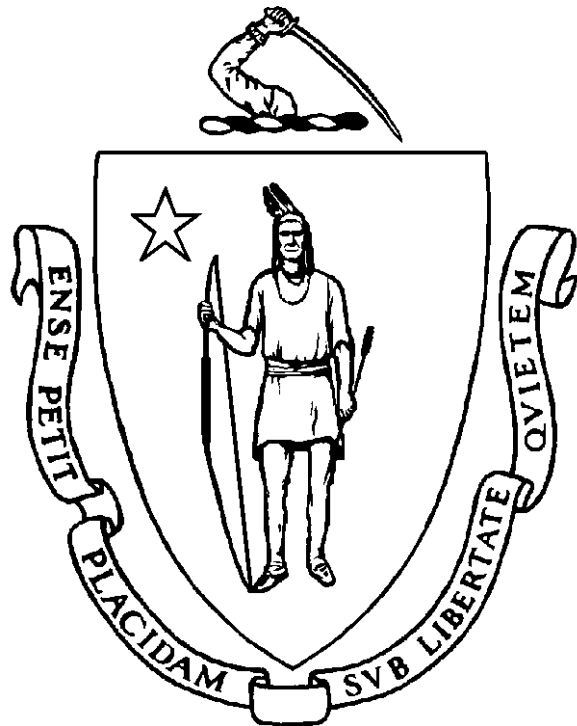


DIVISION OF PROFESSIONAL LICENSURE



ANNUAL REPORT

FISCAL YEAR 2015

*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 2015. Fiscal year 2015 brought significant change to DPL, resulting in considerable improvements to agency operations that will benefit both the public and licensees for years to come.

At the start of the fiscal year, the agency welcomed the passage and implementation of Chapter 236 of the Acts of 2014, *“An Act Modernizing Licensing Operations at the Division of Professional Licensure.”* This new law made a number of key changes to the core operations of the agency, with a focus on improving business processes for the benefit of both the public and licensees. Following the successful implementation of these changes, DPL also successfully implemented provisions of Chapter 62 of the Acts of 2014, *An Act Relative to Veterans’ Allowances, Labor, Outreach and Recognition* (VALOR Act II). VALOR Act II expanded on the licensing benefits provided by the original VALOR Act, passed and implemented in 2012. DPL is proud to support the Commonwealth’s veterans, active duty members of the military, and military families, in pursuing career opportunities in the more than 50 trades and professions licensed by our boards of registration.

On the regulatory front, all 28 of DPL’s current boards of registration as well as the Office of Private Occupational School Education, either began or continued comprehensive reviews of their respective regulations pursuant to Executive Order No. 562. At the end of the fiscal year, nearly half of DPL’s boards of registration and Office of Private Occupational School Education had held public listening sessions, intended to encourage feedback from both licensees and the public that will inform the development of potential revisions to each set of regulations. DPL is committed to continuing this process in fiscal year 2016, with the goal of eliminating burdensome, confusing, outdated or unnecessary regulations in accordance with Executive Order No. 562.

Fiscal year 2015 also saw the implementation and first public release of DPL’s new e-Licensing and e-Permitting system. Through this new, online system, licensees and consumers will now be able to access DPL resources 24 hours a day, allowing them to apply for or renew a license,

verify a license status and submit an online complaint. The new e-Licensing and e-Permitting system went “live” for the Board of Examiners of Sheet Metal Workers and the Board of Registration in Veterinary Medicine in March 2015, and is expected to be implemented agency-wide by late 2016.

Finally, with the change in Administration, the agency also experienced a change in leadership. The agency is grateful to former Director Mark R. Kmetz, who served as Director from 2011 to 2015. Director Kmetz instilled a strong sense of professionalism throughout the agency and oversaw many successful initiatives intended to improve internal operations. We thank Director Kmetz for his many contributions and look to build on his accomplishments.

Although fiscal year 2015 was one of significant change for the agency, DPL is well positioned to flourish in the years ahead. On behalf of DPL’s board members and employees, I thank both the Administration and the Legislature for their continued support of the agency, and I look forward to continuing to pursue 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 374,000 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 education and outreach.

Principles and Values

In carrying out the mission of the agency, 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 100 full and part time employees. Board members, many of whom hold licenses in the more than 50 trades and professions licensed by the agency, are appointed by the Governor and serve on a voluntary basis. 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, unit and offices within DPL. For more detailed information on the specific accomplishments and activities of each board, offices and unit during fiscal year 2015, please consult the table of contents to locate the relevant entry within this report.

Administration: Overview

The general administration of DPL involves the provision of 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 two units: DPL's Accounting and Electronic Data Processing (EDP) Unit; and the Executive Office of Housing and Economic Development's (EOHED) Information Technology Services Division. During fiscal year 2015, these units were overseen and managed by the Deputy Director for Administration and e-Licensing. Effective in fiscal year 2016, these units will be overseen by the Chief of Staff.

Administration: Accounting and Electronic Data Processing (EDP) Unit

The Accounting and Electronic Data Processing (EDP) Unit performs all revenue functions for all DPL boards of registration and offices. The types of revenue collected by the Unit include: "Lock Box" revenue, which primarily consists of license renewal fees submitted by licensed individuals and businesses seeking to renew a license, and; "Over-The-Counter" revenue, which includes license application fees and original license fees. Annually, the Unit collects between \$20 - 24 million in revenue, including revenue from the agency's trust fund, as well as revenue generated from civil administrative fees assessed as part of the agency's enforcement process. The Unit is also responsible for mailing and processing nearly 250,000 license renewals each year, including as many as 8,000 to 47,000 per month.

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 or 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 fiscal year 2015, the boards of registration overseen by 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. The Office is responsible for the licensure and oversight of private occupational schools operating in Massachusetts. Occupational schools are those 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 consisting of representatives from other state agencies, consumer advocacy organizations, and the occupational school industry.

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 fiscal year 2015, 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. In fiscal year 2015, these units were overseen by the Chief Legal Counsel. Effective in fiscal year 2016, these units will be overseen by the General Counsel/ 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 conducts investigations into all allegations of unlicensed practices 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 assists them filing an application for a complaint with the relevant board of registration. OI staff also work to resolve disputes, offer suggestions to consumers for pursuing legal redress in the court system, and file requests for public information. OI staff also frequently responds 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 the jurisdiction of one of DPL's 28 boards of registration, or the Office of Private Occupational School Education.

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. As prosecutors are ultimately responsible for resolving complaints, they also present inquiries and settlement offers to the 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 (HFCU). 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 Counsel 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 conduct of board meeting. 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 within the DPL, 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 DPL.

III. AGENCY ACCOMPLISHMENTS AND ACTIVITIES DURING FISCAL YEAR 2015

Summary of Agency Accomplishments and Activities

Fiscal year 2015 saw the DPL embrace a diverse array of initiatives and activities, all amidst a change in Administration and several unprecedented weather events that closed state offices for a significant number of days. In addition to handling a significant volume of complaints and public records requests, agency-wide DPL began a number of new initiatives, including the launch of a new e-Licensing and e-Permitting system, initiating a top-to-bottom review of all board of registration regulations pursuant to Executive Order No. 562, and the final implementation of new legal procedures intended to aid in the efficient resolution of minor violations of the licensing laws for the cosmetology and barbering professions. In addition, DPL staff also continued to grow its outreach efforts, implemented a record number of new laws, and finalized 8 sets of regulations.

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

Investigative and Enforcement Activity

Office of Investigations: Complaint Resolution

In fiscal year 2015, DPL's Office of Investigations (OI) investigated over 2,800 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 fiscal year 2015, included:

1. Board of Registration of Cosmetology and Barbering: 1,116 complaints
2. Board of Registration of Real Estate Brokers and Salespersons: 484 complaints
3. Board of Registration of Massage Therapy: 177 complaints
4. Board of State Examiners of Electricians: 153 complaints
5. Board of State Examiners of Plumbers and Gas Fitters: 152 complaints

In addition, with the input and assistance of other DPL boards, offices, and units, OI also helped close or resolve over 2,600 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: 1,200 complaints
2. Board of Registration of Real Estate Brokers and Salespersons: 445 complaints
3. Board of Registration of Massage Therapy: 177 complaints
4. Board of State Examiners of Electricians: 162 complaints
5. Board of State Examiners of Plumbers and Gas Fitters: 95 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 fiscal year 2015, DPL's Office of Investigations inspected a total 12,632 licensed businesses.

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 day one, helping to prevent or pro-actively correct potential violations of the licensing laws. During fiscal year 2015, OI conducted 2,113 inspections of new shops. These startup inspections included:

1. Barber Shops: 181 shops
2. Cosmetology Salon: 1,689 salons
3. Massage Therapy Establishments: 243 establishments

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 the fiscal year, the Office of Investigations still inspected more than 91 percent of new applicant businesses within 10 business days. The combination of unprecedented weather conditions in 2015 prevented some inspections from being completed within the 10 days goal. The compliance rate for each business type was as follows:

1. Cosmetology Salon: 92 percent
2. Massage Therapy Establishments: 94 percent
3. Barber Shops: 89 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 participate in two outside task forces, 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 fiscal year 2015, 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 actives. As a named member of the JTF, DPL Office of Investigations staff actively participate in the Task Force's activities, attending meeting and assisting with joint investigations. During fiscal year 2015, DPL assisted in four separate investigations involving licensed electricians in the Worcester area, and massage therapy establishments in Boston and Cape Cod. As a result of the massage therapy establishments, DPL's Office of Investigations issued \$13,500 in fines for violations of the statutes and regulations governing the practice of massage therapy.

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 fiscal year 2015, OI assisted several DPL boards of registration in conducting and completing audits of licensee compliance with continuing education requirements. Most notably, OI initiated a continuing education audit on behalf of the Board of Public Accountancy, through which a percentage of licensed public accountants were selected at random, and required to submit proof of completion of continuing education requirement from the prior licensing cycle. In addition, OI

supported the Board of Registration of Social Workers and the Board of Registration of Psychologists, in similar audits conducted by board of registration staff.

Office of Prosecutions: Disciplinary Actions

In fiscal year 2015, DPL's Office of Prosecutions (OP) assisted DPL boards of registration in prosecuting and resolving 2,257 complaints, through the prosecution and issuance of various disciplinary actions against both licensed and unlicensed, individuals and businesses. In total, these disciplinary actions resulted in the recovery of \$658,625 for the Commonwealth. This included:

1. Fines Assessed: 1,461
2. Right to Renew Stayed by DOR: 300
3. License Revoked: 104
4. License Suspended: 183
5. Probation: 95
6. Reprimand: 34
7. Stayed Suspension: 24
8. Voluntary Surrender: 29
9. Other: 23
10. Court Decisions: 4

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: 1,132 disciplinary actions
2. Board of registration of Real Estate Brokers and Salespersons: 314 disciplinary actions
3. Board of State Examiners of Electricians: 154 disciplinary actions
4. Board of Registration of Massage Therapy: 144 disciplinary actions
5. Board of State Examiners of Plumbers and Gas Fitters: 78 disciplinary actions

Office of Prosecutions: Implementation of New Ticketing Enforcement Process for Barbering and Cosmetology

To aid in the efficient resolution of minor violations of the statutes and regulations governing the practice of cosmetology and barbering, OP helped to implement a new ticketing process, whereby licensees and unlicensed individuals and businesses found to be in violation of applicable licensing statute and regulations, receive immediate notification of legal proceedings being instituted against them at the time the ticket is issued. Under this new process, any ticket issued by an OI investigator now contains a notice of rights, as well as information indicating that the fine must be paid or appealed within 21 days. Following a second, subsequent notification reminding the individual or business to pay or appeal the fine, the ticket is forwarded to the Board of Registration of Cosmetology and Barbering for final review, and then automatically defaulted.

Although this process was developed and piloted in fiscal year 2014, the DPL did not fully implement it until fiscal year 2015. The process has greatly reduced the amount of paperwork for both DPL staff and licensees.

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 fiscal year 2015, OP initiated and referred seven criminal complaints and prosecuted a total of 13 as a result of referrals by the offices of various District Attorneys.

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 2014, the most recent time period for which complete data for this Unit is available, 15 new fraud-related complaints were investigated by the Board of Registration of Chiropractors and the Board of Allied Health Professions. Fourteen fraud-related cases from 2014 and earlier were resolved, 10 of which resulted in disciplinary actions. The remaining four matters were dismissed after thorough investigation found insufficient evidence to pursue a regulatory violation.

Office of Prosecution: College and University Licensing Education Outreach Initiative

In fiscal year 2015, the OP piloted a new outreach initiative on behalf of DPL, targeted at local college and university students enrolled in programs leading to licensure. Through this program, OP staff visited with students at Fisher College in Boston, MA and gave a presentation on the licensure process, highlighted 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 expand its outreach initiatives to other colleges and universities during fiscal year 2016.

Office of Legal Counsel: Administrative Hearings

In fiscal year 2015, DPL Hearing Officers conducted 478 proceedings, nearly 100 of which were adjudicatory hearings. These hearings are conducted pursuant to 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 setup 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 fiscal year 2015, approximately half of DPL’s 28 boards had held public listening sessions. Based on the feedback generated by these sessions, Board Counsel began drafting potential revisions to the regulations for their assigned boards, consistent with the goals of Executive Order No. 562.

Office of Legal Counsel: Promulgation of Regulations

Prior to the issuance of Executive Order No. 562, DPL Board Counsel worked closely with their assigned boards of registration to complete a separate, comprehensive review of their respective regulations. As a result of these efforts, and in response to statutory requirements, changes to national technical codes, and a health crisis, four boards of registration finalized and promulgated eight sets of revised regulations. For more information on these efforts, please see the “Regulation Changes and Executive Order No. 562” section of this report.

Public Record Requests

Pursuant to G.L. c. 66, § 10, the Massachusetts Public Records law, DPL frequently receives and responds to requests agency and board documents considered to be public records. Every record that is made or received by a government entity or employee is presumed to be a public record unless a specific statutory exemption permits or requires it to be withheld in whole or in part.

In fiscal year 2015, DPL received 1,147 public record requests. The DPL boards of registration with the largest numbers of requests during fiscal year 2015 included the:

1. Board of Registration of Chiropractors: 266 requests
2. Board of Allied Health Professions: 159 requests
3. Board of Registration of Psychologists: 91 requests
4. Board of Registration of Social Workers: 74 requests
5. Board of Registration of Allied Mental Health and Human Services Professions: 72 requests

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. This includes retrieving and reviewing the relevant documents and coordinating with Board Counsel on an appropriate response.

Statutory Changes

Introduction

During fiscal year 2015, eight new laws proposed by the Legislature were signed into law by the Governor and successfully implemented by the agency. These laws included:

Chapter 62 of the Acts of 2014, An Act Relative to Veterans' Allowances, Labor, Outreach, and Recognition

Although signed into law on April 3, 2014, prior to the start of fiscal year 2015, DPL completed implementation of this new law in November 2014. The law, known as "VALOR Act II," impacted all DPL boards of registration, as well as students enrolled at private occupational schools licensed by the Office of Private Occupational School Education. Specifically, the law expanded the licensing benefits available to active duty military, military spouses, and veterans, established by the original Chapter 108 of the Acts of 2012, *An Act Relative to Veterans' Access, Livelihood, Opportunity and Resources* (VALOR Act). Section 23 of VALOR Act II allows DPL to waive the Commonwealth's portion of the initial licensure and application fee for those individuals who qualify for original VALOR Act benefits. DPL successfully implemented these benefits as of July 2, 2014.

In addition, section six of the law established new financial and academic protections for students enrolled in private occupational schools. Specifically, these protections require a school to allow a student who is unable to complete an academic course because he or she has been called to, or enlists in, active duty, to: complete the course at a later date without penalty; or withdraw from the course with a full refund of fees and tuition paid. The protections also allow students to complete a replacement course without penalty at a later date, if the course is no longer available upon the student's return. Finally, if a student wishes to withdraw from a course due to military service, the student's record must reflect that the withdrawal is due to active duty military service. DPL informed students and licensed schools of these benefits, consistent with the effective date for this provision of the law, on April 3, 2014.

Chapter 236 of the Acts of 2014, An Act Modernizing Licensing Operations at the Division of Professional Licensure

Signed into law on August 6, 2014, this law made a number of changes intended to streamline and modernize DPL operations, including: the elimination and merger of several boards of registration; the elimination of outdated staffing, reporting, and compensation requirements

imposed on certain boards of registration; the establishment of a cap on renewal fees assessed on individuals seeking to re-enter a licensed profession, after being away from the profession and unlicensed for certain periods of time; and, adjusted the composition of several boards of registration. The following is a detailed summary of the major changes made by the law to the agency and their specific impacts on DPL boards of registration:

- Agency-wide:
 - The law restricted the total amount of fees assessed in connection with the renewal of a lapsed license, to the renewal fees for two licensing cycles, plus one late fee.
 - The law prohibited “grandfathering” practices for all future licenses, as of the effective date of the Act.
- Board of Registration of Architects:
 - Eliminated antiquated statutory language providing the Board with the ability to appoint clerks and for members to receive compensation above actual expenses.
 - Eliminated antiquated statutory language that required the Board to mail every licensed architect a roster containing the name and location of every licensed architect in Massachusetts. This information is now required to be posted on DPL’s website.
- Board of Registration of Barbers:
 - Eliminated the Board and transferred its licensing authority and responsibilities to the new Board of Registration of Cosmetology and Barbering, effective May 3, 2015.
 - Required existing regulations governing the practice of barbering to remain in effect until superseded by new regulation issued by the Board of Registration of Cosmetology and Barbering.
- Board of Registration of Chiropractors:
 - Removed antiquated statutory language regarding compensation to appointed Board members.
- Board of Registration of Cosmetologists
 - Eliminated the Board and transferred its licensing authority and responsibilities to a new board, the Board of Registration of Cosmetology and Barbering, effective May 3, 2015.

- Board of Registration of Cosmetology and Barbering:
 - Effective May 4, 2015, the law created a new Board, the Board of Registration of Cosmetology and Barbering. This new Board assumed the licensing duties and responsibilities previously handled by the following boards: Board of Registration of Cosmetologists; Board of registration of Barbers; Board of Registration of Electrologists.
 - Expanded the definition of electrology to permit electrologists to perform laser hair removal.
- Board of Registration of Dispensing Opticians:
 - Eliminated antiquated statutory language providing the Board with the ability to appoint clerks, and for members to receive compensation above actual expenses.
- Board of State Examiners of Electricians:
 - Eliminated antiquated statutory language providing the Board with the ability to appoint clerks, and for members to receive compensation above actual expenses.
- Board of Registration of Electrologists:
 - Eliminated the Board and transferred its licensing authority and responsibilities to a new board, the Board of Registration of Cosmetology and Barbering.
- Board of Registration of Professional Engineers and of Land Surveyors:
 - Amended the Board's quorum requirements to clarify that to have a quorum, the Board must have six of its 10 members present (a simple majority).
- Board of Registration in Embalming and Funeral Directing:
 - Eliminated geographic restrictions imposed of Board members that required four of the Board's five members reside in specific Massachusetts counties.
 - Eliminated antiquated statutory language providing members with the ability to receive compensation above actual expenses.
 - Required the Board to promulgate regulations allowing funeral establishments to serve food and beverages, in a manner consistent with public health requirements.
- Board of Certification of Health Officers:
 - Eliminated antiquated statutory language providing members with the ability to receive compensation above actual expenses.

- Board of Registration of Hearing Instrument Specialists:
 - Amended the Board's quorum requirements to clarify that to have a quorum, the Board must have three of its six members present (a simple majority).
 - Eliminated an outdated requirement that the state auditor conduct triennial audits of the Board's consumer protections efforts and overall board performance.
- Board of Registration of Home Inspectors:
 - Corrected a scrivener's error containing an inaccurate reference to another Board's licensing statutes.
- Board of Registration of Landscape Architects:
 - Eliminated a requirement that the Board elect a Secretary.
 - Amended the Board's quorum requirements to require a simple majority of Board members be present at a meeting in order to achieve a quorum.
- Office of Private Occupational School Education:
 - Exempted barbering and cosmetology schools from the licensure requirements of DPL's Office of Private Occupational School Education until July 1, 2015.
- Board of Registration in Optometry:
 - Eliminated antiquated statutory language providing members with the ability to receive compensation above actual expenses.
- Board of State Examiners of Plumbers and Gas Fitters:
 - Eliminated antiquated statutory language providing members with the ability to receive compensation above actual expenses.
 - Eliminated a requirement that the Board appoint an Executive Secretary.
 - Eliminated a requirement that the Board obtain approval from the Department of Public Health prior to promulgating regulations governing plumbing and gas fitting performed on state property.
- Board of Registration of Psychologists:
 - Directed the Board to amend its regulations to authorize public schools as appropriate sites for health service provider (HSP) certification.

- Board of Public Accountancy:
 - Eliminated antiquated statutory language providing members with the ability to receive compensation above actual expenses.
- Board of Registration of Radio and Television Technicians:
 - Eliminated the Board, effective November 4, 2014.
- Board of Registration of Real Estate Appraisers:
 - Amended the Board's quorum requirements to clarify that to have a quorum, the Board must have four of its seven members present (a simple majority).
 - Amended the Board's composition to remove requirements that one member is an assessor and that one member is a state licensed real estate appraiser.
 - Eliminated an antiquated requirement that the Board hire an Executive Secretary.
- Board of Registration of Real Estate Brokers and Salespersons:
 - Eliminated antiquated statutory language providing the Board with the ability to employ a secretary, clerical staff, and rent office space.
 - Eliminated antiquated statutory language providing members with the ability to receive compensation above actual expenses.
- Board of Registration of Sanitarians:
 - Eliminated antiquated statutory language providing members with the ability to receive compensation above actual expenses.
- Board of Registration for Speech-Language Pathology and Audiology:
 - Eliminated a requirement that Board members be appointed from a list drafted by the Massachusetts Speech and Hearing Association.
 - Amended the Board's quorum requirements to clarify that to have a quorum, the Board must have three of its five members present.
- Board of Registration in Veterinary Medicine:
 - Eliminated antiquated statutory language providing members with the ability to receive compensation above actual expenses.

Chapter 261 of the Acts of 2014, An act exempting the town of Nantucket from the provisions of MGL and the Code of Massachusetts Regulations regarding funeral directors, embalmers, funeral homes, and crematories

Signed into law on August 8, 2014, this law exempts Type Three or Type 6 funeral directors operating in Nantucket from having to hold an ownership stake in the funeral home from which they are working, as otherwise required by the Board of Registration in Embalming and Funeral Directing's current statutes and regulations. This exemption allows funeral directors and embalmers licensed in Massachusetts to travel to Nantucket to provide funeral and embalming services, should the need arise, filling the gap left by the closure of the island's only funeral home in 2013. The law also: prohibits funeral homes in Nantucket from being required to have a chapel; allows funeral homes to be spread over multiple lots of unconnected land; and stipulates that the placement of any future crematories be determined by either the Nantucket Cemetery Commission, or by a vote at an annual town meeting.

Chapter 260 of the Acts of 2014, An Act Relative to Domestic Violence

Signed into law on August 8, 2014, section nine of the law requires the Board of Registration of Social Workers, the Board of Registration of Psychologists, and the Board of Registration of Allied Mental Health and Human Services Professions, to develop and administer standards for licensure that incorporate training and education requirements regarding the signs, symptoms and effects of domestic violence and sexual violence. The law, effective July 1, 2015, requires each board to promulgate regulations establishing these standards, identify programs or courses of study which meet these standards, and provide a list of the identified programs or courses of study, to applicants for licensure.

Chapter 284 of the Acts of 2014, An Act Relative to the Reduction Of Gun Violence

Signed into law on August 13, 2014, section 103 of the law requires the Board of Registration of Psychologists to amend its regulations to include schools as "health service training program sites," thereby enabling candidates seeking licensure as doctoral level psychologists with certification as a health services provider to accrue required supervised health service training hours.

Chapter 287 of the Acts of 2014, An Act Promoting Economic Growth Across the Commonwealth

Signed into law on August 13, 2014, sections 69 and 93 made a number of amendments to the statutes governing the licensure process for behavior analysts. Specifically, these amendments affect three areas of the licensure process: general eligibility for licensure; eligibility for licensure under statutory grandfathering provisions; and the length of the statutory grandfathering provisions.

Chapter 293 of the Acts of 2014, An Act Protecting Animal Welfare and Safety

Signed into law on August 20, 2014, this law, informally known as the “PAWS Act,” contains a provision imposing new animal abuse reporting requirements on licensed veterinarians. Specifically, section one of the law requires licensed veterinarians to report suspected animal cruelty to local or state police, if a veterinarian observes an animal that they “know or reasonably suspect” has been the victim of animal cruelty. The law exempts veterinarians reporting this information from civil or criminal liability; however, it also requires that veterinarians who fail to report acts of animal cruelty be reported to the Board of Registration in Veterinary Medicine for potential disciplinary action.

Chapter 444 of the Acts of 2014, An Act Further Regulating the Licensing Requirements for Massage Therapists

Signed into law on January 6, 2015, this law amended certain licensing requirements governing the practice of massage therapy by unlicensed individuals at sporting, health, or other events, and also expanded the types of advertising methods subject to regulation by the Board of Registration of Massage Therapy to include those made by “electronic means.”

More specifically, the law expands and clarifies an existing licensing exemption that now allows unlicensed individuals to provide massage therapy services at sporting, health, or other events, without pay and under the supervision of a licensed massage therapist. The new law makes clear that the event may last for a single day or for multiple, consecutive days. This change is intended to ensure that unlicensed individuals may provide massage therapy services at sporting, health or other events lasting more than one day, an issue not previously addressed by statute. Unlicensed individuals providing services at these events are still required to follow the Board’s Policy #09-001, adopted in 2009, which prohibits unlicensed individuals providing these services from holding themselves to the public as being licensed massage therapist, and allows them to provide services to event participants only.

The second change made by the law expands the definition of the term “advertise” in G.L. c. 112, §235, which governs the use of the term “massage” in advertisements. Specifically, the new law expands the definition of massage to include advertisements made by “electronic means,” in addition to currently recognized advertising mediums such as newspapers, magazines, or television. The change was made to combat inappropriate advertisements made on internet websites, through which unlicensed individuals may offer massage therapy services as a cover for criminal activity.

Regulation Changes and Executive Order No. 562

Introduction

Each DPL board of registration and the Office of 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.

In fiscal year 2014, all DPL boards of registration began reviewing their regulations and holding 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. This initiative, carried over into fiscal year 2015, resulted in several DPL boards promulgating updates and revisions to their respective regulations that were finalized during fiscal year 2015. The following section of this report briefly summarizes those changes.

Regulations Promulgated During Fiscal Year 2015

During fiscal year 2015, DPL boards of registration promulgated changes to eight sets of regulations. These changes included:

- *Board of State Examiners of Plumbers and Gas Fitters:* The Board promulgated revisions to four sets of regulations, adopting a number of recent changes made to the National Fuel Gas Code, effective December 5, 2014. The sections of the Board's regulations affected were:
 1. 248 CMR 4.00: Massachusetts Fuel Gas Code
 2. 248 CMR 5.00: Amendments to the 2012 Edition of NFPA 54
 3. 248 CMR 7.00: Massachusetts Code For Large Gas Utilization Equipment
 4. 248 CMR 8.00: Amendments to the 2011 Edition of NFPA 58
- *Board of Registration in Podiatry:* The Board promulgated emergency regulations on May 19, 2014 related to the prescription of Hydrocodone-only Extended Release Medication by licensed podiatrists, in response to the ongoing opioid abuse crises in Massachusetts. These emergency regulations were subsequently finalized on September 12, 2014. The sections of the Board's regulations affected were:
 1. 249 CMR 3.00: Application and Licensure
 2. 249 CMR 4.00: Practice of Podiatric Medicine
- *Board of Registration of Psychologists:* The Board promulgated revisions to the regulations governing the licensure requirements for psychologists, including changes to the application process and examination procedures, effective August 15, 2014. The sections of the Board's regulations affected were:
 1. 251 CMR 3.00: Registration of Psychologists

- *Board of Registration of Allied Mental Health and Human Services Professions:* Pursuant to Chapter 429 of the Acts of 2012 and Chapter 287 of the Acts of 2014, the Board promulgated new regulations establishing the requirements for licensure for individuals seeking to become licensed Applied Behavior Analysts or Assistant Applied Behavior Analysts. These regulations were finalized and took effect on June 5, 2015. The sections of the Board’s regulations affected were:
 1. 262 CMR 10.00: Requirements for Licensure as an Applied Behavior Analyst and Assistant Applied Behavior Analyst

Executive Order No. 562

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 sunset their existing regulations on or before March 31, 2016, and issue new regulations that are clear, concise and written in plain and readily understandable language, and meets 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. As an initial step in this process, each board of registration and the Office of Private Occupational School Education, scheduled additional public listening sessions to engage licensees, industry representatives, consumer advocates, and members of the public in the regulation review process, and to solicit feedback and ideas for potential changes or updates to their respective regulations, consistent with the goals of Executive Order No. 562. As of the end of fiscal year 2015, 18 DPL boards of registration had held public listening sessions, including the following:

- Board of Allied Health Professions;
- Board of Certification of Operators of Drinking Water Supply Facilities;
- Board of Public Accountancy;
- Board of Registration for Speech-Language Pathology and Audiology;
- Board of Registration in Embalming and Funeral Directing;
- Board of Registration in Optometry
- Board of Registration in Podiatry;
- Board of Registration in Veterinary Medicine;
- Board of Registration of Chiropractors;
- Board of Registration of Dietitians and Nutritionists;
- Board of Registration of Dispensing Opticians;
- Board of Registration of Home Inspectors;
- Board of Registration of Landscape Architects;
- Board of Registration of Massage Therapy;
- Board of Registration of Professional Engineers and of Land Surveyors;
- Board of Registration of Social Workers; and
- Board of State Examiners of Electricians.

Collectively, the public listening sessions held by these boards of registration generated submission of more than 60 comments and suggestions regarding potential revisions to the regulations issued by each. As of the end of fiscal year 2015, DPL's 10 remaining boards of registration and the Office of Private Occupational School Education were scheduled to hold listening sessions within the first quarter of fiscal year 2016.

e-Licensing and e-Permitting Project

In March 2015, DPL publicly released the first edition of its new e-Licensing and e-Permitting system. The new system allows licensed sheet metal workers and veterinarians to renew their licenses online, and also provides first-time sheet metal and veterinary license applicants with the option of submitting their application for licensure online. The system also allows consumers of the services provided by these professionals, to file complaints against them electronically.

In providing these new features, DPL intends for the e-Licensing and e-Permitting system 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.

Among the primary benefits of the e-Licensing and e-Permitting system is a new 24-hour "self-service" capability that enables licensees to access DPL business resources at their convenience. In addition to renewing a license, licensed professionals are able to update personal information in their license record, submit proof of compliance with continuing education requirements, or apply electronically for a new license type. Licensees also have the ability to receive electronic

reminders of upcoming deadlines, to upload missing or incomplete information, or to receive notification that a complaint has been filed against them.

Consumers of the services provided by licensed sheet metal workers and veterinarians also benefit from the availability of a new online complaint feature incorporated into the system. Consumers are now able to submit complaints electronically and view timely updates on the status of their complaint, as it moves through the agency's investigative and adjudicative processes. In addition, consumers also have access to an expanded version of DPL's "Check a License" and "Disciplinary Action Search," that will provide them with additional detail regarding an individual's licensure and disciplinary history.

DPL anticipates that the e-Licensing and e-Permitting system will be implemented and available for licensees and the consumers of the services provided by licensees of all 28 of its boards of registration, the Office of Private Occupational School Education, and relevant agency offices, by the summer of 2016.

Outreach Initiatives

In furtherance of the Agency's consumer protection mission, DPL 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 fiscal year 2015, DPL continued its outreach initiatives, holding or participating in 84 events. These events included:

- Student Outreach Events: 52
- VALOR Act Events: 2
- Licensee Education Events: 26
- Consumer Events: 4

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 assistance and support of DPL employees. All board members serve on a voluntary basis and are considered public employees. 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:

- G.L. c. 13, § 44C: Board of Registration of Architects;
- G.L. c. 13, § 56: Board of Registration of Real Estate Brokers and Salespersons;
- G.L. c. 112, § 85: Board of Registration in Embalming and Funeral Directing;
- G.L. c. 112, § 81H: Board of Registration of Professional Engineers and of Land Surveyors;
- G.L. c. 112, § 57: Board of Registration in Veterinary Medicine;
- G.L. c. 112, § 17A: Board of Registration in Podiatry;
- G.L. c. 112, § 67: Board of Registration in Optometry;
- G.L. c. 112, § 73F: Board of Registration of Dispensing Opticians; and
- 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 fiscal year 2015, spanning July 1, 2014 through June 30, 2015.

###

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 Therapist 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 FY2015, June 30, 2015):

James Zachazewski, PT, ATC, Chair
Jay A. Bernasconi, PT, Vice Chair
Nancy Lowenstein, OTR/L, Secretary
Lisa M. Ayles, Member
Julia Cahill-O'Shea, Public 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:

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 - 65E

Regulations:

Regulation(s): 259 CMR 2.00 - 6.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:*
 - Total: 23,743
 - Athletic Trainer: (AT): 1,286
 - Occupational Therapists (OT): 5,614

- Occupational Therapist Assistants (OTA): 1,986
 - Physical Therapists (PT): 9,992
 - Physical Therapist Assistants (PTA): 3,317
 - Physical Therapy Facilities (PF): 548
- *No. of Licenses Renewed:*
 - Total: 13,329
 - Athletic Trainer: (AT): 739
 - Occupational Therapists (OT): 3,218
 - Occupational Therapist Assistants (OTA): 1,158
 - Physical Therapists (PT): 5,763
 - Physical Therapist Assistants (PTA): 1,920
 - Physical Therapy Facilities (PF): 531
- *No. of New Licenses Issued:*
 - Total: 1,488
 - Athletic Trainer: (AT): 154
 - Occupational Therapists (OT): 362
 - Occupational Therapist Assistants (OTA): 145
 - Physical Therapists (PT): 607
 - Physical Therapist Assistants (PTA): 136
 - Physical Therapy Facilities (PF): 84
- *No. of Licenses Expired and Not Renewed:*
 - Total: 4
 - Athletic Trainer: (AT): 0
 - Occupational Therapists (OT): 0
 - Occupational Therapist Assistants (OTA): 0
 - Physical Therapists (PT): 0
 - Physical Therapist Assistants (PTA): 0
 - Physical Therapy Facilities (PF): 4
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 68
 - *No. of Complaints Closed:* 64
 - *No. of Disciplinary Actions Issued:* 51
 - *No. of Complaints Dismissed:* 17
 - *Amount of Fines Assessed:* \$18,800
- **Administrative:**
 - *No. of Meetings Held:* 11 board meetings

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board of Allied Health Professions approved amendments to its regulations affecting all three professions, relating to the professional conduct, supervision, documentation, and continuing education requirements imposed on licensees. Thereafter, the Board continued to work on trying to move the amended regulations through the defined process to obtain all necessary approvals.

The Board also continued to conduct an open dialogue with appropriate professional associations regarding the status of its amended regulations. In addition, the Board reinstituted a disciplinary complaint review subcommittee, consisting of one member from each profession and alternately the chair or public member, to streamline the disciplinary review process used at regular Board meetings during investigatory conferences.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board plans to amend regulations, as necessary, to comply with intent of Executive Order No. 562.

###

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 FY2015, June 30, 2015):

William H. Ahearn, Ph.D., Chair
I. Scott Cohen, Member
Michael Coughlin, Public Member
Marilyn Dean, Member
Michael F. Dorsey, Ph.D., 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:

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 - 65E

Regulations:

Regulation(s): 262 CMR 1.00 - 9.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**

- *No. of Licensees:* 7,474
 - Applied Behavior Analyst: 64
 - Assistant Applied Behavior Analyst: 0
 - Mental Health Counselor: 5,974
 - Educational Psychologist: 380
 - Marriage and Family Therapist: 729
 - Rehabilitation Counselor: 327
- *No. of Licenses Renewed:* 0
 - Applied Behavior Analyst: 0
 - Assistant Applied Behavior Analyst: 0
 - Mental Health Counselor: 0
 - Educational Psychologist: 0
 - Marriage and Family Therapist: 0
 - Rehabilitation Counselor: 0
- *No. of New Licenses Issued:* 460
 - Applied Behavior Analyst: 64
 - Assistant Applied Behavior Analyst: 0
 - Mental Health Counselor: 350
 - Educational Psychologist: 9
 - Marriage and Family Therapist: 31
 - Rehabilitation Counselor: 6
- *No. of Licenses Expired and Not Renewed:* 0
 - Applied Behavior Analyst: 0
 - Assistant Applied Behavior Analyst: 0
 - Mental Health Counselor: 0
 - Educational Psychologist: 0
 - Marriage & Family Therapist: 0

- **Oversight:**

- *No. of New Complaints Received or Opened: 32*
- *No. of Complaints Closed: 23*
- *No. of Disciplinary Actions Issued: 9*
- *No. of Complaints Dismissed: 11*
- *Amount of Fines Assessed: \$1,400*
- **Administrative:**
 - *No. of Meetings Held: 9*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board promulgated new regulations establishing licensing requirements and guidelines for applied behavior analysts and assistant applied behavior analysts. The Board also conducted informal listening sessions intended to solicit feedback from interested parties regarding potential revisions to its regulations pursuant to Executive Order No. 562.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board plans to revise its regulations consistent with the goals of Executive Order No. 562, and will also work to fully implement DPL's new e-Licensing and e-Permitting system for both licensees and consumers.

###

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

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 FY2015, June 30, 2015):

John F. Miller, FAIA, Chair
Margo P. Jones, AIA, Secretary
Diane T. Georgopoulos, FAIA, Member
Carl M. Sapers, Esq., Public Member
Stephen Schreiber, FAIA, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 231 CMR 1.00 - 4.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 6,684
 - *No. of Licenses Renewed:* 7,037
 - *No. of New Licenses Issued:* 405
 - *No. of Licenses Expired and Not Renewed:* 263
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 53
 - *No. of Complaints Closed:* 18
 - *No. of Disciplinary Actions Issued:* 11
 - *No. of Complaints Dismissed:* 11
 - *Amount of Fines Assessed:* \$0
- **Administrative:**
 - *No. of Meetings Held:* 5

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board dedicated extensive resources to educate the public and the industry, regarding rules and best practices for the practice of architecture by business entities. In addition, the Board met with numerous stakeholders in an effort to implement new standards for internships that are being adopted nationwide.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to further expand its outreach to the community in an effort to enhance general knowledge of architectural requirements, with a focus on building inspectors and other state agencies. In addition, the Board intends to adopt new standards for licensure being adopted nationwide which will lessen burdens for aspiring architects, including a reduction in internship hour requirements.

###

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 FY2015, June 30, 2015):

Marsha I. Krohn, DC, Chair
Scott R. Storozuk, DC, Vice Chair
Dan J. Reida, DC, Secretary
Scott Garber, DC, Member
Lori Deveau, DC, Member
Marsella L. Imonti, DC, Member
Diane M. Slater, Public Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 233 CMR 1.00 - 5.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 2,115
 - Chiropractor: 1,812
 - Chiropractic Facility: 303
 - *No. of Licenses Renewed:* 2,123
 - Chiropractor: 1,839
 - Chiropractic Facility: 284
 - *No. of New Licenses Issued:* 59
 - Chiropractor: 36
 - Chiropractic Facility: 23
 - *No. of Licenses Expired and Not Renewed:* 0
 - Chiropractor: 0
 - Chiropractic Facility: 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 27
 - *No. of Complaints Closed:* 28
 - *No. of Disciplinary Actions Issued:* 22
 - *No. of Complaints Dismissed:* 9
 - *Amount of Fines Assessed:* \$2,500
- **Administrative:**
 - *No. of Meetings Held:* 10

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board drafted and submitted proposed regulations intended to clarify the chiropractic scope of practice and establish minimum standards of practice for chiropractors performing peer review. These proposed regulations were forwarded to the Executive Office of Housing and Economic development for review in December, 2014.

In response to Governor Baker's Executive Order No. 562, the Board held a public listening session on June 4, 2015, during which licenses, consumers, and all other interested parties were invited to visit with the Board and offer their suggestions for improving or revising existing regulations governing the licensure and practice of chiropractic, 233 CMR 2.00 - 5.00. The meeting was well attended and the Board received a number of ideas for improving its regulations.

The Board also engaged in detailed discussion regarding reciprocity, standards for acceptable continuing education courses, and chiropractic students working as unlicensed assistants in Massachusetts.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board plans to draft and issue revised regulations to streamline its regulatory requirements and reduce any unwarranted burdens on chiropractic practices. The Board also plans to streamline its process for approving continuing education courses.

###

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:

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

Cosmetology:

- Cosmetologist
- Operator
- Manicurist
- Instructor
- Demonstrator
- Aesthetician I
- Aesthetician II
- Aesthetician Instructor
- Cosmetology Salon
- Booth Shop
- Manicuring Shop
- Booth Renter
- Aesthetic Shop
- Cosmetology School
- Aesthetician School
- Advanced Training Institute
- Manicuring School

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 FY2015, June 30, 2015):

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

Statutes:

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 - 65E

Regulations:

Regulation(s):
Cosmetology: 240 CMR 2.00 - 7.00
Barbering: 232 CMR 1.00 - 2.00
Electrology: 238 CMR 2.00 - 3.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 87,733

- Barbering: 7,211
 - Master Barber: 3,266
 - Apprentice Barber: 2,281
 - Barber Shop: 1,590
 - Barber School: 5
 - Barber Instructor: 69
- Cosmetology: 80,034
 - Cosmetologist: 24,428
 - Operator: 15,259
 - Manicurist: 16,036
 - Instructor: 1,011
 - Demonstrator: 58
 - Aesthetician I: 3,932
 - Aesthetician II: 5,970
 - Aesthetician Instructor: 172
 - Cosmetology Salon: 4,640
 - Booth Shop: 2,067
 - Manicuring Shop: 1,549
 - Booth Renter: 1,483
 - Aesthetic Shop: 1,369
 - Cosmetology School: 31
 - Aesthetician School: 17
 - Advanced Training Institute: 5
 - Manicuring School: 7
- Electrology: 498
 - Electrologist: 472
 - Electrology Instructor: 25
 - Electrology School: 1
- *No. of Licenses Renewed:* 47,804
 - Barbering: 77
 - Master Barber: 2
 - Apprentice Barber: 0
 - Barber Shop: 0
 - Barber School: 5
 - Barber Instructor: 70
 - Cosmetology: 47,224
 - Cosmetologist: 13,697
 - Operator: 8,150
 - Manicurist: 8,084
 - Instructor: 534
 - Demonstrator: 42
 - Aesthetician I: 1,843
 - Aesthetician II: 3,052
 - Aesthetician Instructor: 87
 - Cosmetology Salon: 4,921
 - Booth Shop: 2,118

- Manicuring Shop: 1,643
 - Booth Renter: 1,568
 - Aesthetic Shop: 1,416
 - Cosmetology School: 28
 - Aesthetician School: 19
 - Advanced Training Institute: 6
 - Manicuring School: 6
- Electrology: 503
 - Electrologist: 474
 - Electrology Instructor: 28
 - Electrology School: 1
- *No. of New Licenses Issued: 6,881*
 - Barbering: 569
 - Master Barber: 106
 - Apprentice Barber: 290
 - Barber Shop: 171
 - Barber School: 0
 - Barber Instructor: 1
 - Cosmetology: 6,302
 - Cosmetologist: 869
 - Operator: 1,589
 - Manicurist: 1,075
 - Instructor: 46
 - Demonstrator: 4
 - Aesthetician I: 330
 - Aesthetician II: 776
 - Aesthetician Instructor: 8
 - Cosmetology Salon: 439
 - Booth Shop: 419
 - Manicuring Shop: 295
 - Booth Renter: 166
 - Aesthetic Shop: 283
 - Cosmetology School: 0
 - Aesthetician School: 1
 - Advanced Training Institute: 1
 - Manicuring School: 1
 - Electrology: 10
 - Electrologist: 10
 - Electrology Instructor: 0
 - Electrology School: 0
- *No. of Licenses Expired and Not Renewed: 295*
 - Barbering: 0
 - Master Barber: 0
 - Apprentice Barber: 0
 - Barber Shop: 0
 - Barber School: 0

- Barber Instructor: 0
 - Cosmetology: 295
 - Cosmetologist: 1
 - Operator: 205
 - Manicurist: 0
 - Instructor: 0
 - Demonstrator: 0
 - Aesthetician I: 0
 - Aesthetician II: 89
 - Aesthetician Instructor: 0
 - Cosmetology Salon: 0
 - Booth Shop: 0
 - Manicuring Shop: 0
 - Booth Renter: 0
 - Aesthetic Shop: 0
 - Cosmetology School: 0
 - Aesthetician School: 0
 - Advanced Training Institute: 0
 - Manicuring School: 0
 - Electrology: 0
 - Electrologist: 0
 - Electrology Instructor: 0
 - Electrology School: 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 1,106
 - Barbering: 305
 - Cosmetology: 800
 - Electrology: 1
 - *No. of Complaints Closed:* 1,120
 - Barbering: 329
 - Cosmetology: 790
 - Electrology: 1
 - *No. of Disciplinary Actions Issued:* 1
 - Barbering: 343
 - Cosmetology: 788
 - Electrology: 1
 - *No. of Complaints Dismissed:* 81
 - Barbering: 20
 - Cosmetology: 61
 - Electrology: 0
 - *Amount of Fines Assessed:* \$219,750
- **Administrative:**
 - *No. of Meetings Held:* 0
 - Note: The newly combined Board did not hold its first full board meeting until July 2015, after the end of fiscal year 2015. This was due to the fact that members were still being appointed. Each of the pre-existing Board's

held the following number of meetings: Board of Registration of Barbers, 4; Board of Registration of Cosmetology, 10; Board of Registration of Electrologists.

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board of Registration of Cosmetology and Barbering, as well as its three predecessor boards, undertook the following accomplishments, events, or initiatives:

- The Board of Registration of Cosmetology received the benefits of legislation passed in August 2014, Chapter 236 of the Acts of 2014. This new law merged the Board of Registration of Cosmetology with two other related boards of registration, the Board of Registration of Barbers and the Board of Registration of Electrologists, in an effort to streamline the procedures and regulations of these three boards. During FY 2015, each of these now-former boards adopted timely measures to implement the new law in anticipation of the merger.
- In March, 2015, the Board of Registration of Cosmetology also implemented one of the provisions of Chapter 236 of the Acts of 2014, by adopting Policy No. 2015-02, “Dual Use of Room for Cosmetology and Massage Therapy.” In advance of issuing regulations, the Board adopted this policy to permit such dual use and thereby facilitate the delivery of cosmetology services and massage therapy services in a single room licensed for such uses.
- In March 2015, the Board of Registration of Cosmetology voted to adopt a “Policy Regarding School Annexes.” Under this Policy, schools may utilize classroom space in separate buildings near the licensed main school facilities, subject to approval by the Board.
- In March 2015, the Board of Registration of Electrologists adopted “Policy Bulletin 2015-1: Licensure Requirements for Laser Hair Removal,” in an effort to begin implementing a provision of Chapter 236 of the Acts of 2014, which expanded the definition of “electrolysis” to include forms of energy in addition to electric current, the original energy method used in electrolysis. This Policy Bulletin includes a framework for licensees to offer these services, while requiring adequate training and education to protect clients.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board plans to take up the following initiatives and issues:

- The new, combined Board will hold its first meeting on July 21, 2015. In anticipation of this meeting, DPL and Board staff is developing procedures to handle all of the business of the three former boards.

- In August 2015, the Board anticipates taking up a new policy governing mobile manicuring services. This policy, if adopted, would for the first time authorize manicuring licensees to offer their services outside licensed salons, in locations selected by the consumer. This policy would permit the Board to explore how to offer convenient services in response to public demand, while maintaining sanitation and safety standards for the professions.
- The Board hopes to incorporate several pre-existing policies into its regulations, including the previously mentioned policies regarding dual use of rooms, annexes, laser electrolysis and mobile manicuring. The Board also anticipates making other amendments that will harmonize the licensing procedures of the three former boards.

###

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 FY2015, June 30, 2015):

Lorraine W. Dox, Chair
 Lisa Brown, Member
 Heather Hanley, Member
 Rebecca Rash, Member

Irene R. Sedlacko, Member
Mary Sullivan, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 268 CMR 1.00 - 6.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 2,464
 - *No. of Licenses Renewed:* 915
 - *No. of New Licenses Issued:* 187
 - *No. of Licenses Expired and Not Renewed:* 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 1
 - *No. of Complaints Closed:* 8
 - *No. of Disciplinary Actions Issued:* 9
 - *No. of Complaints Dismissed:* 1
 - *Amount of Fines Assessed:* \$1,400
- **Administrative:**
 - *No. of Meetings Held:* N/A

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, Board staff completed a continuing education audit of licensees, intended to ensure that licensees are meeting the required continuing education criteria. The Board also revised its reinstatement policy for increased clarity and transparency, as well as for continuity.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to continue reviewing and possibly issue revised regulations, consistent with the goals of Executive Order No. 562. The Board also plans

###

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 FY2015, June 30, 2015):

William Carleton, Chair
Lawrence A. Clayman, Secretary
Martin Bregman, Member
Thomas R. Merrill, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 235 CMR 1.00 - 5.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**

- *No. of Licensees:* 1,538
- *No. of Licenses Renewed:* 1,095
- *No. of New Licenses Issued:* 37
- *No. of Licenses Expired and Not Renewed:* 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 14
 - *No. of Complaints Closed:* 21
 - *No. of Disciplinary Actions Issued:* 16
 - *No. of Complaints Dismissed:* 6
 - *Amount of Fines Assessed:* \$2,100
- **Administrative:**
 - *No. of Meetings Held:* 9

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board began reviewing its regulations, inviting informal public comments regarding potential changes to its existing regulations. The Board also began to explore opportunities to change its practical exam to a computer based test.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board anticipates revising its regulations in an effort to bring them in line with more modern and national standards, which will facilitate the business growth of licenses into the foreseeable future. The Board also intends to switch its exam vendor to one that offers a computer based examination, adopting a practice already in use in many of the other jurisdictions. The Board also looks forward to working with DPL staff to implement and make available, the Agency's new e-Licensing and e-Permitting system for its licensees.

###

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 Supply Facility Operator

Note: The Board currently issues 24 different license types, across nine levels of licensure.

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 FY2015, June 30, 2015):

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

Statutes:

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 - 65E

Regulations:

Regulation(s): 236 CMR 1.00 - 5.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 5,364
 - *No. of Licenses Renewed:* 0
 - *No. of New Licenses Issued:* 490
 - *No. of Licenses Expired and Not Renewed:* 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 7
 - *No. of Complaints Closed:* 7
 - *No. of Disciplinary Actions Issued:* 4
 - *No. of Complaints Dismissed:* 1
 - *Amount of Fines Assessed:* \$0
- **Administrative:**
 - *No. of Meetings Held:* 11

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board began to review its regulations pursuant to Executive Order No. 562.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to continue reviewing and revising its regulations in conformity with Executive Order No. 562, to facility career opportunities within the drinking water industry. The Board also looks forward to working to DPL staff to implement the Agency's new e-Licensing and e-Permitting system.

###

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:

Systems Contractor
Systems Technician
Master Electrician
Journeyman Electrician

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 FY2015, June 30, 2015):

Peter A. Senopoulos, Fire Marshal Designee, Chair
Paul J. Cormier, MAVA Member
David Edmonds, 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:

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 - 65E

Regulations:

Regulation(s): 237 CMR 1.00 - 23.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 37,176
 - Master Electrician: 8,756
 - Journeyman Electrician: 25,778
 - Systems Contractor: 768
 - Systems Technician: 1,874
 - *No. of Licenses Renewed:*
 - Journeyman Electrician: 0
 - Master Electrician: 0
 - Systems Contractor: 0
 - Systems Technician: 0
 - *No. of New Licenses Issued:* 692
 - Master Electrician: 165
 - Journeyman Electrician: 482
 - Systems Contractor: 5
 - Systems Technician: 40

- *No. of Licenses Expired and Not Renewed: 0*
 - Journeyman Electrician: 0
 - Master Electrician: 0
 - Systems Contractor: 0
 - Systems Technician: 0
- **Oversight:**
 - *No. of New Complaints Received or Opened: 171*
 - *No. of Complaints Closed: 161*
 - *No. of Disciplinary Actions Issued: 169*
 - *No. of Complaints Dismissed: 30*
 - *Amount of Fines Assessed: \$88,500*
- **Administrative:**
 - *No. of Meetings Held: 14*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board began a process of identifying barriers that may have discouraged individuals from entering into the electrical and systems professions. As part of this effort, the Board has engaged in comprehensive reviews of educational providers, and also held meetings with stakeholders to address deficiencies in the current licensing process.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to continue its review of barriers to entering the profession by way of a comprehensive review of its regulations, with a focus on easing the ability of systems technicians to become electricians, as well as to provide businesses with new licensure options to help with transitions of master licensees which historically may have required them to shut down. In addition, the Board intends to review its reciprocal agreements with other states, as well as several other policies, in an effort to ensure that qualified individuals can obtain licensure without delay.

###

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:

Registered Embalmer
 Licensed or Certified Funeral Director
 Type 3 Funeral Director & Embalmer
 Type 6 Funeral Director & Embalmer
 Registered Embalmer Apprentice
 Registered Funeral Home Assistant

Funeral Establishment

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 FY2015, June 30, 2015):

Dahria Williams-Fernandes, Chair
Carolyn R. Lindsay, Member
Thomas A. O'Donnell, Member
Paul Phaneuf, Member
Peter A. Stefan, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 265 CMR 2.00 - 10.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 2,059
 - Registered Embalmer: 19
 - Licensed or Certified Funeral Director: 4
 - Type 3 Funeral Director & Embalmer: 634
 - Type 6 Funeral Director & Embalmer: 607
 - Registered Embalmer Apprentice: 145

- Registered Funeral Home Assistant: 110
 - Funeral Establishment: 540
- *No. of Licenses Renewed: 1,738*
 - Registered Embalmer: 21
 - Licensed or Certified Funeral Director: 4
 - Type 3 Funeral Director & Embalmer: 612
 - Type 6 Funeral Director & Embalmer: 552
 - Registered Embalmer Apprentice: 478
 - Registered Funeral Home Assistant: 71
 - Funeral Establishment: 0
 - Reciprocal Salesperson: 612
- *No. of New Licenses Issued: 163*
 - Registered Embalmer: 0
 - Licensed or Certified Funeral Director: 0
 - Type 3 Funeral Director & Embalmer: 13
 - Type 6 Funeral Director & Embalmer: 57
 - Registered Embalmer Apprentice: 36
 - Registered Funeral Home Assistant: 57
 - Funeral Establishment: N/A
- *No. of Licenses Expired and Not Renewed: 6*
 - Registered Embalmer: 0
 - Licensed or Certified Funeral Director: 0
 - Type 3 Funeral Director & Embalmer: 0
 - Type 6 Funeral Director & Embalmer: 2
 - Registered Embalmer Apprentice: 3
 - Registered Funeral Home Assistant: 1
 - Funeral Establishment: 0
- **Oversight:**
 - *No. of New Complaints Received or Opened: 32*
 - *No. of Complaints Closed: 27*
 - *No. of Disciplinary Actions Issued: 15*
 - *No. of Complaints Dismissed: 16*
 - *Amount of Fines Assessed: \$10,200*
- **Administrative:**
 - *No. of Meetings Held: 17*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board engaged in a comprehensive initiative to update its records regarding funeral establishment ownership, to ensure those establishments are in compliance with the laws. This initiative involved reviewing hundreds of records and numerous meetings with registrants to ensure all information was up to date. In addition, the Board established new procedures for reviewing new funeral establishment applications to help expedite the licensing process.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to update its regulations and procedures regarding the management of pre-need funeral accounts to be clearer and more business friendly, while protecting consumers. In addition, the Board intends to update local boards of health regarding funeral directors who fail to renew their license and, are unable to practice. Finally, the Board intends to meet with stakeholders, such as medical examiners, to discuss streamlining the processes for handling the recently deceased.

###

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 FY2015, June 30, 2015):

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:

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 - 65E

Regulations:

Regulation(s): 241 CMR 2.00 - 4.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 103
 - *No. of Licenses Renewed:* 103
 - *No. of New Licenses Issued:* 0
 - *No. of Licenses Expired and Not Renewed:* 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 0
 - *No. of Complaints Closed:* 0
 - *No. of Disciplinary Actions Issued:* 0
 - *No. of Complaints Dismissed:* 0
 - *Amount of Fines Assessed:* \$0.00
- **Administrative:**
 - *No. of Meetings Held:* 1
 - *No. of Subcommittee Meetings Held:* 2

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board appointed a subcommittee of its members and charged it with identifying ways to improve the assessment of competency of licensees and to incorporate these methods into its licensing examination process. This subcommittee met twice in fiscal year 2015. The Board also drafted proposed changes to its regulations that are intended to expand the pool of potential applicants for certification, and adds subjects appropriate for continuing education courses.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board hopes to finish promulgating draft regulations previously mentioned. The Board also hopes to re-write its licensing examination to ensure that it incorporates best practices for evaluating the minimum competency of certified health officers.

###

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

Members of the Board (as of end of FY2015, June 30, 2015):

Mark Battite, HIS, Chair
Loleata Wigall, MS-CCC-A, Vice Chair
Eugene P. Antonell, BC-HIS, Secretary
Donald Gross, BC-HIS, Member

Statutes:

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. 113, §§ 61 - 65E

Regulations:

Regulation(s): 265 CMR 2.00 - 10.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 187
 - *No. of Licenses Renewed:* 162
 - *No. of New Licenses Issued:* 23
 - *No. of Licenses Expired and Not Renewed:* 26
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 12
 - *No. of Complaints Closed:* 7
 - *No. of Disciplinary Actions Issued:* 7
 - *No. of Complaints Dismissed:* 0
 - *Amount of Fines Assessed:* \$3,000
- **Administrative:**
 - *No. of Meetings Held:* 2

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board brought its application-processing functions in-house, and ceased using an outside vendor for these functions, thereby increasing efficiency and reducing costs. In addition, the Board authorized staff to make clarifying changes to its application process, as well as the application form.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to review and streamline its regulations pursuant to Executive Order No. 562. The Board anticipates eliminating certain regulations that have been preempted by federal law, and amending other regulations to facilitate the process by which apprentices can obtain extensions of their apprenticeships within statutory limits, take the licensing examination, and obtain full licensure as hearing instrument specialists.

###

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 FY2015, June 30, 2015):

James L. Brock, Chair
Walter B. Sullivan, Vice Chair
Paul Balutis, Member
Michael Healy, Member
Charles Mangio, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 266 CMR 1.00 - 11.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 487
 - *Home Inspector:* 426
 - *Associate Home Inspector:* 61
 - *No. of Licenses Renewed:* 0
 - *Home Inspector:* 0
 - *Associate Home Inspector:* 0
 - *No. of New Licenses Issued:* 58
 - *Home Inspector:* 20
 - *Associate Home Inspector:* 38

- *No. of Licenses Expired and Not Renewed: 0*
 - *Home Inspector: 20*
 - *Associate Home Inspector: 0*
- **Oversight:**
 - *No. of New Complaints Received or Opened: 22*
 - *No. of Complaints Closed: 23*
 - *No. of Disciplinary Actions Issued: 7*
 - *No. of Complaints Dismissed: 16*
 - *Amount of Fines Assessed: \$7,000*
- **Administrative:**
 - *No. of Meetings Held: 6*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board began a comprehensive review of its regulations pursuant to Executive Order No. 562, and received input by way of informal comments from interested parties.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to finish reviewing and revising its regulations pursuant to Executive Order No. 562, by cleaning up outdated regulations and providing licensees with new opportunities in the industry. In addition, the Board looks forward to working with DPL staff to implement and make available, the Agency's new e-Licensing and e-Permitting system, for both licensees and the public.

###

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 FY2015, June 30, 2015):

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

Statutes:

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 - 65E

Regulations:

Regulation(s): 242 CMR 2.00 - 3.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 846
 - *No. of Licenses Renewed:* 846
 - *No. of New Licenses Issued:* 22
 - *No. of Licenses Expired and Not Renewed:* 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 1
 - *No. of Complaints Closed:* 0
 - *No. of Disciplinary Actions Issued:* 0
 - *No. of Complaints Dismissed:* 0
 - *Amount of Fines Assessed:* \$0
- **Administrative:**
 - *No. of Meetings Held:* 4

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board reviewed applications from applicants requesting to take the licensing exam for the first time, reviewed applications from landscape architects licensed in other state seeking reciprocity licensing in Massachusetts, participated in disciplinary actions as necessary and advised by counsel, and began to work with new personnel from the state. The Board also began reviewing its regulations with the goal of clarify their intent, re-writing and consolidating several sections.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to continuing to respond to applicants and disciplinary tasks as necessary to protect the health, safety and welfare of the public. The Board will also continue reviewing and revising its regulations in an effort to clarify jurisdictional issues, ensure that they are clearly written and understandable to the public, and to streamline its procedures, processes.

###

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

Solo Massage Therapy Establishment

Multiple 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 FY2015, June 30, 2015):

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

Statutes:

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 - 65E

Regulations:

Regulation(s): 269 CMR 1.00 - 7.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 9,797
 - Massage Therapists: 8,262
 - Solo Massage Therapy Establishments: 811
 - Multiple Massage Therapy Establishments: 724
 - *No. of Licenses Renewed:* 9,745
 - Massage Therapists: 8,168
 - Solo Massage Therapy Establishments: 851
 - Multiple Massage Therapy Establishments: 726
 - *No. of New Licenses Issued:* 937
 - Massage Therapists: 672
 - Solo Massage Therapy Establishments: 132
 - Multiple Massage Therapy Establishments: 105
 - *No. of Licenses Expired and Not Renewed:* 176
 - Massage Therapists: 1140
 - Solo Massage Therapy Establishments: 28
 - Multiple Massage Therapy Establishments: 8
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 177
 - *No. of Complaints Closed:* 174
 - *No. of Disciplinary Actions Issued:* 144
 - *No. of Complaints Dismissed:* 33
 - *Amount of Fines Assessed:* \$118,700
- **Administrative:**
 - *No. of Meetings Held:* 8

Notable Accomplishments, Events or Initiatives - FY2015:

In fiscal year 2015, the Board of Registration of Massage Therapy adopted Policy #15-001, to recognize the experience of massage therapists in other jurisdictions seeking to become licensed in Massachusetts.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board plans to continue reviewing and revising its regulations consistent with the goals of Executive Order No. 562. Potential changes include simplifications to the process and types of coursework accepted by the Board, as well as the elimination of loopholes in the standards governing establishments, that have been used to perpetrate fraud. The Board will also consider the possibility of adopting a national licensing examination, such as the Massage and Bodywork Licensing Examination (MBLEX), as the standard for demonstrating the minimum educational qualifications necessary for licensure.

###

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

DPA Certified Optometrist

TPA Certified 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 FY2015, June 30, 2015):

Bruce L. Rakusin, OD, Chair
Wayne E. Zahka, OD, Secretary
Paul W. Elliott, OD, Member
Scott D. Peterson, Esq., Public Member
Gordon A. Price, OD, Member

Statutes:

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 – 65E

Regulations:

Regulation(s): 246 CMR 1.00 - 3.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 1,559
 - Optometrist: 217
 - DPA Certified Optometrist: 29
 - TPA Certified Optometrist: 1,313
 - *No. of Licenses Renewed:* 1,580
 - Optometrist: 230
 - DPA Certified Optometrist: 32
 - TPA Certified Optometrist: 1,318
 - *No. of New Licenses Issued:* 81
 - Optometrist: 0
 - DPA Certified Optometrist: 0
 - TPA Certified Optometrist: 81
 - *No. of Licenses Expired and Not Renewed:* 60
 - Optometrist: 12
 - DPA Certified Optometrist: 3
 - TPA Certified Optometrist: 45
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 6
 - *No. of Complaints Closed:* 7
 - *No. of Disciplinary Actions Issued:* 2
 - *No. of Complaints Dismissed:* 4
 - *Amount of Fines Assessed:* \$800
- **Administrative:**
 - *No. of Meetings Held:* 9

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board discussed and drafted revisions to its regulations. In response to Executive Order No. 562, the Board held a listening session on June 17, 2015, during which licenses, consumers, and all other interested parties were invited to visit with the Board and offer their suggestions for improving or revising the Board's regulations. Stakeholders, including the Massachusetts Society of Optometrists and the New England College of Optometry, testified and submitted comments.

In June 2015, Board Member Scott Peterson, Esq. represented the Board at the 2015 Annual Meeting of the Association of Regulatory Boards of Optometry in Seattle, Washington. At this conference, Attorney Peterson had the opportunity to engage in-depth analysis of current issues affecting state boards regulating the practice of optometry.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board anticipates promulgating amendments to its regulations, consistent with the goals of Executive Order No. 562. The Board also looks forward to working with DPL staff to implement and make publicly available, the Agency's new e-Licensing and e-Permitting system. Finally, the Board expects to perform an audit of a percentage of licensees to check licensee compliance with continuing education requirements.

###

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:

Master Plumber
Journeyman Plumber
Apprentice Plumber
Plumbing Corporation
Plumbing Partnership
Master Gas Fitter
Journeyman Gas Fitter
Apprentice Gas Fitter
Gas Fitting Corporation
Undiluted Liquefied Petroleum Gas Fitter
Limited Undiluted Liquefied Petroleum Gas Fitter

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 FY2015, June 30, 2015):

Paul K. Kennedy, Chair
Ruth D. Alfasso, Member
Greg Hanley, Public Member
Stephen G. Harold, Member
Bahig Kaldas, P.E., Member
Daniel Kilburn, Member
Harold Knight, Member
John D. MacDonald, Member
Joseph P. McNamee, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 248 CMR 1.00 - 11.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 26,114
 - Master Plumber: 5,972
 - Journeyman Plumber: 11,584
 - Apprentice Plumber: 5,286
 - Plumbing Corporation: 1,242
 - Plumbing Partnership: 2

- Master Gas Fitter: 358
 - Journeyman Gas Fitter: 751
 - Apprentice Gas Fitter: 331
 - Gas Fitting Corporation: 59
 - Undiluted Liquefied Petroleum Gas Fitter: 368
 - Limited Undiluted Liquefied Petroleum Gas Fitter: 161
- *No. of Licenses Renewed: 0*
 - Master Plumber: 0
 - Journeyman Plumber: 0
 - Apprentice Plumber: 0
 - Plumbing Corporation: 0
 - Plumbing Partnership: 0
 - Master Gas Fitter: 0
 - Journeyman Gas Fitter: 0
 - Apprentice Gas Fitter: 0
 - Gas Fitting Corporation: 0
 - Undiluted Liquefied Petroleum Gas Fitter: 0
 - Limited Undiluted Liquefied Petroleum Gas Fitter: 0
- *No. of New Licenses Issued: 1,392*
 - Master Plumber: 125
 - Journeyman Plumber: 201
 - Apprentice Plumber: 861
 - Plumbing Corporation: 102
 - Master Gas Fitter: 9
 - Journeyman Gas Fitter: 17
 - Apprentice Gas Fitter: 55
 - Gas Fitting Corporation: 4
 - Undiluted Liquefied Petroleum Gas Fitter: 8
 - Limited Undiluted Liquefied Petroleum Gas Fitter: 10
- *No. of Licenses Expired and Not Renewed: 21*
 - Plumbing Corporation: 20
 - Gas Fitting Corporation: 1
- **Oversight:**
 - *No. of New Complaints Received or Opened: 162*
 - *No. of Complaints Closed: 95*
 - *No. of Disciplinary Actions Issued: 84*
 - *No. of Complaints Dismissed: 37*
 - *Amount of Fines Assessed: \$29,800*
- **Administrative:**
 - *No. of Meetings Held: 21*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board adopted a new gas code which brings the code in line with national standards, highlights including new carbon monoxide protection rules as well as new, business friendly rules governing the installation and inspection of elevated gas systems. In

addition, the Board adopted new procedures intended to streamline approval of vocational and other educational programs.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to update the plumbing code, which has not been amended since 2005, in order to meet new national standards as well as to facilitate new technologies and processes. In addition, the Board intends to expand its outreach to stakeholders to identify issues and strengthen its apprentice and inspector educational programs.

###

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

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 FY2015, June 30, 2015):

Raymond Murano, Chair
Tanya Basu, Pharm.D, JD., Secretary
Leroy J. Kelley, DPM, Member
Kenneth M. Leavitt, DPM, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 249 CMR 2.00 - 7.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 541
 - *No. of Licenses Renewed:* 541
 - *No. of New Licenses Issued:* 18
 - *No. of Licenses Expired and Not Renewed:* 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 19
 - *No. of Complaints Closed:* 21
 - *No. of Disciplinary Actions Issued:* 8
 - *No. of Complaints Dismissed:* 13
 - *Amount of Fines Assessed:* \$1,300
- **Administrative:**
 - *No. of Meetings Held:* 9

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board held a public listening session on June 9, 2015, during which licenses, consumers, and all other interested parties were invited to visit with the Board and offer their suggestions for improving or revising existing regulations governing the licensure and practice of podiatry, 249 CMR 2.00 - 7.00. This meeting was held in response to Executive Order No. 562, and was intended to help the Board develop possible revisions to its regulations. The meeting was well attended and the Board received a number of comments with regard to its current regulations.

In addition, on August 19, 2014, the Board voted to permanently adopt emergency regulations on Hydrocodone-only Extended Release Medication (Zohydro ER), previously approved at the Board's May 13, 2014 meeting. The regulations place restrictions on the ability of licensed podiatrists to prescribe hydrocodone-only extended release medication that is not in an abuse deterrent form (commonly known as Zohydro ER), and will take effect on September 12, 2014.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board anticipates amending its regulations to remove outdated language and eliminate any unwarranted burdens on podiatric practices, consistent with the goals of Executive Order No. 562.

###

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:

Professional Engineer*

Professional Land Surveyor

**Note: The Board currently issues the following types of professional engineering licenses: Aeronautical Engineer; Agricultural Engineer; Architectural Engineer; Chemical Engineer; Civil Engineer; Control Systems Engineer; Electrical Engineer; Environmental Engineer; Fire Protection Engineer; Heating & Ventilation Engineer; Industrial Engineer; Mechanical Engineer; Metallurgical Engineer; Mining and Mineral Engineer; Naval Architecture Engineer; Nuclear Engineer; Petroleum Engineer; Safety Engineer Sanitary Engineer; and Structural Engineer.*

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.

Members of the Board (as of end of FY2015, June 30, 2015):

Dennis C. Drumm, PLS, Chair
Joel P. Goodmonson, PE, Vice Chair
Peter Hale, PLS, Secretary
Paul J. Tyrell, PE, PLS,
Scott D. Cameron, PLS, Member
Daniel Caron, PE, Member
John R. Duff, PE, Member
Edward S. Englander, Public Member
Maurice M. Pilette, PE, Member
Ronald Willey, PE, Member

Statutes:

Enacting Statute(s): M.G.L. c. 13, §§ 45 - 47
Licensing Statute(s): M.G.L. c. 112, §§ 81D - 81T
Enforcement Statute(s): M.G.L. c. 112, §§ 61 - 65E

Regulations:

Regulation(s): 250 CMR 2.00 - 7.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 16,233
 - Professional Engineers (all licensed disciplines): 15,315
 - Professional Land Surveyors: 918
 - *No. of Licenses Renewed:* 0
 - Professional Engineers (all licensed disciplines): 0
 - Professional Land Surveyors: 0
 - *No. of New Licenses Issued:* 731
 - Professional Engineers (all licensed disciplines): 717
 - Professional Land Surveyors: 14
 - *No. of Licenses Expired and Not Renewed:* 2
 - Professional Engineers (all licensed disciplines): 2
 - Professional Land Surveyors: 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 25
 - *No. of Complaints Closed:* 24
 - *No. of Disciplinary Actions Issued:* 16
 - *No. of Complaints Dismissed:* 16
 - *Amount of Fines Assessed:* \$17,500
- **Administrative:**
 - *No. of Meetings Held:* 12

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board created a Continued Professional Competency (CPC) Committee to study the issue of mandatory professional competency requirements for professional engineers and professional land surveyors and to make recommendations on that subject, to the Board. In addition, in response to Executive Order No. 562, the Board held public listening sessions on May 28, 2015 and June 25, 2015, during which licensees, consumers, and all other interested parties were invited to visit with the Board and offer their suggestions for improving or revising the Board's regulations.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board plans to continue reviewing its regulations to ensure they are mandated by law or necessary for the public health, environment, welfare or safety, and also consistent with the goals of Executive Order No. 562. If the Board identifies regulations that should be clarified or streamlined, it plans to propose amending those regulations. The Board also expects to take on the issue of whether it should establish mandatory continued professional competency requirements, once the CPC committee submits its findings and recommendations to the Board.

###

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
Certified Public Accountant Corporation
Certified Public Accountant Partnership
Business Corporation
Certified Public Accountant Limited Liability Company
Certified Public Accountant Limited Liability Partnership

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 FY2015, June 30, 2015):

Regina D. Hunter, CPA, MST, Chair
Mark S. Robinson, CPA, Secretary
Randall S. Davis, CPA, Member
Robin Kramer, CPA, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 252 CMR 1.00 - 4.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 18,436
 - Certified Public Accountant: 17,401
 - Certified Public Accountant Corporation: 646
 - Certified Public Accountant Partnership: 65
 - Business Corporation: 32
 - Certified Public Accountant Limited Liability Company: 151
 - Certified Public Accountant Limited Liability Partnership: 141
 - *No. of Licenses Renewed:* 9,516
 - Certified Public Accountant: 8,996
 - Certified Public Accountant Corporation: 339
 - Certified Public Accountant Partnership: 31
 - Business Corporation: 10
 - Certified Public Accountant Limited Liability Company: 69

- Certified Public Accountant Limited Liability Partnership: 71
 - *No. of New Licenses Issued:* 1,034
 - Certified Public Accountant: 1,002
 - Certified Public Accountant Corporation: 12
 - Certified Public Accountant Partnership: 0
 - Business Corporation: 3
 - Certified Public Accountant Limited Liability Company: 14
 - Certified Public Accountant Limited Liability Partnership: 3
 - *No. of Licenses Expired and Not Renewed:* 0
 - Certified Public Accountant: 0
 - Certified Public Accountant Corporation: 0
 - Certified Public Accountant Partnership: 0
 - Business Corporation: 0
 - Certified Public Accountant Limited Liability Company: 0
 - Certified Public Accountant Limited Liability Partnership: 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 55
 - *No. of Complaints Closed:* 28
 - *No. of Disciplinary Actions Issued:* 17
 - *No. of Complaints Dismissed:* 11
 - *Amount of Fines Assessed:* \$12,500
- **Administrative:**
 - *No. of Meetings Held:* 9

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board began to conduct a comprehensive review of its regulations by inviting the submission of informal public comment on potential revisions and improvements. In addition, several Board members attended the national and regional meeting of the National Association of State Boards of Accountancy (NASBA).

Goals and Outlook - FY2016:

In fiscal year 2016, the Board anticipates revising its regulations in an effort to bring them in line with more modern and national standards that will facilitate the business growth of licensees. The Board also plans to more fully utilize its Peer Review Oversight Committee to help the profession police the quality of the work provided to consumers.

###

BOARD OF REGISTRATION OF PSYCHOLOGISTS

Established in 1971, Chapter 1021 of the Acts of 1971

www.mass.gov/dpl/boards/py

License Types Issued:

Licensed Psychologist
Licensed Psychologist Health Service Provider (HSP)

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 FY2015, June 30, 2015):

Michelle Jacobo, Ph.D., Chair
Robert Carey Jr., Ph.D., Vice Chair
Kimberly Bistis, Psy.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:

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 - 65E

Regulations:

Regulation(s): 251 CMR 1.00 - 4.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees: 5,751*
 - Licensed Psychologist: 95
 - Licensed Psychologist Health Service Provider (HSP): 5,656
 - *No. of Licenses Renewed: 0*
 - Licensed Psychologist: 0
 - Licensed Psychologist Health Service Provider (HSP): 0
 - *No. of New Licenses Issued: 236*
 - Licensed Psychologist: 0
 - Licensed Psychologist Health Service Provider (HSP): 236
 - *No. of Licenses Expired and Not Renewed: 0*
 - Licensed Psychologist: 1
 - Licensed Psychologist Health Service Provider (HSP): 0
- **Oversight:**
 - *No. of New Complaints Received or Opened: 66*
 - *No. of Complaints Closed: 48*
 - *No. of Disciplinary Actions Issued: 35*
 - *No. of Complaints Dismissed: 0*
 - *Amount of Fines Assessed: \$9,350*
- **Administrative:**
 - *No. of Meetings Held: 12*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board implemented changes to licensure process and application forms, brought about by legislative changes to licensure requirements and redesign of advance practice criteria. The Board conducted outreach to academic institutions, supervised practice sites, and potential applicants regarding these changes. In addition, the Board reviewed record volume of licensing applications. Finally, the Board reviewed and revised criteria for health service provider settings, to allow more sites potentially to qualify, while maintaining standards for health service provider certification.

Goals and Outlook - FY2016:

In fiscal year 2016, as part of its Executive Order No. 562 regulation review process, the Board hopes to incorporate its policy on health service provider settings into its regulations. In addition, the Board plans to continue discussing the role of technology as it affects the provision of services to consumers, and may consider 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:

Certified General Real Estate Appraiser

Certified Residential

State Licensed Real Estate Appraiser

Trainee Real Estate Appraiser

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 FY2015, June 30, 2015):

Michael P. Giannelli, Certified Residential, Chair

Dario M. Mercadante, Certified General, Vice Chair

Thomas G. Kokoliadis, Banking Member

Michael Kramer, Public Member

Timothy J. McDonough, State Licensed and Municipal Assessor, Member

Brian K. White, Public Member

Paul G. Yorkis, Real Estate Broker, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 264 CMR 1.00 - 13.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees: 2,267*
 - Certified General Real Estate Appraiser: 649
 - Certified Residential: 1,143
 - State Licensed Real Estate Appraiser: 237
 - Trainee Real Estate Appraiser: 238
 - *No. of Licenses Renewed: 980*
 - Certified General Real Estate Appraiser: 251
 - Certified Residential: 489
 - State Licensed Real Estate Appraiser: 127
 - Trainee Real Estate Appraiser: 113
 - *No. of New Licenses Issued: 111*
 - Certified General Real Estate Appraiser: 36
 - Certified Residential: 33
 - State Licensed Real Estate Appraiser: 8
 - Trainee Real Estate Appraiser: 34
 - *No. of Licenses Expired and Not Renewed: 0*
 - Certified General Real Estate Appraiser: 0
 - Certified Residential: 0
 - State Licensed Real Estate Appraiser: 0
 - Trainee Real Estate Appraiser: 0
- **Oversight:**
 - *No. of New Complaints Received or Opened: 53*
 - *No. of Complaints Closed: 73*
 - *No. of Disciplinary Actions Issued: 73*
 - *No. of Complaints Dismissed: 22*
 - *Amount of Fines Assessed: \$36,600*
- **Administrative:**
 - *No. of Meetings Held: 8*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board participated in meetings with stakeholders to address new and upcoming federal mandates for practice in the appraisal profession, including requirements relating to the principles of valuation and standards for disciplinary action. In addition, in January 2015, the Board implemented new federal criteria for educational mandates for appraisal licensure.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to review and revise its regulations and policies governing the education and training of real estate appraiser trainees, with the goal of enhancing

opportunities for growth in the profession. In addition, the Board intends to work with its stakeholders to assist license appraisers in meeting appraisal guidelines taking effect in 2016, as well as new federal requirements for appraisal management companies.

###

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 Broker
Real Estate Corporation
Real Estate Salesperson
Attorney Broker
Real Estate Limited Liability Company
Real Estate Limited Liability Partnership
Real Estate Partnership/Corporation
Real Estate General Partnership
Real Estate Limited Partnership
Reciprocal Broker
Reciprocal Salesperson

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, 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 FY2015, June 30, 2015):

Kevin M. Sears, Chair
Henry J. Digiacoimo, Member
Peter Ruffini, Member

Rashid Shaikh, Public Member
Stanley Zoll, Public Member

Statutes:

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

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

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

Regulations:

Regulation(s): 254 CMR 2.00 - 7.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**

- *No. of Licensees:* 71,735
 - Real Estate Broker: 18,147
 - Real Estate Corporation: 1,073
 - Real Estate Salesperson: 43,637
 - Attorney Broker: 5,044
 - Real Estate Limited Liability Company: 1,051
 - Real Estate Limited Liability Partnership: 8
 - Real Estate Partnership/Corporation: 468
 - Real Estate General Partnership: 7
 - Estate Limited Partnership: 4
 - Reciprocal Broker: 956
 - Reciprocal Salesperson: 1,304
- *No. of Licenses Renewed:* 34,039
 - Real Estate Broker: 8,838
 - Real Estate Corporation: 566
 - Real Estate Salesperson: 20,288
 - Attorney Broker: 2,504
 - Real Estate Limited Liability Company: 498
 - Real Estate Limited Liability Partnership: 5
 - Real Estate Partnership/Corporation: 237
 - Real Estate General Partnership: 5
 - Estate Limited Partnership: 2
 - Reciprocal Broker: 484
 - Reciprocal Salesperson: 612
- *No. of New Licenses Issued:* 5,569
 - Real Estate Broker: 258
 - Real Estate Corporation: 79
 - Real Estate Salesperson: 4,469
 - Attorney Broker: 357
 - Real Estate Limited Liability Company: 155

- Real Estate Limited Liability Partnership: 0
 - Real Estate Partnership/Corporation: 0
 - Real Estate General Partnership: 0
 - Estate Limited Partnership: 0
 - Reciprocal Broker: 80
 - Reciprocal Salesperson: 171
- *No. of Licenses Expired and Not Renewed: 1,295*
 - Real Estate Broker: 363
 - Real Estate Corporation: 0
 - Real Estate Salesperson: 907
 - Attorney Broker: 8
 - Real Estate Limited Liability Company: 0
 - Real Estate Limited Liability Partnership: 0
 - Real Estate Partnership/Corporation: 0
 - Real Estate General Partnership: 0
 - Estate Limited Partnership: 0
 - Reciprocal Broker: 9
 - Reciprocal Salesperson: 8
- **Oversight:**
 - *No. of New Complaints Received or Opened: 484*
 - *No. of Complaints Closed: 445*
 - *No. of Disciplinary Actions Issued: 214*
 - *No. of Complaints Dismissed: 150*
 - *Amount of Fines Assessed: \$8,400*
- **Administrative:**
 - *No. of Meetings Held: 4*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board successfully audited a large portion of its licensees to ensure compliance with continuing education requirements. In addition, the Board met with its stakeholders to discuss important industry issues, including education requirements as well as forms licensees are required to give to clients during real estate transactions.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board anticipates completing a comprehensive review of its regulations as well as a review of its administrative processes, especially application forms and mandatory disclosures, to ensure they are clear, business friendly, yet also consumer friendly.

###

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 FY2015, June 30, 2015):

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

Statutes:

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 - 65E

Regulations:

Regulation(s): 255 CMR 1.00 - 5.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 375
 - *No. of Licenses Renewed:* 336
 - *No. of New Licenses Issued:* 9
 - *No. of Licenses Expired and Not Renewed:* 0
- **Oversight:**

- *No. of New Complaints Received or Opened: 1*
- *No. of Complaints Closed: 1*
- *No. of Disciplinary Actions Issued: 1*
- *No. of Complaints Dismissed: 1*
- *Amount of Fines Assessed: \$0*
- **Administrative:**
 - *No. of Meetings Held: 2*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board issued a new policy clarifying the standards that will apply when an applicant for licensure as a Sanitarian, has a past criminal conviction or pending criminal charge. In addition, the Board conducted an audit of a percentage of its licensees to ensure compliance with continuing education requirements.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board plans to issue a policy clarifying what courses qualify as “Basic Science” courses for licensing purposes. In addition, pursuant to Executive Order No. 562, the Board plans to review its regulations to ensure they are mandated by law or necessary for the public health, environment, welfare or safety.

###

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 Worker Business
 Sheet Metal Worker Instructor
 Master/Unrestricted Sheet Metal Worker
 Journeyperson/Unrestricted Sheet Metal Worker
 Journeyperson/Restricted Sheet Metal Worker
 Apprentice Sheet Metal Worker
 Private School - Sheet Metal Worker Program
 Public School - Sheet Metal Worker Program

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 FY2015, June 30, 2015):

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

Statutes:

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 - 65E

Regulations:

Regulation(s): 264 CMR 1.00 - 13.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 11,410
 - Master/Unrestricted Sheet Metal Worker: 7,157
 - Journeyperson/Unrestricted Sheet Metal Worker: 2,948
 - Journeyperson/Restricted Sheet Metal Worker: 6
 - Apprentice Sheet Metal Worker: 712
 - Sheet Metal Worker Business: 483
 - Sheet Metal Worker Instructor: 94
 - Private School - Sheet Metal Worker Program: 3
 - Public School - Sheet Metal Worker Program: 7
 - *No. of Licenses Renewed:* 5,307

- Master/Unrestricted Sheet Metal Worker: 3,021
 - Journeyperson/Unrestricted Sheet Metal Worker: 1,460
 - Journeyperson/Restricted Sheet Metal Worker: 0
 - Apprentice Sheet Metal Worker: 394
 - Sheet Metal Worker Business: 375
 - Sheet Metal Worker Instructor: 49
 - Private School - Sheet Metal Worker Program: 0
 - Public School - Sheet Metal Worker Program: 8
- *No. of New Licenses Issued: 283*
 - Master/Unrestricted Sheet Metal Worker: 3
 - Journeyperson/Unrestricted Sheet Metal Worker: 22
 - Journeyperson/Restricted Sheet Metal Worker: 4
 - Apprentice Sheet Metal Worker: 212
 - Sheet Metal Worker Business: 41
 - Sheet Metal Worker Instructor: 1
 - Private School - Sheet Metal Worker Program: 0
 - Public School - Sheet Metal Worker Program: 0
- *No. of Licenses Expired and Not Renewed:*
 - Master/Unrestricted Sheet Metal Worker: 1
 - Journeyperson/Unrestricted Sheet Metal Worker: 0
 - Journeyperson/Restricted Sheet Metal Worker: 0
 - Apprentice Sheet Metal Worker: 0
 - Sheet Metal Worker Business: 0
 - Sheet Metal Worker Instructor: 0
 - Private School - Sheet Metal Worker Program: 0
 - Public School - Sheet Metal Worker Program: 0
- **Oversight:¹**
 - *No. of New Complaints Received or Opened: N/A*
 - *No. of Complaints Closed: N/A*
 - *No. of Disciplinary Actions Issued: 21*
 - *No. of Complaints Dismissed: N/A*
 - *Amount of Fines Assessed: \$2,800*
- **Administrative:**
 - *No. of Meetings Held: 13*

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board crafted new advisories on the inspection of fire dampers and commercial grease systems, which are important sheet metal life safety systems. In addition, the Board crafted a new policy to facilitate the licensure of out of state contractors.

Goals and Outlook - FY2016:

¹Complete oversight data for FY2016 was not available for this board of registration as of the date of publication of this report.

In fiscal year 2016, the Board intends to continue its work developing the Massachusetts Sheet Metal Code, which is applicable to all sheet metal installations in Massachusetts. In addition, the Board is creating a new educational subcommittee to work on crafting model curriculums for use in sheet metal training programs.

###

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 FY2015, June 30, 2015):

Sally I. Kaitz, LCSW, Chair

Frances S. Carpenter, LSW, Vice Chair

Sandy Kalkunte, Secretary

Mark Gianino, Ph.D., LICSW, Member

Kathleen O. Palinski, Public Member

Teresita Ramos, Public Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 258 CMR 1.00 - 31.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**

- *No. of Licensees:* 23,704
- Licensed Independent Clinical Social Worker (LICSW): 13,777
- Licensed Certified Social Worker (LCSW): 5,387
- Licensed Social Worker (LSW): 3,089
- Licensed Social Worker Associate (LSWA): 1,451
- *No. of Licenses Renewed:* 2,216
 - Licensed Independent Clinical Social Worker (LICSW): 730
 - Licensed Certified Social Worker (LCSW): 977
 - Licensed Social Worker (LSW): 237
 - Licensed Social Worker Associate (LSWA): 272
- *No. of New Licenses Issued:* 2,199
 - Licensed Independent Clinical Social Worker (LICSW): 727
 - Licensed Certified Social Worker (LCSW): 967
 - Licensed Social Worker (LSW): 234
 - Licensed Social Worker Associate (LSWA): 271
- *No. of Licenses Expired and Not Renewed:* 5
 - Licensed Independent Clinical Social Worker (LICSW): 0
 - Licensed Certified Social Worker (LCSW): 5
 - Licensed Social Worker (LSW): 0
 - Licensed Social Worker Associate (LSWA): 0

- **Oversight:**

- *No. of New Complaints Received or Opened:* 102
- *No. of Complaints Closed:* 28
- *No. of Disciplinary Actions Issued:* 11
- *No. of Complaints Dismissed:* 18
- *Amount of Fines Assessed:* \$600

- **Administrative:**

- *No. of Meetings Held:* 10

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board began the process of reviewing its regulations pursuant to Executive Order No. 562. The Board received informal public comment on potential revisions to its regulations, and began the process of drafting amendments.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board anticipates revising its regulations in conformity with Executive Order No. 562. The Board also anticipates needing new Board members to fill some of its empty positions. In addition, the Board looks forward to working with DPL staff to implement and make publicly available, the Agency's new e-Licensing and e-Permitting system.

###

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 Assistant

Audiologist

Speech Pathologist Assistant

Speech Pathologist

Board Description:

The Board of Registration in Speech-Language Pathology and Audiology protects the public through regulation of 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, and seeks to ensure the continued protection of the public health, safety, and well-being by maintaining high standards for both professions.

Speech-Language pathologists screen, identify, assess and interpret, diagnose, rehabilitate and work to prevent disorders of communication. These disorders can include articulation, fluency, voice and language. Audiologists work with peripheral and central audio logical 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 FY2015, June 30, 2015):

Aixa Borrero-Sanchez, Member

Mark Campbell-Foster, Au.D, CCC-A, F AAA, Member

Kathryn A. Manfield, Public Member
Nicole L. Stewart, Aud., Member
Lauren Woller-Mummolo, M.Ed., CCC-SLP, Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 260 CMR 1.00 - 10.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 7,041
 - Audiologist Assistant: 29
 - Audiologist: 570
 - Speech Pathologist Assistant: 822
 - Speech Pathologist: 5,620
 - *No. of Licenses Renewed:* 400
 - Audiologist Assistant: 11
 - Audiologist: 0
 - Speech Pathologist Assistant: 389
 - Speech Pathologist: 0
 - *No. of New Licenses Issued:* 542
 - Audiologist Assistant: 14
 - Audiologist: 31
 - Speech Pathologist Assistant: 178
 - Speech Pathologist: 319
 - *No. of Licenses Expired and Not Renewed:* 0
 - Audiologist Assistant: 0
 - Audiologist: 0
 - Speech Pathologist Assistant: 0
 - Speech Pathologist: 0
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 21
 - *No. of Complaints Closed:* 32
 - *No. of Disciplinary Actions Issued:* 26
 - *No. of Complaints Dismissed:* 4
 - *Amount of Fines Assessed:* \$31,875
- **Administrative:**
 - *No. of Meetings Held:* 6

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board adopted and implemented a new policy on speech-language pathologist and audiologist licensure requirements, which specifies that the Board has adopted the Standards for Certification of the American Speech-Language-Hearing Association (“ASHA”) as its professional standards. In addition, the Board also adopted and implemented the Speech-Language Pathologist Policy for the Administration of Barium During Radiographic Procedures. This policy recognizes the administration of barium during certain radiographic procedures as within of the scope of practice of speech-language pathologists and sets certain standards for licensees’ participation in the procedure.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board intends to review and streamline its regulations pursuant to Executive Order No. 562. The Board anticipates clarifying the definition of “audiology” to reflect the current scope of practice, and to clarify its continuing education requirements.

###

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:

Veterinarian

Limited Practitioner

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 FY2015, June 30, 2015):

David Diamond, VMD, Chair

Sheri Siegel, DVM, Secretary

Karen M. Patti, DVM, Member

Donna M. Turley, Public Member

Statutes:

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 - 65E

Regulations:

Regulation(s): 256 CMR 1.00 - 10.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 2,869
 - Veterinarian: 2,855
 - Limited Practitioner: 14
 - *No. of Licenses Renewed:* 3,087
 - Veterinarian: 3,073
 - Limited Practitioner: 14
 - *No. of New Licenses Issued:* 99
 - Veterinarian: 98
 - Limited Practitioner: 1
 - *No. of Licenses Expired and Not Renewed:* 0
 - Veterinarian: 0
 - Limited Practitioner: 0
- **Oversight:²**
 - *No. of New Complaints Received or Opened:* 21
 - *No. of Complaints Closed:* N/A
 - *No. of Disciplinary Actions Issued:* 19
 - *No. of Complaints Dismissed:* N/A
 - *Amount of Fines Assessed:* \$3,850
- **Administrative:**
 - *No. of Meetings Held:* 9

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Board began working to revise its regulations pursuant to Executive Order No. 562. As of the end of the fiscal year, the Board had received a number of public comments and began drafting revisions to the regulations governing the practice of veterinary medicine in Massachusetts. In addition, In March of 2015, the Board implemented and began using DPL's new e-Licensing and e-Permitting system.

² Complete oversight data for FY2016 was not available for this board of registration as of the date of publication of this report.

Goals and Outlook - FY2016:

In fiscal year 2016, the Board expects to complete revisions to its regulations and promulgate them pursuant to Executive Order No. 562. The Board also looks forward to filling its empty seat and is hopeful that the Legislature will grant it statutory authority to conduct inspections of its licensees' premises.

###

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 FY2015, June 30, 2015):

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, Secretary of Labor and Workforce Development designee – Director, Department of Labor Standards

Sheryl DeWalt, Health Training Center / A Division of Ross Medical Education Center – Regional Vice President

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

Michelle McCarthy, Executive Director, Lincoln Technical Institute

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

Margaret Miley, Executive Director, The Midas Collaborative

Statutes:

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

Regulations:

Regulation(s): 603 CMR 3.00

Key Stats (as of end of FY2015, June 30, 2015):

- **Licensing:**
 - *No. of Licensees:* 155
 - *No. of Licenses Renewed:* 61
 - *No. of New Licenses Issued:* 12
 - *No. of Licenses Expired and Not Renewed:* 10
- **Oversight:**
 - *No. of New Complaints Received or Opened:* 30
 - *No. of Complaints Closed:* 38
 - *No. of Disciplinary Actions Issued:* 12
 - *No. of Complaints Dismissed:* 26
 - *Amount of Fines Assessed:* \$25,500
- **Administrative:**
 - *No. of Meetings Held:* 5

Notable Accomplishments, Events or Initiatives - FY2015:

During fiscal year 2015, the Office of Private Occupational School Education worked with the Advisory Council to finalize proposed regulations at 230 CMR 12.00 - 17.00. In addition, a public comment period was held in which stakeholders had an opportunity to submit written

comments concerning the proposed regulations. The Office also finalized claims filed by students against a school that precipitously closed in 2009 and secured tuition refunds for those students in the amount of \$156,000. The Office worked with the U.S. Department of Education and other state agencies to ensure that students affected by a school closure were notified of their rights concerning tuition refunds and loan discharges as well as opportunities for teach outs at and transfers to other occupational schools. Finally, the Office substantially increased its enforcement actions from two (2) in Fiscal Year 2014 to twelve (12) in Fiscal Year 2015. These enforcement actions, combined with continued inspections of private occupational schools, ensure that appropriate standards are being enforced and that students receive meaningful and productive career training.

Goals and Outlook - FY2016:

In fiscal year 2016, the Office of Private Occupational School Education will continue to improve and streamline the application, licensing and renewal process for occupational schools. The Office will also be vigilant in its investigation and prosecution of schools, individuals, and entities that fail to follow the statutory and regulatory requirements governing occupational schools. 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 proposed regulations and changes on how to effectively and efficiently license and enforce the statutes and regulations overseeing occupational schools.

###

V. DATA TABLES

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
Board of Allied Health Professions	22,743	1,488
<i>Athletic Trainer</i>	1,286	154
<i>Occupational Therapist</i>	5,614	362
<i>Occupational Therapist Assistant</i>	1,986	145
<i>Physical Therapist</i>	9,992	607
<i>Physical Therapist Assistant</i>	3,317	136
<i>Physical Therapy Facility</i>	548	84
Board of Registration of Allied Mental Health and Human Services Professions	7,474	460
<i>Applied Behavior Analyst/Assistant Applied Behavior Analyst</i>	64	64
<i>Assistant Applied Behavior Analyst</i>	0	0

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Educational Psychologist</i>	380	9
<i>Mental Health Counselor</i>	5,974	350
<i>Marriage and Family Therapist</i>	729	31
<i>Rehabilitation Counselor</i>	327	6
Board of Registration of Architects	6,684	405
Board of Registration of Chiropractors	2,115	59
<i>Chiropractor</i>	1,812	36
<i>Chiropractic Facility</i>	303	23
Board of Registration of Cosmetology and Barbering	87,733	6,881
<i>Barbering (total, all license types)</i>	7,211	569
<i>Master Barber</i>	3,266	106

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Apprentice Barber</i>	2,281	290
<i>Barber Shop</i>	1,590	171
<i>Barber School</i>	5	0
<i>Barber Instructor</i>	69	1
<i>Cosmetology (total, all license types)</i>	80,034	6,302
<i>Cosmetologist</i>	24,428	869
<i>Operator</i>	15,259	1,589
<i>Manicurist</i>	16,036	1,075
<i>Instructor</i>	1,011	46
<i>Demonstrator</i>	58	4
<i>Aesthetician I</i>	3,932	330

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Aesthetician II</i>	5,970	776
<i>Aesthetician Instructor</i>	172	8
<i>Cosmetology Salon</i>	4,640	439
<i>Booth Shop</i>	2,067	419
<i>Manicuring Shop</i>	1,549	295
<i>Booth Renter</i>	1,483	166
<i>Aesthetic Shop</i>	1,369	283
<i>Cosmetology School</i>	31	0
<i>Aesthetician School</i>	17	1
<i>Advanced Training Institute</i>	5	1
<i>Manicuring School</i>	7	1

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Electrology (total, all license types)</i>	498	10
<i>Electrologist</i>	472	10
<i>Electrology Instructor</i>	25	0
<i>Electrology School</i>	1	0
Board of Registration of Dietitians and Nutritionists	2,464	187
Board of Registration of Dispensing Opticians	1,538	37
Board of Certification of Operators of Drinking Water Supply Facilities	5,364	490
Board of State Examiners of Electricians	37,176	692
<i>Systems Contractor</i>	768	5
<i>Systems Technician</i>	1,874	40
<i>Master Electrician</i>	8,756	165

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Journeyman Electrician</i>	25,778	482
Board of Registration in Embalming and Funeral Directing	2,059	163
<i>Registered Embalmer</i>	19	0
<i>Licensed & Certified Funeral Director(s)</i>	4	0
<i>Type 3 Funeral Director & Embalmer</i>	634	13
<i>Type 6 Funeral Director & Embalmer</i>	607	57
<i>Registered Embalmer Apprentice</i>	145	36
<i>Registered Funeral Home Assistant</i>	110	57
<i>Funeral Establishment (home)</i>	540	N/A
Board of Certification of Health Officers	103	0
Board of Registration of Hearing Instrument Specialists	187	23

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
Board of Registration of Home Inspectors	487	58
<i>Home Inspector</i>	426	20
<i>Associate Home Inspector</i>	61	38
Board of Registration of Landscape Architects	846	22
Board of Registration of Massage Therapy	9,797	909
<i>Massage Therapist</i>	8,262	672
<i>Solo Massage Therapy Establishment</i>	811	132
<i>Multiple Massage Therapy Establishment</i>	724	105
Board of Registration in Optometry	1,559	81
<i>Optometrist</i>	217	0
<i>DPA Certified Optometrist</i>	29	0

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>TPA Certified Optometrist</i>	1,313	81
Board of State Examiners of Plumbers and Gas Fitters	26,114	1,392
<i>Master Plumber</i>	5,972	861
<i>Journeyman Plumber</i>	11,584	102
<i>Apprentice Plumber</i>	5,286	201
<i>Plumbing Corporation</i>	1,242	125
<i>Plumbing Partnership</i>	2	0
<i>Master Gas Fitter</i>	358	9
<i>Journeyman Gas Fitter</i>	751	17
<i>Apprentice Gas Fitter</i>	331	55
<i>Gas Fitting Corporation</i>	59	4

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Undiluted Liquefied Petroleum Gas Fitter</i>	368	8
<i>Limited Undiluted Liquefied Petroleum Gas Fitter</i>	161	10
Board of Registration in Podiatry	541	18
Board of Registration of Professional Engineers and of Land Surveyors	16,233	731
<i>Professional Engineer (total, all license types)</i>	15,315	717
<i>Professional Land Surveyor</i>	918	14
Board of Public Accountancy	18,436	1,034
<i>Certified Public Accountant</i>	17,401	1,002
<i>Certified Public Accountant Corporation</i>	646	12
<i>Certified Public Accountant Partnership</i>	65	0
<i>Business Corporation</i>	32	3

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Certified Public Accountant Limited Liability Company</i>	151	14
<i>Certified Public Accountant Limited Liability Partnership</i>	141	3
Board of Registration of Psychologists	5,751	236
<i>Licensed Psychologist</i>	95	0
<i>Licensed Psychologist Health Service Provider (HSP)</i>	5,656	236
Board of Registration of Real Estate Appraisers	2,267	111
<i>Certified General Real Estate Appraiser</i>	649	36
<i>Certified Residential</i>	1,143	33
<i>State Licensed Real Estate Appraiser</i>	237	8
<i>Trainee Real Estate Appraiser</i>	238	34
Board of Registration of Real Estate Brokers and Salespersons	71,735	5,569

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Real Estate Broker</i>	18,147	258
<i>Real Estate Corporation</i>	1,073	79
<i>Real Estate Salesperson</i>	43,673	4,469
<i>Attorney Broker</i>	5,044	357
<i>Real Estate Limited Liability Company</i>	1,051	155
<i>Real Estate Limited Liability Partnership</i>	8	0
<i>Real Estate Partnership/Corporation</i>	468	0
<i>Real Estate General Partnership</i>	7	0
<i>Real Estate Limited Partnership</i>	4	0
<i>Reciprocal Broker</i>	956	80
<i>Reciprocal Salesperson</i>	1304	171

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
Board of Registration of Sanitarians	375	9
Board of Examiners of Sheet Metal Workers	11,410	283
<i>Sheet Metal Worker Business</i>	483	41
<i>Sheet Metal Worker Instructor</i>	94	1
<i>Master/Unrestricted Sheet Metal Worker</i>	7,157	3
<i>Journeyman/Unrestricted Sheet Metal Worker</i>	2,948	22
<i>Journeyman/Restricted Sheet Metal Worker</i>	6	4
<i>Apprentice Sheet Metal Worker</i>	712	212
<i>Private School - Sheet Metal Worker Program</i>	3	0
<i>Public School - Sheet Metal Worker Program</i>	7	0
Board of Registration of Social Workers	23,704	2,199

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Licensed Independent Clinical Social Worker (LICSW)</i>	13,777	727
<i>Licensed Certified Social Worker (LCSW)</i>	5,387	967
<i>Licensed Social Worker (LSW)</i>	3,089	234
<i>Licensed Social Worker Associate (LSWA)</i>	1,451	271
Board of Registration for Speech-Language Pathology and Audiology	7,041	542
<i>Audiologist Assistant</i>	29	14
<i>Audiologist</i>	570	31
<i>Speech Pathologist Assistant</i>	822	178
<i>Speech Pathologist</i>	5,620	319
Board of Registration in Veterinary Medicine	2,869	99
<i>Veterinarian</i>	2,855	98

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2015		
BOARD OF REGISTRATION OR OFFICE	NUMBER OF LICENSEES	NUMBER OF NEW LICENSES ISSUED
<i>Limited Practitioner</i>	14	1
Office of Private Occupational School Education	155	12
TOTAL	374,970	24,730

TABLE 2: TOTAL NUMBER OF LICENSEES, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Allied Health Professions	20,845	21,415	22,022	22,650	23,746
Board of Registration of Architects	6,678	6,742	6,787	6,883	6,690
Board of Registration of Chiropractors	2,114	2,140	2,145	2,124	2,115
Board of Registration of Cosmetology and Barbering*	82,205	84,614	86,733	88,089	87,733
Board of Registration of Dietitians and Nutritionists	2,277	2,330	2,422	2,441	2,462
Board of Registration of Dispensing Opticians	1,597	1,602	1,590	1,585	1,537
Board of Certification of Operators of Drinking Water Supply Facilities	4,703	4,702	5,073	4,860	5,364
Board of State Examiners of Electricians	36,356	37,503	37,791	36,153	37,176
Board of Registration in Embalming and Funeral Directing	3,077	3,070	2,470	2,374	2,070
Board of Certification of Health Officers	108	108	106	105	103
Board of Registration of Hearing Instrument Specialists	161	178	168	490	187

TABLE 2: TOTAL NUMBER OF LICENSEES, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration of Home Inspectors	440	416	465	453	487
Board of Registration of Landscape Architects	792	796	814	840	846
Board of Registration of Massage Therapy	9,322	9,621	9,785	9,887	9,799
Board of Registration in Optometry	1,541	1,546	1,554	1,542	1,559
Board of State Examiners of Plumbers and Gas Fitters	26,244	23,981	25,713	23,841	26,114
Board of Registration in Podiatry	551	551	550	541	541
Board of Registration of Professional Engineers and of Land Surveyors	16,200	14,238	16,367	12,918	16,233
Board of Public Accountancy	17,140	16,416	15,936	16,987	18,438
Board of Registration of Psychologists	5,400	5,249	5,557	5,287	5,751
Board of Registration of Real Estate Appraisers	2,574	2,449	2,459	2,387	2,263
Board of Registration of Real Estate Brokers and Salespersons	73,996	71,580	71,227	72,257	71,682

TABLE 2: TOTAL NUMBER OF LICENSEES, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration of Sanitarians	381	385	385	377	375
Board of Examiners of Sheet Metal Workers	14,555	14,258	13,654	13,567	11,409
Board of Registration of Social Workers	21,603	22,827	22,461	23,791	23,702
Board of Registration for Speech- Language Pathology and Audiology	6,116	6,046	6,571	6,558	7,041
Board of Registration in Veterinary Medicine	2,863	2,953	2,968	2,994	2,869
Office of Private Occupational School Education	N/A	N/A	N/A	165	155
TOTAL**	367,141	364,953	371,387	369,753	374,970

**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: The "Total" number of licensees 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.*

****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.*

TABLE 3: COMPLAINTS OPENED OR RECEIVED, FY2011 - FY2015

BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Allied Health Professions	72	73	54	N/A*	68
Board of Registration of Allied Mental Health and Human Services Professions	31	30	61	N/A*	32
Board of Registration of Architects	14	22	17	N/A*	53
Board of Registration of Chiropractors	104	90	67	N/A*	27
Board of Registration of Cosmetology and Barbering**	1,439	1,639	1,299	N/A*	1,116
Board of Registration of Dietitians and Nutritionists	4	2	0	N/A*	1
Board of Registration of Dispensing Opticians	100	85	147	N/A*	14
Board of Certification of Operators of Drinking Water Supply Facilities	6	27	14	N/A*	7
Board of State Examiners of Electricians	183	159	462	N/A*	171
Board of Registration in Embalming and Funeral Directing	41	19	28	N/A*	32

TABLE 3: COMPLAINTS OPENED OR RECEIVED, FY2011 - FY2015

BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Certification of Health Officers	0	0	0	N/A*	0
Board of Registration of Hearing Instrument Specialists	7	3	3	N/A*	12
Board of Registration of Home Inspectors	15	21	12	N/A*	22
Board of Registration of Landscape Architects	3	1	0	N/A*	1
Board of Registration of Massage Therapy	150	216	137	N/A*	177
Board of Registration in Optometry	10	17	11	N/A*	6
Board of State Examiners of Plumbers and Gas Fitters	585	390	115	N/A*	162
Board of Registration in Podiatry	12	13	9	N/A*	19
Board of Registration of Professional Engineers and of Land Surveyors	16	37	35	N/A*	25
Board of Public Accountancy	33	47	36	N/A*	55
Board of Registration of Psychologists	62	49	66	N/A*	66

TABLE 3: COMPLAINTS OPENED OR RECEIVED, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration of Real Estate Appraisers	192	123	113	N/A*	53
Board of Registration of Real Estate Brokers and Salespersons	626	665	574	N/A*	484
Board of Registration of Sanitarians	3	1	2	N/A*	1
Board of Examiners of Sheet Metal Workers	0	25	36	N/A*	59
Board of Registration of Social Workers	92	104	48	N/A*	102
Board of Registration for Speech-Language Pathology and Audiology	30	24	16	N/A*	21
Board of Registration in Veterinary Medicine	72	114	53	N/A*	21
Office of Private Occupational School Education	0	0	2	N/A*	30
TOTAL***	3,902	3,996	3,417	N/A*	2,837

**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 – FY2015".*

****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, FY2011 - FY2015					
FISCAL YEAR	FY2011	FY2012	FY2013	FY2014	FY2015
COMPLAINTS OPENED OR RECIEVED	3,904	3,999	3,417	2,846	2,837
COMPLAINTS CLOSED	3,885	4,169	3,637	3,126	2,615

TABLE 5: AVERAGE NUMBER OF DAYS TO RESOLVE A COMPLAINT, FY2015					
FISCAL YEAR	FY2011	FY2012	FY2013	FY2014	FY2015
NO. OF DAYS	195	198	223	227	205

TABLE 6: NUMBER OF INSPECTIONS CONDUCTED, FY2011 - FY2015*					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Allied Health Professions	107	163	108	162	102
Board of Registration of Chiropractors	235	411	332	304	176
Board of Registration of Cosmetology and Barbering	8,621	10,335	9,532	10,295	10,665
Board of Registration of Dispensing Opticians	259	202	305	264	268
Board of Registration in Embalming and Funeral Directing	25	14	188	166	359
Board of Registration of Massage Therapy	475	526	625	690	933
Board of Registration in Optometry	31	29	75	63	37
Board of Registration in Podiatry	0	1	3	1	3
Board of Registration of Real Estate Brokers and Salespersons	17	18	9	12	44
Board of Registration in Veterinary Medicine	113	87	108	100	45
TOTAL	9,883	11,892	11,285	12,057	12,632

**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, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Allied Health Professions	64	57	29	42	51
Board of Registration of Allied Mental Health and Human Services Professions	4	10	18	28	9
Board of Registration of Architects	3	4	5	7	11
Board of Registration of Chiropractors	118	62	73	42	22
Board of Registration of Cosmetology and Barbering*	1,054	1,402	1,121	997	1,132
Board of Registration of Dietitians and Nutritionists	1	0	2	2	9
Board of Registration of Dispensing Opticians	447	223	24	166	16
Board of Certification of Operators of Drinking Water Supply Facilities	32	7	8	8	4
Board of State Examiners of Electricians	118	108	126	110	169

TABLE 7: NUMBER OF DISCIPLINARY ACTIONS ISSUED, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration in Embalming and Funeral Directing	68	20	24	12	15
Board of Certification of Health Officers	0	1	0	0	0
Board of Registration of Hearing Instrument Specialists	1	0	1	0	7
Board of Registration of Home Inspectors	10	15	12	5	7
Board of Registration of Landscape Architects	0	0	1	1	0
Board of Registration of Massage Therapy	74	119	171	103	144
Board of Registration in Optometry	5	3	6	4	2
Board of State Examiners of Plumbers and Gas Fitters	69	397	166	119	84
Board of Registration in Podiatry	3	4	1	1	8
Board of Registration of Professional Engineers and of Land Surveyors	8	2	2	11	16
Board of Public Accountancy	11	9	17	8	17

TABLE 7: NUMBER OF DISCIPLINARY ACTIONS ISSUED, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration of Psychologists	23	22	21	32	35
Board of Registration of Real Estate Appraisers	102	135	52	74	73
Board of Registration of Real Estate Brokers and Salespersons	58	129	258	205	314
Board of Registration of Sanitarians	0	0	0	0	1
Board of Examiners of Sheet Metal Workers	0	0	2	9	32
Board of Registration of Social Workers	44	67	57	28	11
Board of Registration for Speech-Language Pathology and Audiology	17	29	27	14	26
Board of Registration in Veterinary Medicine	38	30	32	31	19
Office of Private Occupational School Education	N/A	N/A	0	2	12
TOTAL**	2,372	2,855	2,256	2,061	2,246

**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: The total number of disciplinary actions issued data includes disciplinary actions 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.*

TABLE 8: ADMINISTRATIVE PENALTIES ASSESSED, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Allied Health Professions	\$24,501.00	\$18,700.00	\$15,050.00	\$20,950.00	\$18,800.00
Board of Registration of Allied Mental Health and Human Services Professions	\$3,600.00	\$3,700.00	\$3,600.00	\$1,500.00	\$1,400.00
Board of Registration of Architects	\$5,000.00	\$2,000.00	\$6,000.00	\$19,700.00	\$0.00.00
Board of Registration of Chiropractors	\$13,450.00	\$41,900.00	\$15,500.00	\$6,000.00	\$2,500.00
Board of Registration of Cosmetology and Barbering*	\$188,650.00	\$245,800.00	\$229,600.00	\$204,451.00	\$219,750.00
Board of Registration of Dietitians and Nutritionists	\$0.00	\$300.00	\$400.00	\$0.00	\$1,400.00
Board of Registration of Dispensing Opticians	36,400.00	4,500.00	48,300.00	5,450.00	\$2,100.00
Board of Certification of Operators of Drinking Water Supply Facilities	\$600.00	\$0.00	\$0.00	\$1,000.00	\$0.00
Board of State Examiners of Electricians	\$141,550.00	\$60,700.00	\$66,400.00	\$60,350.00	\$88,500.00

TABLE 8: ADMINISTRATIVE PENALTIES ASSESSED, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration in Embalming and Funeral Directing	\$3,500.00	\$25,400.00	\$4,500.00	\$12,400.00	\$10,200.00
Board of Certification of Health Officers	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Board of Registration of Hearing Instrument Specialists	\$0.00	\$250.00	\$0.00	\$350.00	\$3,000.00
Board of Registration of Home Inspectors	\$15,100.00	\$5,600.00	\$4,750.00	\$4,600.00	\$7,000.00
Board of Registration of Landscape Architects	\$0.00	\$1,000.00	\$0.00	\$200.00	\$0.00
Board of Registration of Massage Therapy	\$28,700.00	\$50,400.00	\$77,100.00	\$125,650.00	\$118,700.00
Board of Registration in Optometry	\$950.00	\$1,100.00	\$1,200.00	\$3,100.00	\$800.00
Board of State Examiners of Plumbers and Gas Fitters	\$201,550.00	\$35,500.00	\$36,600.00	\$49,750.00	\$29,800.00
Board of Registration in Podiatry	\$800.00	\$100.00	\$0.00	\$400.00	\$1,300.00
Board of Registration of Professional Engineers and of Land Surveyors	\$250.00	\$2,500.00	\$5,450.00	\$5,100.00	\$17,500.00
Board of Public Accountancy	\$3,250.00	\$8,600.00	\$3,300.00	\$14,000.00	\$12,500.00

TABLE 8: ADMINISTRATIVE PENALTIES ASSESSED, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration of Psychologists	\$6,300.00	\$3,700.00	\$33,000.00	\$5,900.00	\$9,350.00
Board of Registration of Real Estate Appraisers	\$72,850.00	\$28,600.00	\$43,500.00	\$31,200.00	\$36,600.00
Board of Registration of Real Estate Brokers and Salespersons	\$600.00	\$1,000.00	\$3,550.00	\$10,450.00	\$8,400.00
Board of Registration of Sanitarians	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Board of Examiners of Sheet Metal Workers	\$0.00	\$0.00	\$2,000.00	\$13,400.00	\$2,800.00
Board of Registration of Social Workers	\$4,550.00	\$7,550.00	\$3,550.00	\$14,500.00	\$600.00
Board of Registration for Speech-Language Pathology and Audiology	\$13,200.00	\$15,700.00	\$8,550.00	\$10,700.00	\$31,875.00
Board of Registration in Veterinary Medicine	\$3,750.00	\$7,550.00	\$9,100.00	\$6,500.00	\$3,850.00
Office of Private Occupational School Education	\$0.00	\$0.00	\$0.00	\$21,500.00	\$25,500.00
TOTAL**	\$769,101.00	\$572,150.00	\$621,000.00	\$649,101.00	\$658,625.00

**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, FY2011 - FY2015					
BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Allied Health Professions	\$883,322.00	\$909,220.00	\$906,007.00	\$1,202,859.00	\$1,328,054.00
Board of Registration of Allied Mental Health and Human Services Professions	\$113,824.00	\$1,081,781.00	\$139,126.00	\$1,184,465.00	\$188,970.00
Board of Registration of Architects	\$1,019,365.61	\$903,623.00	\$917,678.00	\$967,416.50	\$947,509.00
Board of Registration of Chiropractors	\$322,898.00	\$320,868.50	\$322,265.00	\$317,610.00	\$308,448.00
Board of Registration of Cosmetology and Barbering*	\$3,916,942.72	\$3,590,010.06	\$4,015,622.00	\$3,672,962.38	\$4,131,881.00
Board of Registration of Dietitians and Nutritionists	\$112,650.00	\$225,166.00	\$119,885.80	\$231,612.00	\$136,078.00
Board of Registration of Dispensing Opticians	\$79,502.00	\$65,721.00	\$79,088.00	\$62,203.00	\$77,579.00
Board of Certification of Operators of Drinking Water Supply Facilities	\$30,302.00	\$229,566.00	\$29,898.00	\$240,964.00	\$36,961.00
Board of State Examiners of Electricians	\$1,654,727.00	\$248,286.00	\$1,708,280.00	\$2,016,790.38	\$225,065.00

TABLE 9: REVENUE COLLECTED, FY2011 - FY2015

BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration in Embalming and Funeral Directing	\$234,262.00	\$235,908.00	\$224,510.00	\$224,519.00	\$219,602.00
Board of Certification of Health Officers	\$8,644.00	\$8,583.00	\$8,314.00	\$8,398.00	\$8,302.00
Board of Registration of Hearing Instrument Specialists	\$26,299.00	\$5,877.00	\$26,676.00	\$10,796.00	\$25,299.00
Board of Registration of Home Inspectors	\$9,422.00	\$96,175.00	\$17,685.00	\$101,372.00	\$17,911.00
Board of Registration of Landscape Architects	\$59,310.00	\$58,505.00	\$63,883.00	\$63,546.00	\$61,953.00
Board of Registration of Massage Therapy	\$1,342,895.00	\$1,507,184.00	\$1,499,099.00	\$1,536,536.75	\$1,552,263.00
Board of Registration in Optometry	\$116,633.00	\$114,703.00	\$115,760.00	\$168,222.00	\$167,251.00
Board of State Examiners of Plumbers and Gas Fitters	\$666,088.34	\$2,156,625.50	\$767,922.01	\$2,267,445.00	\$711,958.00
Board of Registration in Podiatry	\$52,245.00	\$51,343.00	\$53,296.00	\$51,815.00	\$51,408.00
Board of Registration of Professional Engineers and of Land Surveyors	\$412,084.00	\$1,465,478.10	\$364,810.00	\$2,075,323.00	\$653,967.00
Board of Public Accountancy	\$1,906,516.00	\$1,818,915.00	\$1,914,519.00	\$2,086,244.00	\$2,043,558.00

TABLE 9: REVENUE COLLECTED, FY2011 - FY2015

BOARD OF REGISTRATION OR OFFICE	FY2011	FY2012	FY2013	FY2014	FY2015
Board of Registration of Psychologists	\$132,916.00	\$1,449,767.00	\$154,543.50	\$1,494,943.00	\$181,598.00
Board of Registration of Real Estate Appraisers	\$420,914.00	\$271,742.00	\$313,310.00	\$443,164.00	\$312,869.00
Board of Registration of Real Estate Brokers and Salespersons	\$4,203,887.69	\$4,010,161.12	\$4,062,080.50	\$4,340,105.85	\$4,181,985.00
Board of Registration of Sanitarians	\$27,276.00	\$26,965.00	\$27,236.00	\$26,613.00	\$26,172.00
Board of Examiners of Sheet Metal Workers	\$2,145,700.00	\$693,862.50	\$771,550.00	\$724,266.99	\$728,063.00
Board of Registration of Social Workers	\$1,799,412.54	\$278,102.00	\$1,905,245.00	\$313,771.00	\$2,052,897.00
Board of Registration for Speech- Language Pathology and Audiology	\$62,927.00	\$429,905.00	\$79,256.00	\$464,728.80	\$75,944.00
Board of Registration in Veterinary Medicine	\$346,804.89	\$343,588.11	\$361,260.00	\$449,302.00	\$453,998.00
Office of Private Occupational School Education	\$0.00	\$0.00	\$226,067.00	\$555,018.24	\$361,869.00
Other Revenue (Fines, Misc. Revenue, Etc.)**	\$763,711.00	\$555,605.11	\$647,718.00	\$548,110.90	\$561,241.00
TOTAL**	\$22,871,480.44	\$23,153,236.00	\$21,842,590.00	\$ 27,296,104.55	\$21,468,785.00

**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 - 65E

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, § 94
Licensing Statute(s): M.G.L. c. 112, §§ 196 - 198

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 - 65E; 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 2015

Administration

Charles Borstel, Director
Richard Page, Deputy Director for Administration and e-Licensing
Robert Fortes, Deputy Director for Policy and Boards
Cheryl Yebba, Executive Assistant to the Director
John High, Communications and Outreach Coordinator

Nancy Warren, Receptionist

Office of Prosecutions

James Read, Chief Prosecutor
Annemarie 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
Nina Pomponio, Prosecuting Counsel
Amy Riordan, Administrative Assistant

Office of Legal Counsel

Kevin Scanlon, 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
Rachel Pauze, Board Counsel
Lynn Read, Agency Counsel
Sheila York, Board Counsel
Maria Silva, Paralegal Specialist

Various Boards Unit

Michael Hawley, Executive Director
Colleen Cavanaugh, Associate Executive Director
Monique Brown, Administrative Assistant

Yadinette Rivera, Office Support Specialist

Real Estate Unit

Joseph Autilio, Executive Director

Ann Margarette Barry, 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

Eboni Lewis, Office Support Specialist

Combo Boards Unit

Bianca Hoffman, Executive Director

Sandra Velasquez, Program Coordinator

Christine Garner, Administrative Assistant

Casey Yebba, Office Support Specialist

Janeene Davis, Office Support Specialist

Mixed Boards Unit

Neldy Jean-Francois, Executive Director

Ana Garcia, Associate Executive Director

Wendy Barrientos, Office Support Specialist

Fei Yan Chen, Board Administrator

Deta Deans, Board Administrator

Victoria Fernandes, Program Coordinator

Sonia Jordan, Office Support Specialist

Michelina Martingetti, Program Coordinator

Joann Termine, Board Administrator

Sheet Metal Board Unit

Peter Kelly, Executive Director

Joseph LaFrazia, Board Administrator

Combo Boards Unit

Erin LeBel, Executive Director

Patricia Breslin, Associate Executive Director

Thomas Burke, Administrative Assistant

Erin Murphy, Program Coordinator

Leija Meadows, e-Licensing Trainer

Karen Schwartz, Psychology Professional

Susan Coco, Board Administrator

Electrical Board Unit

Robert Ferguson, Executive Director

James Murphy, Associate Executive Director

Tamara Smith, Program Coordinator

Milla Mello, Office Support Specialist

David Haynes, Program Coordinator

Plumbing Board Unit

Wayne Thomas, Executive Director

Jay Viveiros, Associate Executive Director

Joseph Peluso, Consultant

Cynthia Johnson, Administrative Assistant

Ann Deruosi, Administrative Assistant

Office of Investigations

Christopher Carroll, Chief Investigator

Sarah Wilkinson, Assistant Chief Investigator

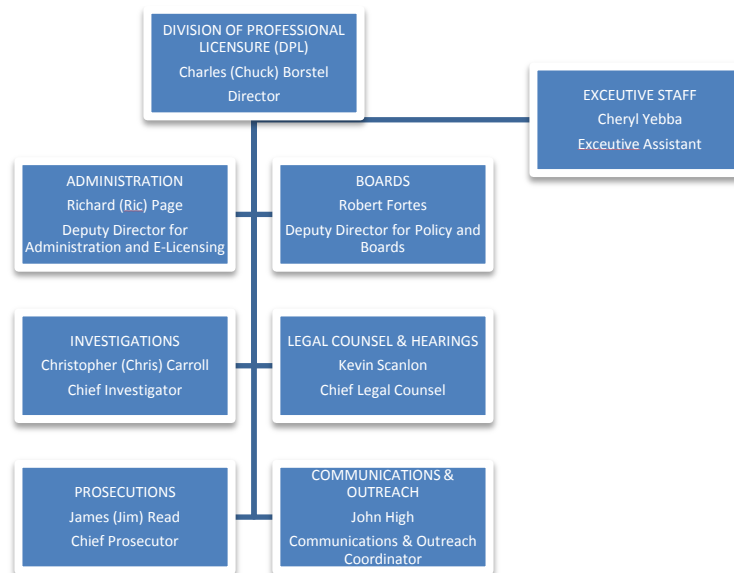
Anne Driscoll, Supervising Investigator

Kelly Puccio, Supervising Investigator
Alan Van Tassel, Supervising Investigator
Gary Williamson, Supervising Investigator
Joan Bristol, Investigator
Colleen Chin, Investigator
Shawn Croke, Investigator
Ellen D'Agostino, Investigator
Ashley Dizel, Investigator
Dennis Driscoll, Investigator
Gilbert Gallotto, Investigator
Dominque Jones, Administrative Assistant
Christopher Lee, Investigator
Frantzie Luc, Investigator
Doris Lugo, Investigator
Samantha McBean, Office Administrator
Pamela Mogavero, Investigator
Jeannette Nguyen, Investigator
Holly Nuzzo, Supervisor
Scott Padden, Investigator
Richard Paris, Investigator
John Perillo, Investigator
Stephen Pleva, Investigator
Francesco Polese, Investigator
Caroline Quan, Administrative Assistant
Taylor Roth Jr., Investigator
Matthew Runge, Investigator
Ann Marie Staunton, Investigator
Catherine Stec, 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
 Wilma Kennon, Accountant III
 Mouna Khoukaz, Accountant III
 Rose Kottat, 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 2015



VII. DISCLAIMER

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The information contained herein is general information about the operations of the Division of Professional Licensure (DPL), the boards of registration and the Office of Private Occupational School Education under the supervision of the agency, and licensing and enforcement activities. It does not reflect the policies, laws or rules of any particular board, office, or person. All data and statistics in this document are intended only as a summary of the operations and activities of DPL during fiscal year 2015, and are subject to change.