefan, Secretary
 Patrick Driscoll, Member
 Carolyn R. Lindsay, Member
 Paul Phaneuf, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 94
 Licensing Statute(s): M.G.L. c. 112, §§ 196 - 198
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 265 CMR 2.00 - 10.00

Key Statistics (as of end of FY2016, June 30, 2016):

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	20

Licensing	
<i>No. of Licensees**</i>	2,351
<i>No. of Licenses Renewed</i>	1,484
<i>No. of New Licenses Issued**</i>	305
<i>No. of Licenses Expired and Not Renewed</i>	6
Oversight	
<i>No. of New Complaints Opened or Received</i>	94
<i>No. of Complaints Closed</i>	63
<i>No. of Disciplinary Actions Issued</i>	51
<i>No. of Complaints Dismissed</i>	11
<i>Amount of Fines Assessed</i>	\$21,600

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board met with numerous stakeholders in an effort to review standards for the practice of funeral directing in Massachusetts, with an emphasis on providing clear guidance for the collection of pre-need funds from consumers. To that end, the Board continued to discuss and draft updates to its regulations. The Board also welcomed a new member, Patrick Driscoll.

Goals and Outlook - FY2017:

In FY2017, the Board plans to continue the E.O. 562 regulatory review process, by holding a public hearing on proposed revisions to its regulations. The proposed revisions seek to lessen the burden on licensed funeral directors by simplifying the rules for changes in ownership of funeral homes, and by clarifying rules applicable to continuing education providers. In addition, the revised regulations will update the requirements applicable to funeral establishments and their use and management of consumer pre-need contracts. The proposed revisions are intended to better protect consumer funds, while also ensuring that funeral directors are able to meet the needs of their clients without undue confusion.

###

BOARD OF CERTIFICATION OF HEALTH OFFICERS

Established in 1970, Chapter 521 of the Acts of 1970

www.mass.gov/dpl/boards/ho

License Types Issued:

Certified Health Officer

Board Description:

The Board of Certification of Health Officers works to maintain a high level of professionalism among Certified Health Officers (CHOs) by licensing qualified individuals, monitoring their practice, and enforcing applicable regulations and policies. The Board also reviews and amends its regulations as necessary and reviews practitioners' records to ensure fulfillment of continuing education requirements. The Board's mission is to establish and maintain consistent base of licensed, knowledgeable health officers who will be able to better serve the Commonwealth's communities, meeting consumers' needs as they relate to public health and environmental issues.

CHOs are generally the administrative officers of a health department or board of health. Several are presently serving as administrators to the Massachusetts Department of Public Health and the Department of Environmental Protection. CHOs evaluate 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.

CHOs must be knowledgeable of state, federal and local sanitary codes and regulations including other public regulations addressing the public health and the environment, as well as those issues 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 that are governed by regulations. CHOs perform field inspections, respond to complaints, follow up on consumer requests, and deal with issues associated with public health and environmental regulations that affect the community and the Commonwealth.

Members of the Board (as of end of FY2016, June 30, 2016):

Michael Feeney, CHO, Chair
Robert F. Bracey, CHO, Vice Chair
Kathleen C. Mahoney, Secretary
Beverly S. Hirschhorn, CHO, Member
David E. Kaplan, RS, CHO, Member
Bruce G. Murphy, CHO, Member
Steven J. Ward, RS, CHO, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 70 - 72
Licensing Statute(s): M.G.L. c. 112, §§ 87WWW - 87ZZZ
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 241 CMR 2.00 - 4.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	13
Licensing	
<i>No. of Licensees**</i>	98
<i>No. of Licenses Renewed</i>	98
<i>No. of New Licenses Issued**</i>	0
<i>No. of Licenses Expired and Not Renewed</i>	5
Oversight	
<i>No. of New Complaints Opened or Received</i>	2
<i>No. of Complaints Closed</i>	0
<i>No. of Disciplinary Actions Issued</i>	0
<i>No. of Complaints Dismissed</i>	0
<i>Amount of Fines Assessed</i>	\$0

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board appointed a committee to identify ways in which competency could be most appropriately measured and update the licensing examination accordingly. The Committee met nine times in FY2016, and drafted one hundred new questions for the licensing examination.

In addition, the Board continued its E.O. 562 review of its regulations. As part of this effort, the Board held a public hearing and comment period in October, 2015, and then drafted proposed revisions. The proposed amendments to 241 CMR 3.00 are intended to expand the pool of applicants for licensure, increase opportunities for military veterans to qualify to take the licensing examination, and clarify the requirements for renewing an expired certificate. The proposed changes to 241 CMR 4.00 will expand the types of courses that constitute acceptable subject matter for continuing education and add a requirement that at least six of the twelve CE credits be in the topics of administration, management or leadership.

These changes are necessary to ensure that the certified health officer remains competent to perform the tasks of the modern day certified health officer. In June, 2016, the Board received approval per EO 562 to begin the formal regulation promulgation process.

Goals and Outlook – FY2017:

In FY2017, the Board plans to continue the E.O. 562 regulatory review process by holding a public hearing on its proposed amendments to the regulations. Following the hearing, the Board

will consider any public comment received and plans to promulgate the proposed changes. In addition, the Board plans to complete its review of the existing licensing examination during FY2017, and implement new test questions, where appropriate.

###

BOARD OF REGISTRATION OF HEARING INSTRUMENT SPECIALISTS

Established in 1998, Chapter 321 of the Acts of 1998

www.mass.gov/dpl/boards/he

License Types Issued:

Hearing Instrument Apprentice

Hearing Instrument Specialist

Board Description:

The Board of Registration of Hearing Instrument Specialists protects the public through regulation of the practice and the title of Hearing Instrument Specialist in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies. The Board issues licenses to qualified individuals to engage in the practice of the profession, and seeks to ensure the continued protection of the public health, safety, and well-being by maintaining high standards for the profession.

Hearing Instrument Specialists engage in the practice of dispensing or fitting hearing aids. The practice of fitting and dispensing hearing aids means the measurement of human hearing and the ear solely for the purpose of making selections, adaptations or sales of hearing aids intended to compensate for impaired hearing.

Members of the Board (as of end of FY2016, June 30, 2016):

Mark Battite, HIS, Chair

Loleata Wigall, MS-CCC-A, Vice Chair

Eugene P. Antonell, BC-HIS, Secretary

Donald Gross, BC-HIS, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 93 – 94

Licensing Statute(s): M.G.L. c. 112, §§ 196 – 199

Enforcement Statute(s): M.G.L. c. 113, §§ 61 – 65F

Regulation(s): 265 CMR 2.00 – 10.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	5
Licensing	
<i>No. of Licensees**</i>	455
<i>No. of Licenses Renewed</i>	0
<i>No. of New Licenses Issued**</i>	37
<i>No. of Licenses Expired and Not Renewed</i>	1
Oversight	
<i>No. of New Complaints Opened or Received</i>	2
<i>No. of Complaints Closed</i>	3
<i>No. of Disciplinary Actions Issued</i>	0
<i>No. of Complaints Dismissed</i>	3
<i>Amount of Fines Assessed</i>	\$0

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review, holding a public hearing on the proposed revisions to its regulations in May 2016. Among the issues addressed by the proposed revisions include the extension of apprenticeships within statutory limitations and the elimination of regulations that are preempted by federal law. The Board plans to complete the E.O. 562 process by promulgating final regulations in FY2017.

In addition, the Board's staff also helped to configure DPL's new electronic licensing system, ePLACE, by performing data conversions and testing. As of the end of FY2016, ePLACE was scheduled to be implemented for the Board in August 2016. The new system will make apprentice licensure records available in the production system and thus the public will be able to check these licenses online for the first time.

Goals and Outlook - FY2017:

In FY2017, the Board intends to address the passage and failure rates of applicants who take the licensing exam. The Board also plans to consider the development of training courses intended to assist apprentices in obtaining their licenses.

###

BOARD OF REGISTRATION OF HOME INSPECTORS

Established 1999, Chapter 146 of the Acts of 1999

www.mass.gov/dpl/boards/hi

License Types Issued:

Home Inspector

Associate Home Inspector

Board Description:

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 health and welfare through regulation of the professional 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 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 endure losses that are a result of an inspector's error. In addition, real estate brokers are required to distribute a brochure produced by the Office of Consumer Affairs 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.

Members of the Board (as of end of FY2016, June 30, 2016):

James L. Brock, Chair

Walter B. Sullivan, Vice Chair

Paul Balutis, Member

Michael Healy, Member

Charles Mangio, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 96

Licensing Statute(s): M.G.L. c. 112, §§ 222 - 226

Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F

Regulation(s): 266 CMR 1.00 - 11.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	6
Licensing	
<i>No. of Licensees**</i>	515
<i>No. of Licenses Renewed</i>	396
<i>No. of New Licenses Issued**</i>	67
<i>No. of Licenses Expired and Not Renewed</i>	2
Oversight	
<i>No. of New Complaints Opened or Received</i>	18
<i>No. of Complaints Closed</i>	9
<i>No. of Disciplinary Actions Issued</i>	3
<i>No. of Complaints Dismissed</i>	6
<i>Amount of Fines Assessed</i>	\$5,500

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review, with an eye towards making the profession more accessible to individuals seeking to enter the profession. The Board also approved a policy which outlines its longstanding interpretation that manufactured homes are not residential structures, within the meaning of its statutes and regulations.

Goals and Outlook - FY2017:

In FY2017, the Board plans to complete the E.O. 562 regulatory review process by continuing to collect public input regarding potential changes to its regulations and ultimately promulgating revised regulations. In addition, the Board is scheduled to implement DPL's new online licensing system, ePLACE, in August 2016.

###

BOARD OF REGISTRATION OF LANDSCAPE ARCHITECTS

Established in 1968, Chapter 473 of the Acts of 1968

www.mass.gov/dpl/boards/la

License Types Issued:

Landscape Architect (L.A.)

Board Description:

The Board of Registration of Landscape Architects protects the public through regulation of the title of “Landscape Architect” in Massachusetts. The Board grants licenses to qualified individuals and also establishes regulations to ensure the integrity and competence of licensees engaged in the practice of landscape architecture. In addition, the Board serves as a link between consumers and licensed landscape architects and in that role, seeks to promote the public health, welfare, and safety, by investigating consumer complaints and taking disciplinary action against licensees when appropriate.

Landscape Architects provide professional services related to the development of land and incidental water areas, for the purpose of preserving, enhancing, or determining the proper use of the land, its natural features, esthetic values, structures, drainage, and various hazards. Professional services commonly provided include consultations, investigation, reconnaissance, research, planning, design, and supervision, related to the development of land or incidental water areas. The practice of landscape architecture may include architectural, engineering and land surveying work, but only as it is incidental to a development project.

Members of the Board (as of end of FY2016, June 30, 2016):

Pamela F. Shadley, L.A., Chair
Marion Pressley, L.A., Secretary
William E. Costa, Public Member
Kimberly R. Drake, Member
Mark Zarrillo, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 67 - 69
Licensing Statute(s): M.G.L. c. 112, §§ 98 - 107
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 242 CMR 2.00 - 3.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	4
Licensing	
<i>No. of Licensees**</i>	846
<i>No. of Licenses Renewed</i>	819
<i>No. of New Licenses Issued**</i>	34

<i>No. of Licenses Expired and Not Renewed</i>	2
Oversight	
<i>No. of New Complaints Opened or Received</i>	3
<i>No. of Complaints Closed</i>	2
<i>No. of Disciplinary Actions Issued</i>	0
<i>No. of Complaints Dismissed</i>	2
<i>Amount of Fines Assessed</i>	\$0

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review process with a focus on clarifying the intent of its regulations, and eliminating unnecessary, redundant, and outdated information. In addition, the Board worked on re-writing and consolidating several sections of its regulations and worked with Board Counsel to commence the formal review and hearing process.

Goals and Outlook - FY2017:

During FY2017, the Board plans to continue its E.O. 562 review of its regulations, with a focus on clarifying jurisdictional rules, as well as Board procedures, processes, and meeting requirements.

###

BOARD OF REGISTRATION OF MASSAGE THERAPY

Established in 2006, Chapter 135 of the Acts of 2006

www.mass.gov/dpl/boards/mt

License Types Issued:

Massage Therapist

Multiple Massage Therapy Establishment

Solo Massage Therapy Establishment

Board Description:

The Board of Registration of Massage Therapy evaluates the qualifications of applicants for licensure as massage therapists. The Board grants licenses to qualified individuals and businesses, and also establishes regulations to ensure the integrity and competence of licensees engaged in the practice of the profession. In addition, the Board serves as a link between

consumers and massage therapists and in that role, seeks to promote the public health, welfare, and safety, by investigating consumer complaints and taking disciplinary action against licensees when appropriate.

A massage therapist is an individual, licensed by the board, who instructs or administers massage or massage therapy for compensation. The practice of massage therapy is the systematic treatment of the soft tissues of the body by use of pressure, friction, stroking, percussion, kneading, vibration by manual or mechanical means, range of motion for purposes of demonstrating muscle excursion or muscle flexibility and nonspecific stretching. Massage Therapy may include the use of oil, ice, hot and cold packs, tub, shower, steam, dry heat or cabinet baths, in which the primary intent is to enhance or restore the health and well-being of the client.

Members of the Board (as of end of FY2016, June 30, 2016):

Paul P. Andrews, Chair
 Jennie Pelletier, Vice Chair
 Ann Marie Kennedy, Public Member
 Alexei Levine, LMT, Member
 Matthew Olds, Member
 Sheri A. Sarmento, Public Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 98 - 99
 Licensing Statute(s): M.G.L. c. 112, §§ 227 - 235
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 269 CMR 1.00 - 7.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	11
Licensing	
<i>No. of Licensees**</i>	10,134
<i>No. of Licenses Renewed</i>	8,550
<i>No. of New Licenses Issued**</i>	924
<i>No. of Licenses Expired and Not Renewed</i>	126
Oversight	
<i>No. of New Complaints Opened or Received</i>	222
<i>No. of Complaints Closed</i>	181
<i>No. of Disciplinary Actions Issued</i>	129
<i>No. of Complaints Dismissed</i>	49
<i>Amount of Fines Assessed</i>	\$111,900

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review process, with a focus on adopting revisions to its regulations that: streamline the Board's educational requirements for individual licensure, to allow more flexibility in acceptable preparation; clarify that treatment documentation must be contemporaneously created; and eliminate establishment licensure exemptions for occasional and outcall practitioners to eliminate fraud and illegal conduct.

Goals and Outlook - FY2017:

In FY2017, the Board plans to review the possibility of adopting a national licensing examination, such as the Massage & Bodywork Licensing Examination (MBLEX) administered by the Federation of State Massage Therapy Boards (FSMTB), as an additional standard for demonstrating the minimum qualifications of education for licensure. The Board also plans to continue its review of its continuing education requirements for licensees and to complete the E.O. 562 regulatory review process.

###

BOARD OF REGISTRATION IN OPTOMETRY

Established in 1912, Chapter 700 of the Acts of 1912

www.mass.gov/dpl/boards/op

License Types Issued:

Optometrist

Board Description:

The Board of Registration in Optometry protects the public through regulation of the practice of optometry in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies. The Board issues licenses to qualified individuals to engage in the practice of optometry, and seeks to ensure the continued protection of the public health, safety, and well-being by maintaining high standards for the profession. It also works to maintain the educational standards of the profession by reviewing and either approving or rejecting continuing education and post graduate courses for Massachusetts licensees.

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 conjunctivitis.

Members of the Board (as of end of FY2016, June 30, 2016):

Paul W. Elliott, OD, Chair
 Scott D. Peterson, Esq., Public Member, Secretary
 Bruce L. Rakusin, OD, Member
 Everett B. Sabree, OD, Member
 Rhonda Z. Willinger, OD, Member

Statutes and Regulations:

Statute(s): M.G.L. c. 13, §§ 16 - 18
 Licensing Statute(s): M.G.L. c. 112, §§ 66 - 73B
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 – 65F
 Regulation(s): 246 CMR 1.00 - 3.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	8
Licensing	
<i>No. of Licensees**</i>	1,551
<i>No. of Licenses Renewed</i>	1,499
<i>No. of New Licenses Issued**</i>	41
<i>No. of Licenses Expired and Not Renewed</i>	126
Oversight	
<i>No. of New Complaints Opened or Received</i>	8
<i>No. of Complaints Closed</i>	3
<i>No. of Disciplinary Actions Issued</i>	129
<i>No. of Complaints Dismissed</i>	2
<i>Amount of Fines Assessed</i>	\$400

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review by holding a public listening session, reviewing public input, and drafting revised regulations. Among the issues addressed by the Board's draft regulations include: the establishment of a new licensure through endorsement process, which would allow a greater number of qualified out-of-state licensees to

meet the Commonwealth's licensure requirements; changes to continuing education requirements; updates to the minimum procedures for contact lens evaluations; changes to patient records retention requirements, as well as the procedure regarding conveyance of those records; updates allowing for the use of new tools and technology as it becomes available; the removal of unnecessary and burdensome requirements for the succession of a practice and display of practice information; clarifications to an optometrist's obligations regarding prescription verification and signature and contact lens instruction; and the addition of a reporting requirement regarding the optometrist's practice settings. The Board received approval in June 2016 to begin the formal E.O. 562 promulgation process.

Goals and Outlook - FY2017:

In FY 2017, the Board plans to continue and complete its E.O. 562 regulatory review process, by holding a public hearing to consider its proposed revisions and by subsequently promulgating final regulations. In addition, the Board plans to perform a continuing education audit to assess compliance by licensees.

###

BOARD OF STATE EXAMINERS OF PLUMBERS AND GAS FITTERS

Established in 1909, Chapter 536 of the Acts of 1909

www.mass.gov/dpl/boards/pl

License Types Issued:

Gas Fitter Apprentice
Gas Fitter Business
Gas Fitter Journeyman
Gas Fitter Master
LP Installer
LTD LP Installer
PL and GF Inspector Registration
PL and GF Inspector Registration
Plumbing Apprentice
Plumbing Business
Plumbing Journeyman
Plumbing Master

Board Description:

The Board of State Examiners of Plumbers and Gas Fitters evaluates the qualifications of applicants for licensure in the plumbing and gas fitting professions, and regulates these occupations in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies. The Board administers examinations and issues licenses for journeyman and master plumbers, journeyman and master gas fitters, and LP and LTD Gas. 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. In addition, the Board serves as a link between consumers and allied health professionals and in that role, seeks to promote the public health, welfare, and safety, by investigating consumer complaints and taking disciplinary action against licensees when appropriate.

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 fuel gases, low pressure or elevated, to appliances and accessories and insure the installation of vent piping for flue gases and make-up air.

Members of the Board (as of end of FY2016, June 30, 2016):

Paul K. Kennedy, Chair
 Ruth D. Alfasso, Member
 John F. Cruz, Member
 Greg Hanley, Public Member
 Bahig Kaldas, P.E., Member
 Daniel Kilburn, Member
 Harold Knight, Member
 Joseph P. McNamee, Member
 Joseph V. Waskiewicz, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 36 - 38
 Licensing Statute(s): M.G.L. c. 142, §§ 1 - 22
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 248 CMR 1.00 - 11.00; NFPA 54-2012 with revisions; NFPA 58-2011 with revisions; NFPA 85-2011; NFPA 86-2011.

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	26
Licensing	
<i>No. of Licensees**</i>	26,107
<i>No. of Licenses Renewed</i>	24,046
<i>No. of New Licenses Issued**</i>	2,163
<i>No. of Licenses Expired and Not Renewed</i>	1
Oversight	
<i>No. of New Complaints Opened or Received</i>	144

<i>No. of Complaints Closed</i>	74
<i>No. of Disciplinary Actions Issued</i>	42
<i>No. of Complaints Dismissed</i>	21
<i>Amount of Fines Assessed</i>	\$12,300

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board undertook several initiatives to improve its interactions with licensees, inspectors, and prospective licensees. Specifically, the Board worked to streamline its application process through the creation of interactive applications in DPL's new online licensing system, ePLACE. These improvements helped the Board to significantly reduce the license application processing time for licensing applications. In addition, the Board worked to improve its communication with the inspector communication and also increased its outreach to both proprietary and vocational schools approved to operate plumbing education programs.

Goals and Outlook - FY2017:

In FY2017, the Board plans to continue working to improve its communication with current licensees, inspectors, and prospective licensees. The Board also plans to continue expanding its outreach efforts to plumbing apprentice students. The Board will also work to implement revisions to the plumbing code.

###

BOARD OF REGISTRATION IN PODIATRY

Established in 1937, Chapter 425 of the Acts of 1937

www.mass.gov/dpl/boards/pd

License Types Issued:

Podiatrist

Podiatrist Limited

Board Description:

The Board of Registration in Podiatry protects the public through regulation of the practice of podiatry in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies. The Board issues licenses to qualified individuals to engage in the practice of the profession, and seeks to ensure the continued protection of the public health, safety, and well-being by maintaining high standards for the industry.

Podiatry deals with medical and surgical treatment of foot disorders. Podiatrists provide a numbers of services for consumers including, but not limited to, the examination, diagnosis and treatment, or prescription of a course of treatment, for patients with disorders, diseases or injuries of the foot.

Members of the Board (as of end of FY2016, June 30, 2016):

Leroy J. Kelley, DPM, Chair
 Raymond Murano, DPM, Secretary
 Tanya Basu, Esq., Public Member
 Bruce C. Bonnell, MD, Member
 Kenneth M. Leavitt, DPM, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 12A - 12C
 Licensing Statute(s): M.G.L. c. 112, §§ 13 - 23
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 249 CMR 2.00 - 7.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	6
Licensing	
<i>No. of Licensees**</i>	588
<i>No. of Licenses Renewed</i>	529
<i>No. of New Licenses Issued**</i>	38
<i>No. of Licenses Expired and Not Renewed</i>	12
Oversight	
<i>No. of New Complaints Opened or Received</i>	8
<i>No. of Complaints Closed</i>	9
<i>No. of Disciplinary Actions Issued</i>	4
<i>No. of Complaints Dismissed</i>	5
<i>Amount of Fines Assessed</i>	\$200

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulation review. To support this effort, the Board held a public comment period, received suggestions to improve its regulations, and then drafted proposed revisions. The proposed revisions will eliminate outdated and duplicative regulatory language and clarify licensure and reinstatement requirements. The Board held a formal public hearing on the proposed regulations on June 29, 2016.

Goals and Outlook - FY2017:

In FY 2017, the Board plans to finalize and promulgate its proposed regulation amendments to streamline requirements imposed on licensees and reduce any unwarranted burdens on podiatric practices. In addition, the Board plans to review its existing policies and update them as necessary to reflect modern podiatric practice.

###

BOARD OF REGISTRATION OF PROFESSIONAL ENGINEERS AND OF LAND SURVEYORS

Established in 1941, Chapter 643 of the Acts of 1941

www.mass.gov/dpl/boards/en

License Types Issued:

Engineer in Training (EIT) Certificate

Professional Engineer

Professional Land Surveyor

Surveyor in Training (SIT) Certificate

Board Description:

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 practice 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 include the Rules of Professional Practice. The Board has successfully applied strict standards of education and experience for its licensees, as well as in administering examinations in Fundamental Knowledge and Principles and Practice to determine a candidate's competence to practice engineering and land surveying. It has aggressively pursued taking disciplinary action against licensees for the protection of the public.

The Board and its subcommittees review, evaluate, and act on applications for licenses. The Board conducts interviews 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. 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.

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.

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	24
Licensing	
<i>No. of Licensees*</i>	26,078
<i>No. of Licenses Renewed</i>	15,169
<i>No. of New Licenses Issued</i>	887
<i>No. of Licenses Expired and Not Renewed</i>	156
Oversight	
<i>No. of New Complaints Opened or Received</i>	46
<i>No. of Complaints Closed</i>	30
<i>No. of Disciplinary Actions Issued</i>	6
<i>No. of Complaints Dismissed</i>	23
<i>Amount of Fines Assessed</i>	\$3000

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review by holding a public outreach sessions, reviewing proposed revisions, and drafting revised regulations. Among the issues addressed by the draft regulations include the elimination of outdated and duplicative regulatory language, and the clarification of licensure and reinstatement requirements. The Board held a formal public hearing on June 29, 2016 to collect public feedback regarding these proposed changes.

Goals and Outlook - FY2017:

In FY2017, the Board plans to complete its E.O. 562 regulatory review process, by finalizing and promulgating proposed amendments to its regulations. In addition, the Board plans to review its existing policies, and to update them as necessary to reflect modern podiatric practice.

###

BOARD OF PUBLIC ACCOUNTANCY

Established in 1923, Chapter 470 of the Acts of 1923

www.mass.gov/dpl/boards/ca

License Types Issued:

Certified Public Accountant (CPA)

Certified Public Accountant (CPA) Firm for Business Corporation

Certified Public Accountant (CPA) Firm for LLC

Certified Public Accountant (CPA) Firm for LLP

Certified Public Accountant (CPA) Firm for Partnership

Certified Public Accountant (CPA) Firm for Professional Corporation

Board Description:

The Board of Public Accountancy grants certificates and issues licenses to practice public accountancy, to qualified individuals who comply with the requirements of the statute and rules. The Board monitors the licensee's practice of public accountancy and its related business operations to ensure that the services provided to the public in any licensed capacity are in accordance with the ethical standards of Massachusetts General Laws and Board regulations. The Board also ensures that licensees have complied with all continuing education and peer review report requirements necessary to renew their licenses.

The Board's mission and objective is to provide quality guidance and services to its licensees and to the consumers they serve. The Board works in concert with the National Accounting organizations (AICPA and NASBA) in supervising the certified public accountancy exams given during the year to thousands of candidates. Before granting a certificate to these candidates, the Board determines their competency by evaluating their education, experience and character in its application process. The Board entertains dozens phone calls or e-mails per day and provides professional guidance to each inquiry.

Licensed CPA practitioners are the only individuals or firms who can issue independent reports of any kind on financial statements of business entities or other organizations in Massachusetts. Licensees also provide services to include but not limited to one or more kinds of management advisory or consulting services, preparing tax returns or providing advice on tax matters.

Members of the Board (as of end of FY2016, June 30, 2016):

Randall S. Davis, CPA, Chair
 Regina D. Hunter, CPA, MST, Secretary
 Richard H. Grueter, CPA, Member
 Mark S. Robinson, CPA, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 33 - 35
 Licensing Statute(s): M.G.L. c. 112, §§ 87A - 87E
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 252 CMR 1.00 - 4.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	9
Licensing	
<i>No. of Licensees**</i>	19,271
<i>No. of Licenses Renewed</i>	15,169
<i>No. of New Licenses Issued**</i>	887
<i>No. of Licenses Expired and Not Renewed</i>	156
Oversight	
<i>No. of New Complaints Opened or Received</i>	55
<i>No. of Complaints Closed</i>	33
<i>No. of Disciplinary Actions Issued</i>	6
<i>No. of Complaints Dismissed</i>	16
<i>Amount of Fines Assessed</i>	\$9,000

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review process, with a focus on adopting revisions to its regulations that seek to streamline the application process and update outdated terminology. The Board has worked with DPL staff to implement the agency's new online licensing system, ePLACE.

Goals and Outlook - FY2017:

In FY2017, the Board plans to continue the E.O. 562 regulatory review process, by holding a public hearing to consider proposed revisions to its regulations and ultimately, promulgating revisions to its regulations. The Board also plans to conduct a continuing education audit to ensure licensee compliance with continuing education requirements.

###

BOARD OF REGISTRATION OF PSYCHOLOGISTS

Established in 1971, Chapter 1021 of the Acts of 1971

www.mass.gov/dpl/boards/py

License Types Issued:

Psychologist

Board Description:

The Board of Registration of Psychologists issues licenses to qualified individuals to practice psychology in Massachusetts. The Board protects the public health and welfare through regulation of the practice of psychology, as defined by the statutes and described in the regulations. It receives, investigates, and adjudicates consumer complaints against licensed practitioners. The Board also investigates and takes disciplinary action against the unlicensed practice of psychology, which is prohibited by law.

Psychologists observe, describe, evaluate, interpret, and modify human behavior by the application of psychological principles, methods and procedures, in order to assess or change symptomatic, maladaptive or undesired behavior. Psychologists work may focus on issues such as interpersonal relationships, work and life adjustment, personal effectiveness, and mental health. The practice of psychology includes, but is not limited to, psychological testing, assessment and evaluation of intelligence, personality, abilities, attitudes, motivation, interests and aptitudes; counseling, psychotherapy, hypnosis, biofeedback training and behavior therapy; diagnosis and treatment of mental and emotional disorder or disability, alcoholism and substance abuse, and the psychological aspects of physical illness or disability; psycho educational evaluation, therapy, remediation, consultation, and supervision. Psychological services may be rendered to individuals, families, groups, and the public.

Certification as a Health Service Provider (HSP) is required in order to independently offer health services to the public or to supervise such services. Psychologists may also teach and do research without a license, and consult to organizations. The title "Psychologist" is protected by law and cannot be used unless the individual is licensed by the Board.

Members of the Board (as of end of FY2016, June 30, 2016):

Robert Carey Jr., Ph.D., Chair

Michelle Jacobo, Ph.D., Chair

Kimberly Bistis, Psy.D., Vice Chair
 Marshuan B. Glover, Ph.D., Secretary
 Betty Allen, Public Member
 William Hudgins, Ph.D., Member
 Neelam Jain, Public Member
 William Sanchez, Ph.D., Member
 David G. Scherer, Ph.D., Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 76 - 79
 Licensing Statute(s): M.G.L. c. 112, §§ 118 - 129B
 Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
 Regulation(s): 251 CMR 1.00 - 4.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	12
Licensing	
<i>No. of Licensees**</i>	5,728
<i>No. of Licenses Renewed</i>	5,552
<i>No. of New Licenses Issued**</i>	231
<i>No. of Licenses Expired and Not Renewed</i>	0
Oversight	
<i>No. of New Complaints Opened or Received</i>	52
<i>No. of Complaints Closed</i>	43
<i>No. of Disciplinary Actions Issued</i>	30
<i>No. of Complaints Dismissed</i>	22
<i>Amount of Fines Assessed</i>	\$6,200

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board completed its E.O. 562 regulatory review, adopting revised regulations to comply with St. 2014, § 9, requiring domestic violence and sexual violence training of applicants and licensees, and with St. 2014, c. 284, § 103, requiring the revision of the criteria for health service provider settings, intended to allow more sites potentially to qualify while maintaining the standards for health service provider certification. The revised regulations also eliminated redundancies and outdated information contained throughout the regulations.

In addition, the Board implemented a number of statutory changes to the licensure process that required updates to the Board's licensing application forms and a redesign of advance practical criteria.

Goals and Outlook - FY2017:

In FY2017, the Board plans to continue its discussion of the role of technology as it affects provision of services, by convening a subcommittee to consider the issue further and evaluate possible revisions to its policy on the provision of services by electronic means.

###

BOARD OF REGISTRATION OF REAL ESTATE APPRAISERS

Established in 1991, Chapter 168 of the Acts of 1991

www.mass.gov/dpl/boards/ra

License Types Issued:

Real Estate Appraiser
Real Estate Appraiser Temporary Permit
Real Estate Appraiser Trainee

Board Description:

The Board of Registration of Real Estate Appraisers licenses qualified professional appraisers in compliance with the mandates of Title XI, the Federal Financial Institution Reform, Recovery and Enforcement Act (FIRREA) of 1989. The Board seeks to ensure the integrity of its licensees through fair and consistent enforcement of the statutes and regulations. In addition, the Board serves as a link between consumers and real estate appraisal professionals and in that role, seeks to promote the public welfare and safety, by investigating consumer complaints and taking disciplinary action against licensees, when appropriate.

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

Members of the Board (as of end of FY2016, June 30, 2016):

Michael P. Giannelli, Certified Residential, Chair
Thomas G. Kokoliadis, Banking Member, Vice Chair
Michael Kramer, Public Member
Timothy J. McDonough, State Licensed and Municipal Assessor, Member
William C. McLaughlin, Certified General, Member
David E. Paez, Member
Brian K. White, Public Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 92
Licensing Statute(s): M.G.L. c. 112, §§ 173 - 195
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 264 CMR 1.00 - 13.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	6
Licensing	
<i>No. of Licensees**</i>	2,315
<i>No. of Licenses Renewed</i>	1,341
<i>No. of New Licenses Issued**</i>	158
<i>No. of Licenses Expired and Not Renewed</i>	0
Oversight	
<i>No. of New Complaints Opened or Received</i>	52
<i>No. of Complaints Closed</i>	72
<i>No. of Disciplinary Actions Issued</i>	44
<i>No. of Complaints Dismissed</i>	30
<i>Amount of Fines Assessed</i>	\$22,000

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board met with numerous stakeholders in an effort to implement federal standards for appraisal licensure and regulation that are being adopted nationwide. The Board also continued its E.O. 562 regulatory review process, by continuing to discuss and draft updates to its regulations. To that end, it held a listening session in July of 2015 in which stakeholders had an opportunity to provide comments and suggestions to guide the Board as it drafted regulation amendments. The Board also welcomed a new examination vendor, PSI Services LLC (PSI).

Goals and Outlook - FY2017:

In FY2017, the Board plans to continue the E.O. 562 regulatory review process by holding a public hearing on its draft regulations. These draft regulations will remove redundant or outdated regulatory provisions, and have also been drafted to meet federal standards applicable to all state real estate appraiser licensing boards. The draft regulations are also being amended to facilitate license upgrades and to clarify disclosure and other ethics related requirements.

###

BOARD OF REGISTRATION OF REAL ESTATE BROKERS AND SALESPERSONS

Established in 1957, Chapter 726 of the Acts of 1957

www.mass.gov/dpl/boards/re

License Types Issued:

Real Estate Appraiser Temporary Permit

Real Estate Broker

Real Estate Business

Real Estate Salesperson

Real Estate School

Board Description:

The Board of Registration of Real Estate Brokers and Salespersons protects the public through regulation of the practice of real estate brokerage and sales in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies. The Board issues licenses to qualified individuals and business to practice in the real estate profession, and seeks to ensure the continued protection of the public health, safety, and well-being by investigating consumer complaints and taking disciplinary action against licensees, when appropriate. The Board also regulates real estate schools and agent curriculum and contracts with a testing vendor to provide the agent examination.

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

Members of the Board (as of end of FY2016, June 30, 2016):

Kevin M. Sears, Chair

Kimberly Allard-Moccia, Member

Peter Ruffini, Member

Neil St. Clair, Public Member

Stanley Zoll, Public Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 54 - 57

Licensing Statute(s): M.G.L. c. 112, §§ 65A - 65F; 87PP - 87DDD ½

Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65

Regulation(s): 254 CMR 2.00 - 7.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	7
Licensing	
<i>No. of Licensees**</i>	65,875
<i>No. of Licenses Renewed</i>	29,078
<i>No. of New Licenses Issued**</i>	6,061
<i>No. of Licenses Expired and Not Renewed</i>	2
Oversight	
<i>No. of New Complaints Opened or Received</i>	347
<i>No. of Complaints Closed</i>	254
<i>No. of Disciplinary Actions Issued</i>	53
<i>No. of Complaints Dismissed</i>	190
<i>Amount of Fines Assessed</i>	\$4,400

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board met with numerous stakeholders in an effort to review the mandatory disclosure forms used by licensees that explain their roles to clients. The Board also continued its E.O. 562 regulatory review process by continuing to discuss and draft updates to its regulations.

In addition, the Board continued to discuss and draft updates to its regulations. To that end, it held a listening session in September of 2015 in which stakeholders had an opportunity to provide comments and suggestions to guide the Board as it drafted regulation amendments. The Board also welcomed a new examination vendor, PSI Services LLC (PSI).

Goals and Outlook - FY2017:

In FY2017, the Board plans to continue the E.O. 562 regulatory review process by holding a public hearing on its draft regulations. The draft regulations will remove an unnecessary disclosure requirement to prospective tenants of apartments which required a notice about fees even when no fee was being charged. In addition, the updated regulations will allow real estate schools to provide, for the first time, classroom based online pre-licensure courses which will provide students flexibility by not requiring physical attendance at a school.

###

BOARD OF REGISTRATION OF SANITARIANS

Established in 1957, Chapter 673 of the Acts of 1957

www.mass.gov/dpl/boards/sa

License Types Issued:

Sanitarian

Board Description:

The Board of Registration of Sanitarians protects the public health and welfare through regulation of the profession, in accordance with the applicable statutes and board regulations. The board maintains a registration program for individuals meeting certain educational, experience and examination requirements, outlined in the Board's statutes. The Board maintains registration records, issues certificates of registration, holds meetings, adopts new regulations and determines continuing education requirements. The Board investigates reports of violations in rules and regulations, conducts hearings and takes disciplinary action when required.

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

Members of the Board (as of end of FY2016, June 30, 2016):

Kathleen Macvarish, Chair
Paul A. Seigny, Vice Chair
Rosemarie A. Decie, Member
Thomas J. Goodfellow, Member
Jennifer L. Sullivan, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 51 - 53
Licensing Statute(s): M.G.L. c. 112, §§ 87LL - 87OO
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 255 CMR 1.00 - 5.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	5
Licensing	

<i>No. of Licensees**</i>	361
<i>No. of Licenses Renewed</i>	352
<i>No. of New Licenses Issued**</i>	4
<i>No. of Licenses Expired and Not Renewed</i>	23
Oversight	
<i>No. of New Complaints Opened or Received</i>	1
<i>No. of Complaints Closed</i>	0
<i>No. of Disciplinary Actions Issued</i>	0
<i>No. of Complaints Dismissed</i>	0
<i>Amount of Fines Assessed</i>	\$0

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review by holding a public comment period, collecting suggestions to improve its regulations, and drafting proposed revisions to its regulations. The proposed revisions will clarify licensee obligations to submit change of address notifications, remove outdated examination administration language, and eliminate redundancies and unnecessary language in the existing regulations. In addition, the Board completed an audit of licensee compliance with continuing education requirements.

Goals and Outlook - FY2017:

In FY2017, the Board plans to continue and complete its E.O. 562 regulatory review, by holding a public hearing to consider proposed revisions to its regulations and ultimately promulgating revised regulations. In addition, the Board plans to promote the Registered Sanitarian credential through collaboration with related professional associations and pro-active outreach to local colleges and universities.

###

BOARD OF EXAMINERS OF SHEET METAL WORKERS

Established in 2008, Chapter 232 of the Acts of 2008

www.mass.gov/dpl/boards/sm

License Types Issued:

Sheet Metal Apprentice
Sheet Metal Business
Sheet Metal Instructor

Sheet Metal Journeyperson
Sheet Metal Master
Sheet Metal School

Board Description:

The Board of Examiners of Sheet Metal Workers protects the public through regulation of the practice of sheet metal work in Massachusetts. It determines eligibility for admission to examinations for licensure, conducts examinations, and licenses qualified individuals to practice sheet metal work, Journeyperson and Master levels, on a restricted and unrestricted basis. The Board also licenses apprentices, training centers, instructors, and business entities performing sheet metal work. The Board holds monthly meetings, hears complaints, and takes action as required.

Licensed sheet metal workers fabricate and install sheet metal systems used in all types of building ventilation systems, to provide the proper quantity of breathable air and environmental comfort to building occupants. These ventilation systems include ductwork, intake and exhaust louvers, and dampers, and may also include fire and life safety ventilation systems such as smoke exhaust systems, stairwell pressurization systems, smoke dampers, fire dampers, and related accessories. Licensed sheet metal workers also install various styles of metal roofing systems for commercial or industrial applications, to provide long-lasting moisture and weather protection to building structures and occupants

Members of the Board (as of end of FY2016, June 30, 2016):

Paul F. Moran, Chair
Russell Bartash, Vice Chair
Barbara Lagergren, Public Member
Paul W. Meincke, Member
Michael Morales, Member
Eric Pariseau, Member
Daniel Walsh, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, § 92
Licensing Statute(s): M.G.L. c. 112, §§ 173 - 195
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 264 CMR 1.00 - 13.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	19
Licensing	
<i>No. of Licensees**</i>	12,778

<i>No. of Licenses Renewed</i>	6,711
<i>No. of New Licenses Issued**</i>	408
<i>No. of Licenses Expired and Not Renewed</i>	0
Oversight	
<i>No. of New Complaints Opened or Received</i>	52
<i>No. of Complaints Closed</i>	29
<i>No. of Disciplinary Actions Issued</i>	11
<i>No. of Complaints Dismissed</i>	5
<i>Amount of Fines Assessed</i>	\$27,200

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review by holding a public comment period, collecting suggestions to improve its regulations, and drafting proposed revisions to its regulations. The proposed revisions will clarify licensee obligations to submit change of address notifications, remove outdated examination administration language, and eliminate redundancies and unnecessary language in the existing regulations. In addition, the Board's education subcommittee reviewed and revised the sheet metal apprentice curriculum.

Goals and Outlook - FY2017:

In FY2017, the Board plans to continue and complete its E.O. 562 regulatory review, by promulgating revised regulations. In addition, the Board plans to review and revise the sheet metal journeyman licensing exam questions.

###

BOARD OF REGISTRATION OF SOCIAL WORKERS

Established in 1977, Chapter 818 of the Acts of 1977

www.mass.gov/dpl/boards/sw

License Types Issued:

Licensed Independent Clinical Social Worker (LICSW)

Licensed Certified Social Worker (LCSW)

Licensed Social Worker (LSW)

Licensed Social Worker Associate (LSWA)

Board Description:

The Board of Registration of Social Work protects the public through regulation of the practice of social work in the Commonwealth of Massachusetts. It determines eligibility for admission to examinations for social work, and 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 DPL's legal counsel and investigators.

Social workers provide services to consumers as defined by the statutes and described in the regulations. Generally, social work professionals provide services to individuals, couples, families, groups, and communities directed towards specific goals. They may also assist or refer individuals or groups with difficult day-to-day problems, such as finding employment or locating sources of assistance. Social workers at an advanced level (LCSWs, LICSWs) may diagnose and treat emotional and mental disorders. Some social workers organize community groups to work on specific problems and help to create social policy and planning.

Members of the Board (as of end of FY2016, June 30, 2016):

Sally I. Kaitz, LCSW, Chair
Frances S. Carpenter, LSW, Vice Chair
Teresita Ramos, Secretary
Mark Gianino, Ph.D., LICSW, Member
Kathleen O. Palinski, Public Member
Imari K. Paris Jefferies, Public Member
Melanie Robinson Findlay, LICSW, CCHP, Member
Carla Saccone, LICSW, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 80 - 84
Licensing Statute(s): M.G.L. c. 112, §§ 130 - 137
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 258 CMR 1.00 - 31.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	9
Licensing	
<i>No. of Licensees**</i>	26,381
<i>No. of Licenses Renewed</i>	7,619
<i>No. of New Licenses Issued**</i>	2,563
<i>No. of Licenses Expired and Not Renewed</i>	0

Oversight	
<i>No. of New Complaints Opened or Received</i>	78
<i>No. of Complaints Closed</i>	114
<i>No. of Disciplinary Actions Issued</i>	65
<i>No. of Complaints Dismissed</i>	47
<i>Amount of Fines Assessed</i>	\$13,900

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review. The Board also approved policies allowing for the provision of electronic services, and also allowed for some aspects of licensee supervision requirements to be conducted via electronic means.

In addition, Board member Mark Gianino was appointed to serve on the Association of Social Work Board (ASWB) Continuing Competence Committee. This Committee sets guidelines and requirements for continuing education providers that are endorsed by ASWB and recognized globally throughout the social work profession.

Goals and Outlook - FY2017:

In FY2017, the Board plans to complete its E.O. 562 regulatory review process by promulgating revised regulation. The Board will also work with DPL staff to implement the agency's new online licensing system, ePLACE, scheduled to go-live in August 2016. Finally, the Board will continue to monitor trends in e-practice and e-therapy, with an eye towards possibly revising its existing policies and guidelines to account for technological advancements.

###

BOARD OF REGISTRATION FOR SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY

Established in 1982, Chapter 666 of the Acts of 1982

www.mass.gov/dpl/boards/sp

License Types Issued:

Audiologist

Audiology Assistant

Speech Language Pathologist

Speech Language Pathology Assistant

Board Description:

The Board of Registration in Speech-Language Pathology and Audiology protects the public health, safety, and well-being by maintaining standards for the practice of speech language and audiology in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies. The Board issues licenses to qualified individuals to engage in the practice of the profession.

Speech-language pathologists screen, identify, assess and interpret, diagnose, rehabilitate and work to prevent disorders of communication in articulation, fluency, voice and language. Audiologists work with peripheral and central audiological systems and vestibular dysfunctions. Audiologists screen, identify, assess and interpret, diagnose, rehabilitate and work to prevent communication disorders.

Members of the Board (as of end of FY2016, June 30, 2016):

Mark Campbell-Foster, Au.D, CCC-A, F AAA, Chair
Aixa Borrero-Sanchez, Secretary
Nicole L. Laffan, Aud., Member
Kathryn A. Manfield, Public Member
Lauren Woller-Mummolo, M.Ed., CCC-SLP, Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 85 - 87
Licensing Statute(s): M.G.L. c. 112, §§ 138 - 147
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65F
Regulation(s): 260 CMR 1.00 - 10.00

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	7
Licensing	
<i>No. of Licensees**</i>	7,111
<i>No. of Licenses Renewed</i>	6,133
<i>No. of New Licenses Issued**</i>	521
<i>No. of Licenses Expired and Not Renewed</i>	4
Oversight	
<i>No. of New Complaints Opened or Received</i>	9
<i>No. of Complaints Closed</i>	21
<i>No. of Disciplinary Actions Issued</i>	16
<i>No. of Complaints Dismissed</i>	5
<i>Amount of Fines Assessed</i>	\$20,950

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 regulatory review by drafting revised regulations, with a focus on updating the definitions of "audiology" and "speech-language pathology," removing outdated sections regarding applications filed before March 2007, and updating citations to professional standards referenced in the existing regulations. The Board held a public hearing to consider the proposed amendments and was scheduled to promulgate revised regulations after the close of the fiscal year. In addition, the Board's staff also helped to configure DPL's new electronic licensing system, ePLACE, by performing data conversions and testing.

Goals and Outlook - FY2017:

In FY2017, the Board intends to communicate with public school districts to ensure that administrators and faculty understand that speech-language pathologists and their assistants working in the schools must be licensed by the Board. In addition, the Board intends to address legislative efforts to establish a provisional license for speech-language pathology students during their clinical fellowship year.

The Board will also work with DPL staff to implement the agency's new online licensing system, ePLACE, scheduled to go-live in August 2016.

###

BOARD OF REGISTRATION IN VETERINARY MEDICINE

Established in 1903, Chapter 249 of the Acts of 1903

www.mass.gov/dpl/boards/vt

License Types Issued:

Veterinary Medicine

Veterinary Tufts Individual Practitioner

Veterinary Tufts Institutional

Board Description:

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 pass 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.

Veterinarians generally diagnose, treat, and prescribe for disease, pain or injury in animals.

Members of the Board (as of end of FY2016, June 30, 2016):

Sheri Siegel, DVM, Chair
Karen M. Patti, DVM, Secretary
David Diamond, DVM, Member
Donna M. Turley, Public Member

Statutes and Regulations:

Enacting Statute(s): M.G.L. c. 13, §§ 26 - 28
Licensing Statute(s): M.G.L. c. 112, §§ 54 - 60
Enforcement Statute(s): M.G.L. c. 113, §§ 61 - 65F
Regulation(s): 256 CMR 1.00 - 10.00

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	11
Licensing	
<i>No. of Licensees**</i>	3,359
<i>No. of Licenses Renewed</i>	3,000
<i>No. of New Licenses Issued**</i>	240
<i>No. of Licenses Expired and Not Renewed</i>	0
Oversight	
<i>No. of New Complaints Opened or Received</i>	96
<i>No. of Complaints Closed</i>	74
<i>No. of Disciplinary Actions Issued</i>	39
<i>No. of Complaints Dismissed</i>	42
<i>Amount of Fines Assessed</i>	\$11,450

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Board continued its E.O. 562 review of its regulations and revised certain sections to streamline certification and enforcement provisions, and to modernize certain terms to reflect the evolution of the field of veterinary medicine. An addition, in response to the animal

cruelty case in Westport, Massachusetts and other instances, the Board approved a policy to allow it to declare an emergency, as contemplated in its statutes and regulations, without having to wait for its regularly scheduled monthly meeting. This change in policy now allows out of state licensees to practice and provide treatment in the Commonwealth during a time of emergency, without having to be exposed to liability for unlicensed practice.

The Board was also one of the first DPL Board's to implement ePLACE. Although implemented during FY2015, the Board's use of ePLACE served as a model for use by other DPL boards.

Goals and Outlook - FY2017:

In FY2017, the Board plans to complete its E.O. 562 regulation review and hopes to promulgate revised regulations by the end of the fiscal year.

###

OFFICE OF PRIVATE OCCUPATIONAL SCHOOL EDUCATION

Established in 2012, Chapter 106 of the Acts of 2012

www.mass.gov/dpl/schools

License Types Issued:

Occupational School

Occupational School Sales Representative

Board Description:

The Office of Private Occupational School Education is an Office within the Division of Professional Licensure (DPL) that is responsible for the licensing and oversight of private occupational schools and their sales representatives operating in the Commonwealth of Massachusetts. In general, private occupational schools are organizations that offer courses, for profit or by charging tuition, for the purpose of training or preparing individuals for a business, trade, technical or industrial occupation, or any other vocational purpose. The Office is supported by a 12 member Advisory Council, which consists of individuals representing licensed schools, consumer advocates, and related state agencies. The Council advises DPL on matters relating to the oversight of private occupational schools.

Members of the Office of Private Occupational School Advisory Council (as of end of FY2016, June 30, 2016):

John C. Chapman, Undersecretary, Office of Consumer Affairs and Business Regulation (Chair of the Advisory Council)

Thomas Meagher, Administrator of Private Occupational School Audits, Office of the State Auditor (designee of State Auditor Suzanne M. Bump)

Bill McKinney, Director, Department of Labor and Standards, Department of Labor and Workforce Development (designee of Ronald L. Walker, II).

Sheryl DeWalt, Director, Health Training Center a Division of Ross Medical Education Center

Charles D. Lane III, Campus Director, New England Tractor Trailer Training School (designee of Massachusetts Association of Private Career Schools)

Kevin Fudge, Education/Financial Aid Advisor, American Student Assistance

Barbara Lagergren, President, Gould Construction Institute

Marianne Mastrangelo, President, Academy for Health Care Training

James Reardon, President, The Peterson School

Toby Merrill, Director, Project on Predatory Student Lending, Legal Services Center of Harvard Law School

Margaret Miley, Executive Director, The Midas Collaborative

Statutes and Regulations:

Enacting, Licensing, and Enforcement Statute(s): M.G.L. c. 112, § 263
Regulation(s): 603 CMR 3.00

Key Statistics (as of end of FY2016, June 30, 2016):

Key Statistics:

Key Statistics as of the end of FY2016 (June 30, 2016)	
Administration	
<i>No. of Meetings Held*</i>	2
Licensing	
<i>No. of Licensees**</i>	184
<i>No. of Licenses Renewed</i>	0
<i>No. of New Licenses Issued**</i>	15
<i>No. of Licenses Expired and Not Renewed</i>	8
Oversight	
<i>No. of New Complaints Opened or Received</i>	37
<i>No. of Complaints Closed</i>	21
<i>No. of Disciplinary Actions Issued</i>	18
<i>No. of Complaints Dismissed</i>	3
<i>Amount of Fines Assessed</i>	\$29,000

**Note: Includes full board meetings, subcommittee meetings, public hearings, and public outreach sessions.*

***Note: For a detailed breakdown of the total number of licensees and number of new licenses issued, organized by license type or profession, please see "Table 1: Number of Licensees & Number of New Licenses Issued, FY2016" in the "Data Tables" section at the end of this report.*

Notable Accomplishments, Events or Initiatives - FY2016:

During FY2016, the Office of Private Occupational School Education continued to streamline and improve the application, licensing and renewal process for occupational schools. The Office also issued new procedures for conducting criminal background and sex offender checks on instructors and staff at private occupational schools. This change helps to continue to ensure the safety and welfare of students and others at the school. The Office took 11 enforcement actions during the fiscal year, including two successful prosecutions for unlicensed practice by an occupational school. These enforcement actions, combined with continued inspections of private occupational schools, help to ensure that appropriate standards are being enforced and that students receive meaningful and productive career training.

Goals and Outlook - FY2017:

In FY2017, the Office looks forward to the promulgation of new regulations for private occupational schools. These regulations will offer protections for students from abusive practices while also ensuring they have more information about schools—the success rates of graduates in obtaining a professional license, for example—that will allow them to make informed decisions. The Office will also continue to investigate and prosecute complaints, which helps to ensure that students and the majority of schools are not at a disadvantage when they themselves behave ethically. The Office will continue to work with other state agencies, including the Department of Public Health and the Office of Workforce Development, to ensure that requirements for licensure are being met and that processes involving both agencies are being examined for streamlining and efficiencies. The Office will continue to engage in outreach events to educate and answer questions from schools and stakeholders about the new regulations.

###

V. DATA TABLES

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
Board of Allied Health Professions	24,161	1,475
<i>Athletic Trainer</i>	1,140	126
<i>Occupational Therapist</i>	5,941	363
<i>Occupational Therapy Assistant</i>	2,086	128
<i>Physical Therapist</i>	10,631	596
<i>Physical Therapist Assistant</i>	3,504	156
<i>Physical Therapy Facility</i>	589	106
Board of Registration of Allied Mental Health and Human Services Professions	8,750	1,516
<i>Applied Behavior Analyst/Assistant Applied Behavior Analyst</i>	1,250	992
<i>Assistant Applied Behavior Analyst</i>	21	15

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Educational Psychologist</i>	335	17
<i>Mental Health Counselor</i>	6,169	460
<i>Marriage and Family Therapist</i>	699	29
<i>Rehabilitation Counselor</i>	276	3
Board of Registration of Architects	6,791	350
<i>Architect</i>	6,724	334
<i>Architect Emeritus</i>	67	16
Board of Registration of Chiropractors	2,138	80
<i>Chiropractor</i>	1,811	31
<i>Chiropractic Facility</i>	327	49
Board of Registration of Cosmetology and Barbering	90,338	6,738

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Barbering (Total, all license types)</i>	6,782	560
<i>Master Barber</i>	3,104	121
<i>Apprentice Barber</i>	2,162	297
<i>Barber Shop</i>	1,442	133
<i>Barber School</i>	5	1
<i>Barber Instructor</i>	69	8
<i>Cosmetology (Total, all license types)</i>	83,035	6,165
<i>Advanced Training Institute</i>	4	0
<i>Aesthetician - Type 6</i>	4,271	335
<i>Aesthetician - Type 7</i>	6,172	709
<i>Aesthetician Instructor - Type 8</i>	176	12

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Aesthetician School</i>	20	2
<i>Cosmetology - Type 1</i>	26,606	797
<i>Cosmetology Instructor - Type 4</i>	1,002	31
<i>Cosmetology School</i>	33	2
<i>Cosmetology Shop</i>	12,440	1,533
<i>Demonstrator - Type 5</i>	59	6
<i>Junior Instructor License</i>	135	52
<i>Manicuring School</i>	9	2
<i>Manicurist - Type 3</i>	16,774	1,211
<i>Operator - Type 2</i>	15,334	1,473
<i>Electrology (Total, all license types)</i>	521	13

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Electrologist</i>	495	13
<i>Electrology Instructor</i>	25	0
<i>Electrology School</i>	1	0
Board of Registration of Dietitians and Nutritionists	2,612	189
<i>Dietitian and Nutritionist</i>	2,612	189
Board of Registration of Dispensing Opticians	1,570	37
<i>Dispensing Optician</i>	1,570	37
Board of Certification of Operators of Drinking Water Supply Facilities	5,281	558
<i>Drinking Water Operator</i>	5,077	558
<i>Dual Certification Drinking Water Operator</i>	204	0
Board of State Examiners of Electricians	34,277	545

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Journeyman Electrician</i>	23,863	418
<i>Master Electrician</i>	8,206	104
<i>Systems Contractor</i>	635	4
<i>Systems Technician</i>	1,573	19
Board of Registration in Embalming and Funeral Directing	2,351	305
<i>Registered Embalmer</i>	18	0
<i>Licensed & Certified Funeral Director(s)</i>	2	0
<i>Type 3 Funeral Director & Embalmer</i>	621	9
<i>Type 6 Funeral Director & Embalmer</i>	615	27
<i>Registered Embalmer Apprentice</i>	230	54
<i>Registered Funeral Home Assistant</i>	334	195

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Funeral Establishment (Home)</i>	531	20
Board of Certification of Health Officers	98	0
<i>Health Officer</i>	98	0
Board of Registration of Hearing Instrument Specialists	455	37
<i>Hearing Instrument Apprentice</i>	252	26
<i>Hearing Instrument Specialist</i>	203	11
Board of Registration of Home Inspectors	515	67
<i>Home Inspector</i>	430	23
<i>Associate Home Inspector</i>	85	44
Board of Registration of Landscape Architects	846	34
<i>Landscape Architect</i>	846	34

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
Board of Registration of Massage Therapy	10,134	924
<i>Massage Therapist</i>	8,549	680
<i>Solo Massage Therapy Establishment</i>	810	121
<i>Multiple Massage Therapy Establishment</i>	775	123
Board of Registration in Optometry	1,551	41
<i>Optometrist</i>	1,551	41
Board of State Examiners of Plumbers and Gas Fitters	26,107	2,163
<i>Master Plumber</i>	5,822	76
<i>Journeyman Plumber</i>	11,904	802
<i>Apprentice Plumber</i>	4,876	657
<i>Plumbing Business</i>	1,206	83

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Master Gas Fitter</i>	316	8
<i>Journeyman Gas Fitter</i>	694	8
<i>Apprentice Gas Fitter</i>	230	37
<i>Gas Fitting Business</i>	46	3
<i>Undiluted Liquefied Petroleum Gas Fitter</i>	355	12
<i>Limited Undiluted Liquefied Petroleum Gas Fitter</i>	130	0
<i>Plumber and Gas Fitting Inspector</i>	477	477
Board of Registration in Podiatry	588	38
<i>Podiatrist</i>	545	15
<i>Podiatrist - Limited</i>	43	23
Board of Registration of Professional Engineers and of Land Surveyors	26,078	887

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Professional Engineer</i>	14,797	743
<i>Professional Land Surveyor</i>	848	1
<i>EIT Certificate</i>	10,212	143
<i>SIT Certificate</i>	221	0
Board of Public Accountancy	19,271	1,104
<i>Certified Public Accountant</i>	18,252	1,076
<i>Certified Public Accountant Firm for Business Corporation</i>	33	4
<i>Certified Public Accountant Firm for Professional Corporation</i>	631	10
<i>Certified Public Accountant for Limited Liability Corporation</i>	155	11
<i>Certified Public Accountant for Limited Liability Partnership</i>	141	3
<i>Certified Public Accountant Firm for Partnership</i>	59	0

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
Board of Registration of Psychologists	5,728	231
<i>Licensed Psychologist</i>	5,728	231
Board of Registration of Real Estate Appraisers	2,315	158
<i>Real Estate Appraiser</i>	2,014	53
<i>Real Estate Appraiser Temporary Permit</i>	125	84
<i>Real Estate Appraiser Trainee</i>	176	21
Board of Registration of Real Estate Brokers and Salespersons	65,875	6,061
<i>Real Estate Broker</i>	20,911	686
<i>Real Estate Business</i>	2,720	256
<i>Real Estate Salesperson</i>	40,557	5,077
<i>Real Estate School</i>	137	17

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Real Estate Temporary Permit</i>	1,550	25
Board of Registration of Sanitarians	361	4
<i>Sanitarian</i>	361	4
Board of Examiners of Sheet Metal Workers	12,778	408
<i>Sheet Metal Worker Apprentice</i>	1,077	329
<i>Sheet Metal Worker Business</i>	674	37
<i>Sheet Metal Worker Instructor</i>	116	4
<i>Sheet Metal Worker Journeyperson</i>	3,151	29
<i>Sheet Metal Worker Master</i>	7,744	7
<i>Sheet Metal Worker School</i>	16	2
Board of Registration of Social Workers	26,381	2,563

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Licensed Independent Clinical Social Worker (LICSW)</i>	14,594	650
<i>Licensed Certified Social Worker (LCSW)</i>	6,169	961
<i>Licensed Social Worker (LSW)</i>	3,393	285
<i>Licensed Social Worker Associate (LSWA)</i>	2,225	667
Board of Registration for Speech-Language Pathology and Audiology	7,111	521
<i>Audiologist Assistant</i>	34	9
<i>Audiologist</i>	580	27
<i>Speech Language Pathologist Assistant</i>	940	162
<i>Speech Language Pathologist</i>	5,557	323
Board of Registration in Veterinary Medicine	3,359	240
<i>Veterinarian</i>	3,194	205

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2016		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Tufts Individual Practitioner</i>	164	35
<i>Institutional License</i>	1	0
Office of Private Occupational School Education	184	15
<i>Occupational School</i>	160	9
<i>Occupational School Sales Representative</i>	24	6
TOTAL	388,070	27,329

TABLE 2: TOTAL NUMBER OF LICENSEES, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Allied Health Professions	21,415	22,022	22,650	23,746	24,161
Board of Registration of Architects	6,742	6,787	6,883	6,690	6,791
Board of Registration of Chiropractors	2,140	2,145	2,124	2,115	2,138
Board of Registration of Cosmetology and Barbering*	84,614*	86,733*	88,089*	87,733*	90,338
Board of Registration of Dietitians and Nutritionists	2,330	2,422	2,441	2,462	2,612
Board of Registration of Dispensing Opticians	1,602	1,590	1,585	1,537	1,570
Board of Certification of Operators of Drinking Water Supply Facilities	4,702	5,073	4,860	5,364	5,281
Board of State Examiners of Electricians	37,503	37,791	36,153	37,176	34,277
Board of Registration in Embalming and Funeral Directing	3,070	2,470	2,374	2,070	2,351
Board of Certification of Health Officers	108	106	105	103	98

TABLE 2: TOTAL NUMBER OF LICENSEES, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Hearing Instrument Specialists**	178	168	490	187	455**
Board of Registration of Home Inspectors	416	465	453	487	515
Board of Registration of Landscape Architects	796	814	840	846	846
Board of Registration of Massage Therapy	9,621	9,785	9,887	9,799	10,134
Board of Registration in Optometry	1,546	1,554	1,542	1,559	1,551
Board of State Examiners of Plumbers and Gas Fitters	23,981	25,713	23,841	26,114	26,107
Board of Registration in Podiatry	551	550	541	541	588
Board of Registration of Professional Engineers and of Land Surveyors	14,238	16,367	12,918	16,233	26,078
Board of Public Accountancy	16,416	15,936	16,987	18,438	19,271
Board of Registration of Psychologists	5,249	5,557	5,287	5,751	5,728
Board of Registration of Real Estate Appraisers	2,449	2,459	2,387	2,263	2,315

TABLE 2: TOTAL NUMBER OF LICENSEES, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Real Estate Brokers and Salespersons	71,580	71,227	72,257	71,682	65,875
Board of Registration of Sanitarians	385	385	377	375	361
Board of Examiners of Sheet Metal Workers	14,258	13,654	13,567	11,409	12,778
Board of Registration of Social Workers	22,827	22,461	23,791	23,702	26,381
Board of Registration for Speech-Language Pathology and Audiology	6,046	6,571	6,558	7,041	7,111
Board of Registration in Veterinary Medicine	2,953	2,968	2,994	2,869	3,359
Office of Private Occupational School Education***	N/A***	N/A***	165	155	184
TOTAL****	364,953***	371,387***	369,753***	374,970***	388,070

**Note: The historical data noted above for the Board of Registration of Cosmetology and Barbering reflects the total number of licensees licensed by the Board of Registration of Barbers, the Board of Registration of Cosmetology, and the Board of Registration of Electrology, which were merged into a single board of registration by Chapter 236 of the Acts of 2014, effective May 4, 2015.*

***Note: Historical data licensee data is not available for the Office of Private Occupational School Education, as the Office and its licensing duties were under the oversight of the Massachusetts Department of Elementary and Secondary Education until fiscal year 2013.*

****Note: The "Total" number of licensee's data includes licenses previously issued by the Board of Registration of Radio and Television Technicians, which was eliminated by Chapter 236 of the Acts of 2014, effective November 4, 2015.*

*****Note: Due to a recent change in data record-keeping practices for the Board of Registration of Hearing Instrument Specialists, Apprentice Hearing Instrument Specialists are now counted in the total number of licenses issued by the Board. Apprentice Hearing Instrument Specialists were not previously included in this count.*

TABLE 3: COMPLAINTS OPENED OR RECEIVED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Allied Health Professions	73	54	N/A*	68	57
Board of Registration of Allied Mental Health and Human Services Professions	30	61	N/A*	32	37
Board of Registration of Architects	22	17	N/A*	53	56
Board of Registration of Chiropractors	90	67	N/A*	27	49
Board of Registration of Cosmetology and Barbering**	1,639	1,299	N/A*	1,116	994
Board of Registration of Dietitians and Nutritionists	2	0	N/A*	1	0
Board of Registration of Dispensing Opticians	85	147	N/A*	14	20
Board of Certification of Operators of Drinking Water Supply Facilities	27	14	N/A*	7	12

TABLE 3: COMPLAINTS OPENED OR RECEIVED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of State Examiners of Electricians	159	462	N/A*	171	148
Board of Registration in Embalming and Funeral Directing	19	28	N/A*	32	94
Board of Certification of Health Officers	0	0	N/A*	0	2
Board of Registration of Hearing Instrument Specialists	3	3	N/A*	12	2
Board of Registration of Home Inspectors	21	12	N/A*	22	18
Board of Registration of Landscape Architects	1	0	N/A*	1	3
Board of Registration of Massage Therapy	216	137	N/A*	177	222
Board of Registration in Optometry	17	11	N/A*	6	8
Board of State Examiners of Plumbers and Gas Fitters	390	115	N/A*	162	144
Board of Registration in Podiatry	13	9	N/A*	19	8

TABLE 3: COMPLAINTS OPENED OR RECEIVED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Professional Engineers and of Land Surveyors	37	35	N/A*	25	46
Board of Public Accountancy	47	36	N/A*	55	55
Board of Registration of Psychologists	49	66	N/A*	66	52
Board of Registration of Real Estate Appraisers	123	113	N/A*	53	52
Board of Registration of Real Estate Brokers and Salespersons	665	574	N/A*	484	347
Board of Registration of Sanitarians	1	2	N/A*	1	1
Board of Examiners of Sheet Metal Workers	25	36	N/A*	59	52
Board of Registration of Social Workers	104	48	N/A*	102	78
Board of Registration for Speech-Language Pathology and Audiology	24	16	N/A*	21	9
Board of Registration in Veterinary Medicine	114	53	N/A*	21	96

TABLE 3: COMPLAINTS OPENED OR RECEIVED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Office of Private Occupational School Education	0	2	N/A*	30	37
TOTAL***	3,996	3,417	N/A*	2,837	2,700

**Note: Due to data conversion activities performed in connection with the Division of Professional Licensure's e-Licensing and e-Permitting project, a complete and accurate breakdown of complaint data by board of registration was not available at the time of publication of this report. For data on the total numbers of complaints opened and received, as well as complaints closed, across all boards of registration and offices housed within DPL, please see "Table 4: Summary of All Complaints Opened and Closed, FY2011 – FY2016."*

***Note: The historical data noted above for the Board of Registration of Cosmetology and Barbering reflects the total number of complaints opened or received by the Board of Registration of Barbers, the Board of Registration of Cosmetology, and the Board of Registration of Electrology, which were merged into a single board of registration by Chapter 236 of the Acts of 2014, effective May 4, 2015.*

****Note: The "Total" number of complaints opened or received data includes complaints opened by the Board of Registration of Radio and Television Technicians, which was eliminated by Chapter 236 of the Acts of 2014, effective November 4, 2015.*

TABLE 4: COMPLAINTS CLOSED, FY2012 - FY2016					
FISCAL YEAR	FY2012	FY2013	FY2014	FY2015	FY2016
COMPLAINTS OPENED OR RECEIVED	3,999	3,417	2,846	2,837	2,700
COMPLAINTS CLOSED	4,169	3,637	3,126	2,615	2,290

TABLE 5: AVERAGE NUMBER OF DAYS TO RESOLVE A COMPLAINT, FY2016					
FISCAL YEAR	FY2012	FY2013	FY2014	FY2015	FY2016
NO. OF DAYS	198	223	227	205	205

TABLE 6: NUMBER OF INSPECTIONS CONDUCTED, FY2012 - FY2016*					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Allied Health Professions	163	108	162	102	265
Board of Registration of Chiropractors	411	332	304	176	533
Board of Registration of Cosmetology and Barbering	10,335	9,532	10,295	10,665	5,805
Board of Registration of Dispensing Opticians	202	305	264	268	508
Board of Registration in Embalming and Funeral Directing	14	188	166	359	368

TABLE 6: NUMBER OF INSPECTIONS CONDUCTED, FY2012 - FY2016*					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Massage Therapy	526	625	690	933	919
Board of Registration in Optometry	29	75	63	37	0
Board of Registration in Podiatry	1	3	1	3	1
Board of Registration of Real Estate Brokers and Salespersons	18	9	12	44	58
Board of Registration in Veterinary Medicine	87	108	100	45	0
TOTAL	11,892	11,285	12,057	12,632	8,399

**Note: The Division of Professional Licensure's Office of Investigations conducts pro-active inspections of certain facilities and businesses licensed by the boards of registration in the table listed above.*

TABLE 7: NUMBER OF DISCIPLINARY ACTIONS ISSUED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Allied Health Professions	57	29	42	51	47
Board of Registration of Allied Mental Health and Human Services Professions	10	18	28	9	22
Board of Registration of Architects	4	5	7	11	57
Board of Registration of Chiropractors	62	73	42	22	33
Board of Registration of Cosmetology and Barbering*	1,402	1,121	997	1,132	694
Board of Registration of Dietitians and Nutritionists	0	2	2	9	0
Board of Registration of Dispensing Opticians	223	24	166	16	13
Board of Certification of Operators of Drinking Water Supply Facilities	7	8	8	4	12
Board of State Examiners of Electricians	108	126	110	169	53
Board of Registration in Embalming and Funeral Directing	20	24	12	15	24
Board of Certification of Health Officers	1	0	0	0	0

TABLE 7: NUMBER OF DISCIPLINARY ACTIONS ISSUED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Hearing Instrument Specialists	0	1	0	7	0
Board of Registration of Home Inspectors	15	12	5	7	3
Board of Registration of Landscape Architects	0	1	1	0	0
Board of Registration of Massage Therapy	119	171	103	144	129
Board of Registration in Optometry	3	6	4	2	1
Board of State Examiners of Plumbers and Gas Fitters	397	166	119	84	41
Board of Registration in Podiatry	4	1	1	8	4
Board of Registration of Professional Engineers and of Land Surveyors	2	2	11	16	6
Board of Public Accountancy	9	17	8	17	17
Board of Registration of Psychologists	22	21	32	35	30
Board of Registration of Real Estate Appraisers	135	52	74	73	44

TABLE 7: NUMBER OF DISCIPLINARY ACTIONS ISSUED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Real Estate Brokers and Salespersons	129	258	205	314	53
Board of Registration of Sanitarians	0	0	0	1	0
Board of Examiners of Sheet Metal Workers	0	2	9	32	11
Board of Registration of Social Workers	67	57	28	11	65
Board of Registration for Speech-Language Pathology and Audiology	29	27	14	26	16
Board of Registration in Veterinary Medicine**	30	32	31	19	39
Office of Private Occupational School Education	N/A	0	2	12	18
TOTAL	2,855	2,256	2,061	2,246	1,466

**Note: The historical data noted above for the Board of Registration of Cosmetology and Barbering reflects the total number of disciplinary actions issued by the Board of Registration of Barbers, the Board of Registration of Cosmetology, and the Board of Registration of Electrology, which were merged into a single board of registration by Chapter 236 of the Acts of 2014, effective May 4, 2015.*

***Note: Inspections of veterinary premises were temporarily put on hold pending regulatory review.*

TABLE 8: ADMINISTRATIVE PENALTIES ASSESSED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Allied Health Professions	\$18,700.00	\$15,050.00	\$20,950.00	\$18,800.00	\$38,050
Board of Registration of Allied Mental Health and Human Services Professions	\$3,700.00	\$3,600.00	\$1,500.00	\$1,400.00	\$5,500
Board of Registration of Architects	\$2,000.00	\$6,000.00	\$19,700.00	\$0.00.00	8,200
Board of Registration of Chiropractors	\$41,900.00	\$15,500.00	\$6,000.00	\$2,500.00	12,700
Board of Registration of Cosmetology and Barbering*	\$245,800.00	\$229,600.00	\$204,451.00	\$219,750.00	\$208,450
Board of Registration of Dietitians and Nutritionists	\$300.00	\$400.00	\$0.00	\$1,400.00	\$0
Board of Registration of Dispensing Opticians	4,500.00	48,300.00	5,450.00	\$2,100.00	\$3,700
Board of Certification of Operators of Drinking Water Supply Facilities	\$0.00	\$0.00	\$1,000.00	\$0.00	\$0
Board of State Examiners of Electricians	\$60,700.00	\$66,400.00	\$60,350.00	\$88,500.00	\$83,750
Board of Registration in Embalming and Funeral Directing	\$25,400.00	\$4,500.00	\$12,400.00	\$10,200.00	\$21,600
Board of Certification of Health Officers	\$0.00	\$0.00	\$0.00	\$0.00	\$0

TABLE 8: ADMINISTRATIVE PENALTIES ASSESSED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Hearing Instrument Specialists	\$250.00	\$0.00	\$350.00	\$3,000.00	\$0
Board of Registration of Home Inspectors	\$5,600.00	\$4,750.00	\$4,600.00	\$7,000.00	\$5,500
Board of Registration of Landscape Architects	\$1,000.00	\$0.00	\$200.00	\$0.00	\$0
Board of Registration of Massage Therapy	\$50,400.00	\$77,100.00	\$125,650.00	\$118,700.00	\$111,900
Board of Registration in Optometry	\$1,100.00	\$1,200.00	\$3,100.00	\$800.00	\$400
Board of State Examiners of Plumbers and Gas Fitters	\$35,500.00	\$36,600.00	\$49,750.00	\$29,800.00	\$12,300
Board of Registration in Podiatry	\$100.00	\$0.00	\$400.00	\$1,300.00	\$200
Board of Registration of Professional Engineers and of Land Surveyors	\$2,500.00	\$5,450.00	\$5,100.00	\$17,500.00	\$3000
Board of Public Accountancy	\$8,600.00	\$3,300.00	\$14,000.00	\$12,500.00	\$9,000
Board of Registration of Psychologists	\$3,700.00	\$33,000.00	\$5,900.00	\$9,350.00	\$6,200
Board of Registration of Real Estate Appraisers	\$28,600.00	\$43,500.00	\$31,200.00	\$36,600.00	\$22,000

TABLE 8: ADMINISTRATIVE PENALTIES ASSESSED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Real Estate Brokers and Salespersons	\$1,000.00	\$3,550.00	\$10,450.00	\$8,400.00	\$4,400
Board of Registration of Sanitarians	\$0.00	\$0.00	\$0.00	\$0.00	\$0
Board of Examiners of Sheet Metal Workers	\$0.00	\$2,000.00	\$13,400.00	\$2,800.00	\$27,200
Board of Registration of Social Workers	\$7,550.00	\$3,550.00	\$14,500.00	\$600.00	\$13,900
Board of Registration for Speech-Language Pathology and Audiology	\$15,700.00	\$8,550.00	\$10,700.00	\$31,875.00	\$20,950
Board of Registration in Veterinary Medicine	\$7,550.00	\$9,100.00	\$6,500.00	\$3,850.00	\$11,450
Office of Private Occupational School Education	\$0.00	\$0.00	\$21,500.00	\$25,500.00	\$29,000
TOTAL**	\$572,150.00	\$621,000.00	\$649,101.00	\$658,625.00	\$659,350

**Note: The historical data noted above for the Board of Registration of Cosmetology and Barbering reflects the total amount of civil administrative penalties assessed by the Board of Registration of Barbers, the Board of Registration of Cosmetology, and the Board of Registration of Electrology, which were merged into a single board of registration by Chapter 236 of the Acts of 2014, effective May 4, 2015.*

***Note: The amount of civil administrative penalties issued data includes those penalties assessed by the Board of Registration of Radio and Television Technicians, which was eliminated by Chapter 236 of the Acts of 2014, effective November 4, 2015.*

TABLE 9: REVENUE COLLECTED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Allied Health Professions	\$909,220.00	\$906,007.00	\$1,202,859.00	\$1,328,054.00	\$1,438,621.00
Board of Registration of Allied Mental Health and Human Services Professions	\$1,081,781.00	\$139,126.00	\$1,184,465.00	\$188,970.00	\$1,532,969.00
Board of Registration of Architects	\$903,623.00	\$917,678.00	\$967,416.50	\$947,509.00	\$1,029,414.00
Board of Registration of Chiropractors	\$320,868.50	\$322,265.00	\$317,610.00	\$308,448.00	\$312,897.00
Board of Registration of Cosmetology and Barbering*	\$3,590,010.06	\$4,015,622.00	\$3,672,962.38	\$4,131,881.00	\$3,714,470.00
Board of Registration of Dietitians and Nutritionists	\$225,166.00	\$119,885.80	\$231,612.00	\$136,078.00	\$235,092.00
Board of Registration of Dispensing Opticians	\$65,721.00	\$79,088.00	\$62,203.00	\$77,579.00	\$63,566.00
Board of Certification of Operators of Drinking Water Supply Facilities	\$229,566.00	\$29,898.00	\$240,964.00	\$36,961.00	\$247,089.00
Board of State Examiners of Electricians	\$248,286.00	\$1,708,280.00	\$2,016,790.38	\$225,065.00	\$1,399,294.00
Board of Registration in Embalming and Funeral Directing	\$235,908.00	\$224,510.00	\$224,519.00	\$219,602.00	\$215,652.00
Board of Certification of Health Officers	\$8,583.00	\$8,314.00	\$8,398.00	\$8,302.00	\$7,973.00

TABLE 9: REVENUE COLLECTED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Hearing Instrument Specialists	\$5,877.00	\$26,676.00	\$10,796.00	\$25,299.00	\$8,306
Board of Registration of Home Inspectors	\$96,175.00	\$17,685.00	\$101,372.00	\$17,911.00	\$108,728.00
Board of Registration of Landscape Architects	\$58,505.00	\$63,883.00	\$63,546.00	\$61,953.00	\$62,628.00
Board of Registration of Massage Therapy	\$1,507,184.00	\$1,499,099.00	\$1,536,536.75	\$1,552,263.00	\$1,573,300.00
Board of Registration in Optometry	\$114,703.00	\$115,760.00	\$168,222.00	\$167,251.00	\$164,948.00
Board of State Examiners of Plumbers and Gas Fitters	\$2,156,625.50	\$767,922.01	\$2,267,445.00	\$711,958.00	\$2,321,251.00
Board of Registration in Podiatry	\$51,343.00	\$53,296.00	\$51,815.00	\$51,408.00	\$53,337.00
Board of Registration of Professional Engineers and of Land Surveyors	\$1,465,478.10	\$364,810.00	\$2,075,323.00	\$653,967.00	\$2,414,137.00
Board of Public Accountancy	\$1,818,915.00	\$1,914,519.00	\$2,086,244.00	\$2,043,558.00	\$2,188,934.00
Board of Registration of Psychologists	\$1,449,767.00	\$154,543.50	\$1,494,943.00	\$181,598.00	\$1,560,362.00
Board of Registration of Real Estate Appraisers	\$271,742.00	\$313,310.00	\$443,164.00	\$312,869.00	\$415,387.00

TABLE 9: REVENUE COLLECTED, FY2012 - FY2016					
BOARD OF REGISTRATION OR OFFICE	FY2012	FY2013	FY2014	FY2015	FY2016
Board of Registration of Real Estate Brokers and Salespersons	\$4,010,161.12	\$4,062,080.50	\$4,340,105.85	\$4,181,985.00	\$4,455,403.50
Board of Registration of Sanitarians	\$26,965.00	\$27,236.00	\$26,613.00	\$26,172.00	\$25,498.00
Board of Examiners of Sheet Metal Workers	\$693,862.50	\$771,550.00	\$724,266.99	\$728,063.00	\$680,367.09
Board of Registration of Social Workers	\$278,102.00	\$1,905,245.00	\$313,771.00	\$2,052,897.00	\$399,509.00
Board of Registration for Speech-Language Pathology and Audiology	\$429,905.00	\$79,256.00	\$464,728.80	\$75,944.00	\$483,711.00
Board of Registration in Veterinary Medicine	\$343,588.11	\$361,260.00	\$449,302.00	\$453,998.00	\$370,886.00
Office of Private Occupational School Education	\$0.00	\$226,067.00	\$555,018.24	\$361,869.00	475,643.57
Other Revenue (Fines, Misc. Revenue, Etc.)**	\$555,605.11	\$647,718.00	\$548,110.90	\$561,241.00	\$481,816.94
TOTAL**	\$23,153,236.00	\$21,842,590.00	\$ 27,296,104.55	\$21,468,785.00	\$28,441,190.10

**Note: The historical data noted above for the Board of Registration of Cosmetology and Barbering reflects the total amount of revenue collected by the Board of Registration of Barbers, the Board of Registration of Cosmetology, and the Board of Registration of Electrology, which were merged into a single board of registration by Chapter 236 of the Acts of 2014, effective May 4, 2015.*

***Note: The "Other Revenue" and "Total" categories of revenue collected data include any revenue collected by the Board of Registration of Radio and Television Technicians, which was eliminated by Chapter 236 of the Acts of 2014, effective November 4, 2015.*

VI. APPENDIX

APPENDIX 1: SUMMARY OF AGENCY AND BOARD STATUTES

Division of Professional Licensure

Establishment of the Division of Professional Licensure: M.G.L. c. 13, § 8

Boards of Registration under the Division of Professional Licensure: M.G.L. c. 13, § 9

Duties of the Director: M.G.L. c. 112, § 1

Enforcement Statute(s) applicable to all DPL boards of registration: M.G.L. c. 112, §§ 61 - 65F

Board of Allied Health Professions

Enacting Statute(s): M.G.L. c. 13, § 11A

Licensing Statute(s): M.G.L. c. 112, §§ 23A - 23Q

Board of Registration of Allied Mental Health and Human Services Professions

Enacting Statute(s): M.G.L. c. 13, §§ 88 - 90

Licensing Statute(s): M.G.L. c. 112, §§ 163 - 172

Board of Registration of Architects

Enacting Statute(s): M.G.L. c. 13, §§ 44A - 44D

Licensing Statute(s): M.G.L. c. 112, §§ 60A - 60O

Board of Certification of Health Officers

Enacting Statute(s): M.G.L. c. 13, §§ 70 - 72

Licensing Statute(s): M.G.L. c. 112, §§ 87WWW - 87ZZZ

Board of Registration of Chiropractors

Enacting Statute(s): M.G.L. c. 13, §§ 64 - 66

Licensing Statute(s): M.G.L. c. 112, §§ 98 - 97

Board of Registration of Cosmetology and Barbering

Enacting Statute(s): M.G.L. c. 13, §§ 42

Licensing Statute(s): M.G.L. c. 112, §§ 87T - 87KK

Board of Registration of Dietitians and Nutritionists

Enacting Statute(s): M.G.L. c. 13, §§ 11D

Licensing Statute(s): M.G.L. c. 112, §§ 201 - 210

Board of Registration of Dispensing Opticians

Enacting Statute(s): M.G.L. c. 13, §§ 48 - 50

Licensing Statute(s): M.G.L. c. 112, §§ 73C - 73L

Board of State Examiners of Electricians

Enacting Statute(s): M.G.L. c. 13, §§ 32 - 32A

Licensing Statute(s): M.G.L. c. 141, §§ 1 – 10; M.G.L. c. 143, §§ 3L - 3P

Board of Registration in Embalming and Funeral Directing

Enacting Statute(s): M.G.L. c. 13, §§ 29 - 31

Licensing Statute(s): M.G.L. c. 112, §§ 82 - 87

Board of Registration of Hearing Instrument Specialists

Enacting Statute(s): M.G.L. c. 13, §§ 93 - 94

Licensing Statute(s): M.G.L. c. 112, §§ 196 - 199

Board of Registration of Home Inspectors

Enacting Statute(s): M.G.L. c. 13, § 96

Licensing Statute(s): M.G.L. c. 112, §§ 222 - 226

Board of Registration of Landscape Architects

Enacting Statute(s): M.G.L. c. 13, §§ 67 - 69

Licensing Statute(s): M.G.L. c. 112, §§ 98 - 107

Board of Registration of Massage Therapy

Enacting Statute(s): M.G.L. c. 13, § 98 - 99

Licensing Statute(s): M.G.L. c. 112, §§ 227 - 235

Board of Certification of Operators of Drinking Water Supply Facilities

Enacting Statute(s): M.G.L. c. 13, § 66B

Licensing Statute(s): M.G.L. c. 112, §§ 87CCCC - 87DDDD

Board of Registration in Optometry

Enacting Statute(s): M.G.L. c. 13, § 16 - 18

Licensing Statute(s): M.G.L. c. 112, §§ 66 - 73B

Board of State Examiners of Plumbers and Gas Fitters

Enacting Statute(s): M.G.L. c. 13, §§ 36 - 38

Licensing Statute(s): M.G.L. c. 142, §§ 1 - 22

Board of Registration in Podiatry

Enacting Statute(s): M.G.L. c. 13, §§ 12A – 12C

Licensing Statute(s): M.G.L. c. 112, §§ 13 - 23

Board of Registration of Professional Engineers and of Land Surveyors

Enacting Statute(s): M.G.L. c. 13, §§ 45 - 47

Licensing Statute(s): M.G.L. c. 112, §§ 81D - 81T

Board of Public Accountancy

Enacting Statute(s): M.G.L. c. 13, §§ 33 - 35

Licensing Statute(s): M.G.L. c. 112, §§ 87A – 87E

Board of Registration of Psychologists

Enacting Statute(s): M.G.L. c. 13, §§ 76 - 79

Licensing Statute(s): M.G.L. c. 112, §§ 118 - 129

Board of Registration of Real Estate Appraisers

Enacting Statute(s): M.G.L. c. 13, § 92

Licensing Statute(s): M.G.L. c. 112, §§ 173 - 195

Board of Registration of Real Estate Brokers and Salespersons

Enacting Statute(s): M.G.L. c. 13, §§ 54 - 57

Licensing Statute(s): M.G.L. c. 112, §§ 65A - 65F; 87PP - 87DDD ½

Board of Registration of Sanitarians

Enacting Statute(s): M.G.L. c. 13, §§ 51 - 53

Licensing Statute(s): M.G.L. c. 112, §§ 87LL – 87OO

Board of Examiners of Sheet Metal Workers

Enacting Statute(s): M.G.L. c. 13, §§ 101 - 102

Licensing Statute(s): M.G.L. c. 112, §§ 237 – 251

Board of Registration of Social Workers

Enacting Statute(s): M.G.L. c. 13, §§ 80 - 84

Licensing Statute(s): M.G.L. c. 112, §§ 130 - 137

Board of Registration for Speech-Language Pathology and Audiology

Licensing Statute(s): M.G.L. c. 112, §§ 138 - 147

Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65

Board of Registration in Veterinary Medicine

Enacting Statute(s): M.G.L. c. 13, §§ 26 - 28

Licensing Statute(s): M.G.L. c. 112, §§ 54 - 60

Office of Private Occupational School Education

Enacting Statute(s): M.G.L. c. 13, § 8A

Licensing Statute(s): M.G.L. c. 112, §§ 263

APPENDIX 2: SUMMARY OF BOARD REGULATIONS

Board of Allied Health Professions

259 CMR 1.00: Reserved

259 CMR 2.00: General Provisions
259 CMR 3.00: Occupational Therapists
259 CMR 4.00: Athletic Trainers
259 CMR 5.00: Physical Therapists
259 CMR 6.00: Physical Therapy Facilities

Board of Registration of Allied Mental Health and Human Services Professions

262 CMR 1.00: Reserved
262 CMR 2.00: Requirements for Licensure as a Mental Health Counselor
262 CMR 3.00: Requirements for Licensure as a Marriage and Family Therapist
262 CMR 4.00: Requirements for Licensure as a Rehabilitation Counselor
262 CMR 5.00: Requirements for Licensure as an Educational Psychologist
262 CMR 6.00: Disciplinary Action
262 CMR 7.00: Continuing Education
262 CMR 8.00: Ethical Codes and Standards of Conduct
262 CMR 9.00: License Renewal Procedures
262 CMR 10.00: Requirements for Licensure as an Applied Behavior Analyst and Assistant Applied Behavior Analyst

Board of Registration of Architects

231 CMR 1.00: Reserved
231 CMR 2.00: General Provisions
231 CMR 3.00: Procedures for Application, Examination and Registration
231 CMR 4.00: Rules of Professional Conduct

Board of Certification of Health Officers

241 CMR 2.00: General Provisions
241 CMR 3.00: Certification as a Health Officer
241 CMR 4.00: Continuing Education Requirement

Board of Registration of Chiropractors

233 CMR 2.00: Definitions and Individual Registration Requirements
233 CMR 3.00: Continuing Education Requirements
233 CMR 4.00: Standards of Practice and Professional Conduct

233 CMR 5.00: Chiropractic Facilities

Board of Registration of Cosmetology and Barbering

Cosmetology

240 CMR 2.00: Licensure of Cosmetologists, Manicurists, Aestheticians, Demonstrators and Instructors

240 CMR 3.00: Salons

240 CMR 4.00: Operation of Cosmetology Schools

240 CMR 5.00: Operation of Aesthetic Schools

240 CMR 6.00: Advanced Seminars in Hairdressing

240 CMR 7.00: Operation of Manicuring Schools

Barbering

232 CMR 2.00: Barber Regulations

Electrology

238 CMR 2.00: Administrative Practices

238 CMR 3.00: Licensure of Electrolysis Schools

238 CMR 4.00: Continuing Education

Board of Registration of Dietitians and Nutritionists

268 CMR 1.00: Reserved

268 CMR 2.00: Definitions

268 CMR 3.00: Procedure for Licensure

268 CMR 4.00: Continuing Education

268 CMR 5.00: Professional Standards and Ethical Codes

268 CMR 6.00: Discipline

Board of Registration of Dispensing Opticians

235 CMR 2.00: Definitions, Board Procedures and Requirements for Full Licensure

235 CMR 3.00: Continuing Education

235 CMR 4.00: Apprenticeship Requirements and Procedures

235 CMR 5.00: Standards of Professional Practice and Conduct; Disciplinary Proceedings

Board of State Examiners of Electricians

237 CMR 1.00 - 11.00: Reserved

237 CMR 12.00: Definitions
237 CMR 13.00: Eligibility Criteria for Initial Licensure
237 CMR 14.00: Examinations for Licensure
237 CMR 15.00: Licensure without Examination
237 CMR 16.00: Licenses
237 CMR 17.00: Mandatory Continuing Education (MCE)
237 CMR 18.00: Rules Governing Practice
237 CMR 19.00: Adjudicatory Proceedings
237 CMR 20.00: Inspectors of Wires
237 CMR 21.00: Board of Electricians' Appeals
237 CMR 22.00: Required Electrical Education
237 CMR 23.00: Insurance Requirements for Limited Liability Corporations and Limited Liability Partnerships

Board of Registration in Embalming and Funeral Directing

239 CMR 3.00: Registration Requirements; Standards of Business and Professional Practice
239 CMR 4.00: Pre-Need Funeral Contracts and Arrangements
239 CMR 5.00: Continuing Education

Board of Registration of Hearing Instrument Specialists

265 CMR 2.00: Definitions
265 CMR 3.00: Procedure for Registration
265 CMR 4.00: Apprentice Training and Registration Requirements
265 CMR 5.00: Continuing Education
265 CMR 6.00: Standards of Practice
265 CMR 7.00: Professional Competence and Conduct
265 CMR 8.00: Complaint Process
265 CMR 9.00: Procedures for Hearings and Appeals
265 CMR 10.00: Insurance Requirements for Limited Liability Corporations and Limited Liability Partnerships

Board of Registration of Home Inspectors

266 CMR 1.00: Reserved
266 CMR 2.00: Definitions
266 CMR 3.00: Procedure for Registration

266 CMR 4.00: Associate Home Inspector Training Program Requirements
266 CMR 5.00: Continuing Education
266 CMR 6.00: Standards of Practice
266 CMR 7.00: Reserved
266 CMR 8.00: Professional Competence and Conduct
266 CMR 9.00: Complaint Process
266 CMR 10.00: Procedures for Hearings and Appeals
266 CMR 11.00: Insurance Requirements for Limited Liability Corporations and Limited Liability Partnerships

Board of Registration of Landscape Architects

242 CMR 2.00: Adoption of Administrative Regulations 242 CMR 3.00: Policy Rules and Regulations

Board of Registration of Massage Therapy

269 CMR 1.00: Reserved 269 CMR 2.00: Definitions
269 CMR 3.00: Individual Licensure
269 CMR 4.00: Continuing Education
269 CMR 5.00: Code of Professional Ethics & Standards of Professional Practice
269 CMR 6.00: Facility Licensure
269 CMR 7.00: School Licensure

Board of Certification of Operators of Drinking Water Supply Facilities

236 CMR 1.00: Reserved
236 CMR 2.00: General Provisions
236 CMR 3.00: Classification of Public Water Systems and Public Water Systems Operators
236 CMR 4.00: Certification of Operators of Public Water Systems
236 CMR 5.00: Disciplinary Action

Board of Registration in Optometry

246 CMR 1.00: Purpose, Authority and Definitions
246 CMR 2.00: Examination and Licensure; Certification for Use of Diagnostic and Therapeutic Pharmaceutical Agents
246 CMR 3.00: Practice of Optometry; Disciplinary Actions

Board of State Examiners of Plumbers and Gas Fitters

248 CMR 1.00: Reserved
248 CMR 2.00: Reserved
248 CMR 3.00: General Provisions Governing the Conduct of Plumbing and Gas Work Performed in the Commonwealth
248 CMR 4.00: Massachusetts Fuel Gas Code
248 CMR 5.00: Amendments to the 2012 Edition of NFPA 54
248 CMR 6.00: Reserved
248 CMR 7.00: Massachusetts Code for Large Gas Utilization Equipment
248 CMR 8.00: Amendments to the 2011 Edition of NFPA 58
248 CMR 9.00: Reserved
248 CMR 10.00: Uniform State Plumbing Code
248 CMR 11.00: Education and Experience Standards and Requirements for Licensure

Board of Registration in Podiatry

249 CMR 2.00: General Provisions
249 CMR 3.00: Application and Licensure
249 CMR 4.00: Practice of Podiatric Medicine
249 CMR 5.00: Ethical Standards and Professional Conduct
249 CMR 6.00: Administrative Duties of the Board
249 CMR 7.00: Insurance Requirements for Limited Liability Corporations and Limited Liability Partnerships

Board of Registration of Professional Engineers and of Land Surveyors

250 CMR 2.00: General Provisions, Board Procedures and Definitions
250 CMR 3.00: The Registration Process
250 CMR 4.00: Reserved
250 CMR 5.00: Professional Practice
250 CMR 6.00: Land Surveying Procedures and Standards
250 CMR 7.00: Enforcement and Discipline

Board of Public Accountancy

252 CMR 1.00: Regulations Governing the Board and the Conduct of Its Business
252 CMR 2.00: Requirements for Certification
252 CMR 3.00: Code of Ethics and Rules of Professional Conduct
252 CMR 4.00: Limited Liability Partnerships and Limited Liability Companies

Board of Registration of Psychologists

- 251 CMR 1.00: Ethical Standards, Professional Conduct, and Disciplinary Procedures
- 251 CMR 2.00: Reserved
- 251 CMR 3.00: Registration of Psychologists
- 251 CMR 4.00: Continuing Education

Board of Registration of Real Estate Appraisers

- 264 CMR 1.00: Disciplinary Proceedings
- 264 CMR 2.00: General Provisions
- 264 CMR 3.00: Application, Examination and Registration Procedures:
- 264 CMR 4.00: Renewal Procedures and Continuing Education Requirements
- 264 CMR 5.00: Licensure/Certification Requirements
- 264 CMR 6.00: Practice of Real Estate Appraisal
- 264 CMR 7.00: Special Classifications of License/Certificate
- 264 CMR 8.00: Reciprocity for State-Licensed/State Certified Real Estate Appraisers
- 264 CMR 9.00: Course Approval Requirements for Providers of Primary and Continuing Education
- 264 CMR 10.00: Reserved
- 264 CMR 11.00: Standards of Practice and Ethics
- 264 CMR 12.00: Board Procedures

Board of Registration of Real Estate Brokers and Salespersons

- 254 CMR 2.00: Licensure
- 254 CMR 3.00: Professional Standards of Practice
- 254 CMR 4.00: Real Estate School Authorization
- 254 CMR 5.00: Continuing Education
- 254 CMR 6.00: Promotional Sales of Out of State Real Property
- 254 CMR 7.00: Apartment Rentals

Board of Registration of Sanitarians

- 255 CMR 1.00: Reserved
- 255 CMR 2.00: Purpose, Authority & Definitions
- 255 CMR 3.00: Reserved

255 CMR 4.00: Registration as a Sanitarian
255 CMR 5.00: Continuing Education

Board of Examiners of Sheet Metal Workers

271 CMR 2.00: Definitions
271 CMR 3.00: Individual Licensure
271 CMR 4.00: Continuing Education
271 CMR 5.00: Code of Professional Ethics and Standards of Professional Practice
271 CMR 6.00: Uniform Sheet Metal Installation Rules
271 CMR 7.00: Business Licensure
271 CMR 8.00: Sheet Metal Worker Training Programs
271 CMR 9.00: Permits and Inspections

Board of Registration of Social Workers

258 CMR 1.00 through 7.00: Reserved
258 CMR 8.00: Definitions and General Provisions
258 CMR 9.00: Licensure Requirements and Procedures
258 CMR 10.00 through 11.00: Reserved
258 CMR 12.00: Scope of Practice
258 CMR 13.00 through 19.00: Reserved
258 CMR 20.00: Standards of Professional Practice and Conduct
258 CMR 21.00: Reserved
258 CMR 22.00: Confidentiality of Client Communications and Records
258 CMR 23.00 through 29.00: Reserved
258 CMR 30.00: Complaint Procedures and Grounds for Disciplinary Action
258 CMR 31.00: Continuing Education Requirements

Board of Registration for Speech-Language Pathology and Audiology

260 CMR 1.00: Standards, Complaint & Grievance Procedures
260 CMR 2.00: Application and Licensing Requirements
260 CMR 3.00: Reserved
260 CMR 4.00: Reserved
260 CMR 5.00: Renewal Procedures

260 CMR 6.00: Reserved
260 CMR 7.00: Continuing Education
260 CMR 8.00: Location of Licensees
260 CMR 9.00: Reserved
260 CMR 10.00: Use and Supervision of Speech-Language Pathology and Audiology Assistants

Board of Registration in Veterinary Medicine

256 CMR 1.00: Reserved
256 CMR 2.00: General Provisions
256 CMR 3.00: Licenses
256 CMR 4.00: Temporary Permits
256 CMR 5.00: Practice
256 CMR 6.00: Disciplinary Proceedings
256 CMR 7.00: Code of Professional Conduct
256 CMR 8.00: Supervision of Assistants and Veterinary Technicians
256 CMR 9.00: Continuing Education
256 CMR 10.00: Limited Liability Corporations and Limited Liability Partnerships

Office of Private Occupational School Education

603 CMR 3.00: Private Occupational Schools

APPENDIX 3: STAFF ROSTER, END OF FISCAL YEAR 2016

Administration

Charles Borstel, Director
Neldy Jean-Francois, Chief of Staff
Kevin Scanlon, General Counsel and Deputy Director
Robert Fortes, Deputy Director for Policy and Boards
Patricia Breslin, e-Licensing Manager
John High, Communications and Outreach Coordinator
Cheryl Yebba, Executive Assistant to the Director
Leija Meadows, e-Licensing Coordinator
Nancy Warren, Receptionist

Office of Prosecutions

James Read, Chief Prosecutor
Annemarie Gallop-Belle, Prosecuting Counsel
Stephanie Bennett, Prosecuting Counsel
Julie Brady, Prosecuting Counsel
Gerard Dolan, Prosecuting Counsel
Mary Hall, Prosecuting Counsel
Seth Henderson, Prosecuting Counsel
Jenna Hentoff, Prosecuting Counsel
Deborah Kravitz, Prosecuting Counsel
Fayette Mong, Prosecuting Counsel
Amy Riordan, Administrative Assistant

Office of Legal Counsel

Bruce Hopper, Chief Legal Counsel
Irene Carr, Hearings Officer
Anne Colleton, Hearings Officer
Jessica Uhing-Luedde, Hearings Officer
Peter Kelley, Board Counsel
Charles Kilb, Board Counsel
James O'Connor, Board Counsel
Lynn Read, Agency Counsel
Sheila York, Board Counsel
Maria Silva, Paralegal Specialist
Araceli Avila-Ging, Program Coordinator
Rachael Antoine, Office Support Specialist

Various Boards Unit

Michael Hawley, Executive Director
Shara Benedetti, Associate Executive Director

Monique Brown, Administrative Assistant

Real Estate Unit

Ann Margarette Barry, Executive Director

Jennifer Romeo-Porcaro, Associate Executive Director

Colleen Digirolamo, Administrative Assistant

Brian Tame, Administrative Assistant

Cynthia Bernadeau, Office Support Specialist

Daquiri Purifoy, Administrative Assistant

Occupational Schools Unit

Clinton Dick, Executive Director

Mary Jayne Fay, Education Specialist

John Hill, Program Coordinator III

Eric Funk, Compliance Officer III

Aidan McGrath, Office Support Specialist

Combo Boards Unit

Brian Bialas, Executive Director

Sandra Velasquez, Program Coordinator

Christine Garner, Administrative Assistant

Casey Yebba, Office Support Specialist

Janeene Davis, Office Support Specialist

Mixed Boards Unit

Ana Garcia, Executive Director

Colleen Cavanaugh, Associate Executive Director

Caroline Quan, Program Coordinator

Fei Yan Chen, Board Administrator

Sonia Jordan, Office Support Specialist

Michelina Martingetti, Program Coordinator

Joann Termine, Board Administrator

Sheet Metal Board Unit

Peter Kelly, Executive Director

David Haynes, Program Coordinator

Combo Boards Unit

Erin LeBel, Executive Director

Thomas Burke, Administrative Assistant

Erin Murphy, Program Coordinator

Karen Schwartz, Psychology Professional

Eboni Lewis, Office Support Specialist

Electrical Board Unit

Robert Ferguson, Executive Director

James Murphy, Associate Executive Director

Tamara Smith, Program Coordinator

Milla Mello, Office Support Specialist

Kristin Mitchell, Office Support Specialist

Plumbing Board Unit

Wayne Thomas, Executive Director

Joseph Peluso, Consultant

David Medeiros, Consultant

Cynthia Johnson, Administrative Assistant

Ann Deruosi, Administrative Assistant

Office of Investigations

Christopher Carroll, Chief Investigator

Sarah Wilkinson, Assistant Chief Investigator

Anne Driscoll, Supervising Investigator

Kelly Puccio, Supervising Investigator

Alan Van Tassel, Supervising Investigator

Gary Williamson, Supervising Investigator

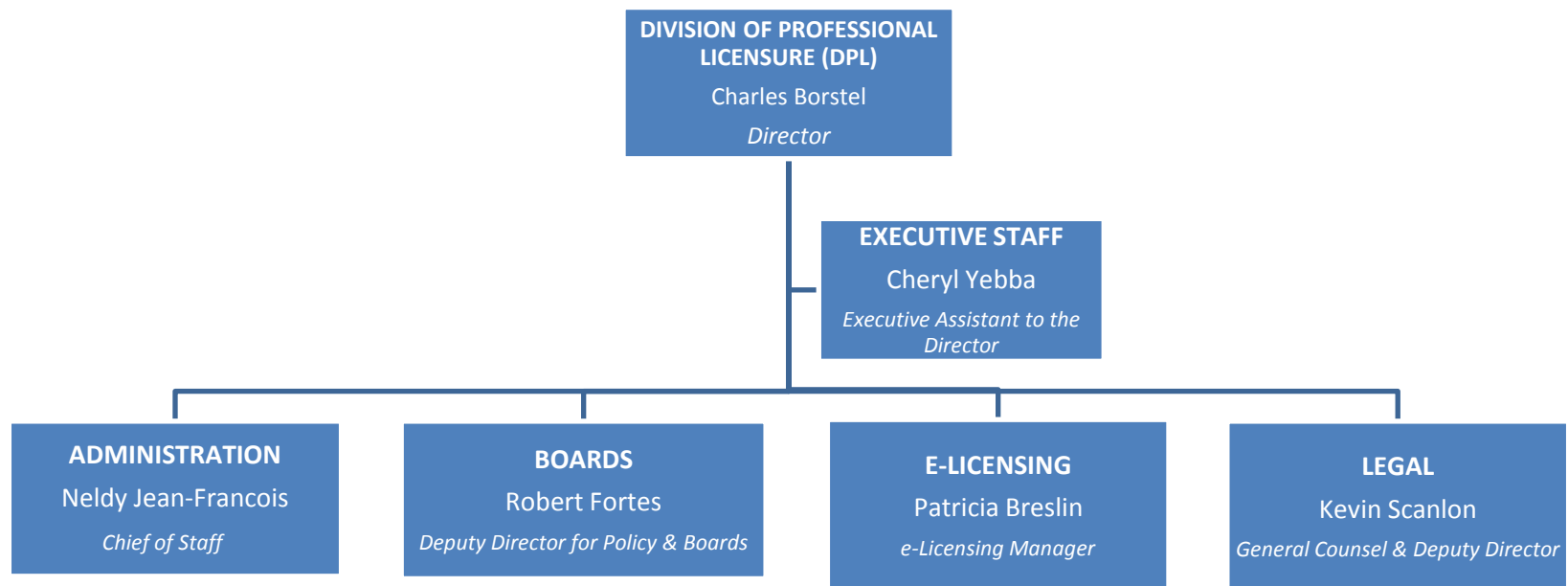
Colleen Chin, Investigator

Shawn Croke, Investigator
Ellen D'Agostino, Investigator
Ashley Dizel, Investigator
Gilbert Gallotto, Investigator
Dominque Jones, Administrative Assistant
Christopher Lee, Investigator
Fredrick Lima, Investigator
Frantzie Luc, Investigator
Doris Lugo, Investigator
Samantha McBean, Office Administrator
Jeannette Nguyen, Investigator
Holly Nuzzo, Supervisor
Scott Padden, Investigator
Richard Paris, Investigator
John Perillo, Investigator
Stephen Pleva, Investigator
Francesco Polese, Investigator
Taylor Roth Jr., Investigator
Matthew Runge, Investigator
Ann Marie Staunton, Investigator
Debra Tata, Investigator
Robert Williams, Investigator
Charles Wolf, Investigator

Accounting and Electronic Data Processing Unit

Deborah Cassano, Manager of Accounting and Electronic Data Processing Unit
Gregory Hall, Mail Clerk
Mouna Khoukaz, Accountant III
Rose Nguyen, Accountant III
Marcos Reyes, Program Coordinator I
Patricia Durgin, Program Coordinator I
Tatiana Zequoli, Office Support Specialist

APPENDIX 4: ORGANIZATIONAL CHART OF AGENCY MANAGEMENT, END OF FISCAL YEAR 2016



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