

Unlicensed Activity Program
Annual Report
Fiscal Year 2010-2011



EXECUTIVE SUMMARY

In accordance with the Fiscal Year 2010-2011 General Appropriations Act, this annual report on Professional Regulation Unlicensed Activity highlights the unlicensed activity functions performed by the Department during Fiscal Year 2010-2011. This report outlines the Unlicensed Activity Expenditures of the Department of Business and Professional Regulation during Fiscal Year 2010-2011 and contains details of the activities, revenues, and expenditures by board, council and/or profession for the Divisions of Regulation, Real Estate and Certified Public Accounting (CPAs). The Department's enforcement and education activities were performed utilizing input from the appropriate board, commission or council.

The total appropriation for Fiscal Year 2010-2011 was \$1,255,050 with the Division of Regulation receiving \$554,175, the Division of Real Estate receiving \$500,000 and the Division of Certified Public Accounting receiving \$100,000. The Florida Engineers Management Corporation (FEMC) received \$100,875. The unlicensed appropriation for FEMC was implemented as part of a statutory contractual arrangement that includes both licensed and unlicensed activity enforcement.

Overall expenditures were less than that of the \$1,255,050 appropriation causing the Professional Regulation Unlicensed Activity fund to come in under budget.

Additional detailed information contained in this report includes:

Unlicensed Activity Media Campaign

Public awareness is an essential part of combating unlicensed activity. The Department maintains a robust media campaign which disseminates unlicensed activity media information to consumers and licensees regarding the dangers of using unlicensed individuals. Several factors were considered while identifying the professions to be targeted. These factors included the professions that pose the greatest potential risk, the scope of potential consumers affected and the volume of citizen complaints.

Unlicensed Activity Complaints, Investigations and Prosecutions

The Department received 5,154 unlicensed activity complaints, of which 3,353 were found to be legally sufficient and resulted in further investigation. Administrative complaints were filed on 578 cases, and disciplinary action was taken in 505 cases.

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Section I Financial Summary

FINANCIAL SUMMARY

Revenue

Pursuant to section 455.2281 Florida Statutes, the department assesses a special fee of \$5 per licensee upon initial licensure and for each renewal for all professional license types. The funds are deposited into the Professional Regulation Trust Fund, an interest bearing account. Per statutory requirements a separate account is maintained for each profession. In addition, revenue collected for citations and fines from unlicensed activity cases is deposited into these accounts.

Fiscal Year 2010-11 Collections:

Unlicensed Activity Fees	\$2,336,853
Citations	167,082
Fines	72,192
Interest Income	107,166
Total	<u>\$2,683,293</u>

Appropriation/Expenditures

From funds provided in Specific Appropriation 2206 Unlicensed Activities, \$1,068,255.01 was expended at the Division level as detailed in this report.

Fiscal Year 2010-11 Summary Expenditures:

Temporary Staff (OPS)	\$594,879.31
General expense	101,622.41
Media related expenditures	270,878.29
Florida Engineers Management Corp.	100,875.00
Total	<u>\$1,068,255.01</u>

In accordance with section 455.2281, Florida Statutes, the Department of Business and Professional Regulation spent these funds on unlicensed activity enforcement and education. In addition, staff from the three divisions performs the functions of complaint processing, investigations, sweeps, and stings of unlicensed individuals and businesses. Division salary expenditures and associated costs are allocated to the appropriate profession's cash account. Pursuant to statute, no indirect costs are allocated to unlicensed activity accounts; however, the revenue is subject to the 8% service charge to General Revenue. Information regarding Expenditures and Revenues are provided in detail in Appendix A.

Section II

Operational Budget Allocation and Expenditures

OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

This section details expenditures for the Divisions of Regulation, Real Estate and Certified Public Accounting.

Division of Regulation Unlicensed Activity Program

Total Budget Allocated: \$554,175

The Division of Regulation's Unlicensed Activity Program is responsible for coordinating and providing quality control for consumer complaints of unlicensed activity as well as proactive outreach and enforcement actions. The deterrence of unlicensed activity is a high priority for the Division. Unlicensed activity causes considerable consumer harm and often carries criminal penalties. Proactive measures include a continued focus on education and compliance through airing of public service announcements, partnerships with professional organizations and associations, and the production of consumer/licensee brochures all aimed at educating the public. The Division continues to combat unlicensed activity through sweep and sting operations.

The Division focused expenditures in three categories: 1) temporary staff for unlicensed enforcement activities at headquarters and the regional field offices; 2) operational expenses for equipment and supplies for preventative and enforcement actions and; 3) media and educational campaigns including public service announcements and consumer outreach efforts throughout Florida.

In addition to a multi-media consumer education campaign, the Division performed its own outreach program as part of its mission to protect the public from unlicensed activity. Outreach activities, as well as stings and sweeps, were performed by unlicensed activity investigators and full time employee investigative staff. The education of consumers regarding unlicensed activity is a top priority for the Division. Public education efforts included the Division's presence at various trade and consumer events, speaking engagements with trade associations, consumer groups and with other government agencies. The Division also posted educational materials on the Internet. The Division exceeded its goal for outreach educational contacts. Last year the Division set a goal of completing 240 outreach programs during the fiscal year. Staff exceeded the goal and presented at 311 events and made contact with over 65,000 Floridians throughout the state.

To help maintain the integrity of the licensed professions, the Division of Regulation conducted compliance activities through sweep and sting proactive enforcement. Sweeps refer to compliance checks performed in areas of known or suspected unlicensed activity. Stings refer to enforcement actions in which the Department provides individuals the opportunity to offer services that require a license through bids, proposals or performance of the service to undercover investigators and/or law enforcement personnel. The object is to curtail unlicensed activity in efforts to protect the public. During Fiscal Year 2010-2011 the Division of Regulation conducted 142 sweeps and 26 sting operations.

Category	Amount	Details
Staffing	\$328,261	<p>(1) Citation/Final Order Manager-Temporary Employee: Performed citation and final order management for a variety of professions. Formatted and tracked citation and final order case reports for compliance and payment in a timely manner. Tracked compliance with final orders for unlicensed cases.</p> <p>(1) Unlicensed Activity Investigator-Temporary Employee: Sought out and investigated unlicensed activity. Engaged in proactive enforcement through close interaction with board members and professional associations affiliated with the various professions regulated by the Department. Provided information to consumers regarding licensure and possible violations of laws and rules by licensees regulated by the Department.</p> <p>(2) Unlicensed Activity Analysts - Toll Free Hotline-Temporary Employees . Customer service representatives for a variety of professions, each with its own statutes and rules with which incumbent must be knowledgeable. Assisted in data entry for citations, sweeps, stings and other special unlicensed activity projects as they arose.</p> <p>(1) Unlicensed Complaint Analyst-Temporary Employee: Performed preliminary analysis of new unlicensed complaints for legal sufficiency via the Headquarters complaint intake section. Entered data in the department's single licensing database and collected documents from complainants prior to assignment to Investigators.</p> <p>(8) Unlicensed Activity Investigators -Temporary Employees (Field): Sought out and investigated unlicensed activity. Engaged in proactive enforcement through close interaction with federal, state, county and city governmental entities within the region, as well as professional associations affiliated with the various professions regulated by the department. Assisted with unlicensed stings, sweeps and outreach efforts through the regional program offices.</p> <p>(.5) Administrative Assistant Miami Office</p>
Equipment/ Supplies: Vehicles, Computers, Cell Phones/ Supplies & other Misc. Expenses.	\$88,947	Costs associated with furniture/equipment for unlicensed activity staff persons. Paid costs associated with unlicensed activity staff for sweeps, stings, investigations and equipment. Additional costs associated with office supplies to provide staff the necessary tools to carry out investigations and other activities related to the functions of the Unlicensed Activity Program, both at headquarters and in the regional offices.
Equipment Rentals and Data Processing Equipment	\$2,268	Equipment used for unlicensed investigations and outreach programs was either rented or purchased for continued use in prevention and enforcement efforts. Copiers and equipment for data processing. Costs were shared for copiers, postage and postage meter leases.
Travel/ Outreach/ Printing	\$10,130	Unlicensed activity staff attended board and professional association meetings; consumer awareness seminars; tradeshow and professional conferences; condo association and retirement village events.
Media Campaign: PSAS	\$108,613	Advertising in magazines, Google Ad Words, and a promotional campaign was designed to remind consumers to hire licensed professionals.
Total:	\$538,219	

Division of Real Estate Unlicensed Activity Program

Total Budget Allocation

\$500,000

The Division of Real Estate puts forth a concerted effort to combat unlicensed activity. The unlicensed activity investigative unit is currently staffed with OPS employees. At the end of the fiscal year four positions were located in Orlando, one in Tampa, and two in Miami, with two positions being vacant. All complaints alleging unlicensed real estate activity are considered high priority and were analyzed and processed upon receipt. In the past fiscal year, 1,451 unlicensed complaints were received compared to 539 complaints for the last fiscal year. There were 884 cases completed by the investigators and 264 Notices to Cease & Desist were issued. When completed, and when it is determined that the complaint involved unlicensed activity, the reports are forwarded to the Division of Real Estate Legal Section and to the State Attorney’s Office. The investigators have also been working with local law enforcement departments, State Attorney Investigators, and Postal Inspectors to combat unlicensed activity complaints.

Category	Amount	Details
Staffing	\$266,618	(8) Temporary Employee (Field): Unlicensed Activity Investigators sought out and investigated unlicensed activity. Engaged in proactive enforcement through close interaction with federal, state, county and city governmental entities within the region. At times during the reporting period, investigators may have carried an average case load of 40+ cases.
Media Campaign:		Media Campaign involved Public Service Announcements, print advertising and internet Google Ad Words.
Total:	\$428,884	

*Original projected expenditures for this program were based on historical staffing data. The staffing needs for this fiscal year exceeded the historical projections, resulting in the expenditures exceeding the amount allocated.

Division of Certified Public Accounting Unlicensed Activity Program

Net Budget Allocation:

\$0

In the last fiscal year 95 unlicensed complaints were received by the Division. In addition, the majority of the unlicensed activity complaints filed concerned the illegal use of the “certified public accountant” designation. These complaints were primarily received from consumers and competitors. Generally, when the unlicensed individual was made aware of the violation, they stopped using the designation. Consequently, during Fiscal Year 2010-2011 the Division focused its efforts on raising public awareness by providing education at industry tradeshows and speaking engagements. Additionally, due to budgetary constraints, the Division of Certified Public Accountants did not fund an Unlicensed Activity campaign for Fiscal Year 2010-2011. Instead our efforts were focused on speaking engagements and providing information and education at industry tradeshows.

Unlicensed Activity Complaints Report FY 2010-2011

	Accountancy (Unlicensed)	Asbestos (Unlicensed)	Athlete Agents (Unlicensed)	Auctioneers (Unlicensed)	Barbers (Unlicensed)	BCAI (Unlicensed)	CAMS (Unlicensed)	CILB (Unlicensed)	Cosmetology (Unlicensed)	ECLB (Unlicensed)	Employee Leasing (Unlicensed)	Geologists (Unlicensed)	Harbor Pilots	Landscape Architecture (Unlicensed)	Real Estate Commission (Unlicensed)	Real Estate Appraisal Board (Unlicensed)	Talent Agencies (Unlicensed)	Veterinary Medicine (Unlicensed)	Totals	
Unlicensed Complaints by Profession																				
Complaints Received	95	0	2	28	212	5	121	1987	475	650	6	4	2	10	1446	5	71	35	5154	
Complaints Legally Sufficient	35	0	0	17	167	1	77	1182	300	528	3	4	2	5	967	2	38	25	3353	
Investigations Assigned	35	0	0	15	34	2	77	1062	100	459	3	4	0	5	965	2	36	23	2822	
Investigations Completed	58	1	0	18	34	5	84	990	86	462	2	3	0	5	882	2	31	22	2685	
UL Citations Filed	38	0	0	0	138	0	0	87	138	41	2	0	0	0	264	0	3	0	711	
Office of the General Counsel																				
Prosecution Cases Opened	63	1	0	15	36	5	93	1039	89	468	3	3	0	5	538	8	31	22	2419	
Prosecution Cases Closed	66	2	2	21	39	3	121	1332	106	558	3	3	0	7	391	6	38	27	2725	
Findings of Probable Cause	9	1	1	1	42	4	30	1328	61	477	1	0	0	1	96	5	6	14	2077	
Administrative Complaints Filed	0	0	0	0	20	1	14	381	30	90	0	0	0	0	35	3	1	3	578	
Disciplinary Actions	0	0	0	3	12	0	26	317	24	54	0	0	0	0	67	0	2	0	505	

Complaints Received refers to unlicensed activity complaints actually received and entered into the Department's single licensing computer system during the reporting period.

Legally Sufficient refers to unlicensed activity complaints reviewed by the division that met the standard of legal sufficiency established in section 455.225 (1), Florida Statutes. However, the number of "Complaints Legally Sufficient" may not include all "Complaints Received" during a reporting period and can include complaints from previous quarters.

Number of Investigations Assigned: refers to unlicensed activity complaints reviewed by the division that were found to be legally sufficient and assigned to an investigator.

Number of Investigations Completed refers to unlicensed activity cases that were completed by the division's investigator and forwarded to the department's Office of the General Counsel for review. However, the number of Investigations completed may include investigations of legally sufficient complaints that were referred for investigation during previous quarters.

Number of Citations Filed refers to citations issued for unlicensed activity that were filed as final orders with the department's Agency Clerk after the statutory timetable has been completed.

Prosecution Cases Opened refers to cases received in the Office of General Counsel (OGC) during the reporting period from DBPR investigators after their investigation is complete.

Prosecution Cases Closed refers to cases closed by OGC after receipt during the reporting period. Reasons for closure include no finding of probable cause, withdrawal of complaint by complainant, issuance of notice to cease and desist, cessation of unlicensed activity, or insufficient evidence to prosecute.

Findings of Probable Cause refers to cases for which a Notice to Cease and Desist was issued, or a Citation and/or an Administrative Complaint was filed by the department. However, the number of "Findings of Probable Cause" may not include all "Prosecution Cases Opened" during the reporting period and may include cases from previous quarters. Probable cause means that there is some evidence that would reasonably indicate that the subject engaged in unlicensed activity.

Administrative Complaints Filed. Refers to administrative complaints filed during the reporting period. An administrative complaint is the charging document that details the violations law for which probable cause was found and seeks disciplinary action. However, the "Number of Administrative Complaints Filed" may not include all "Prosecution Cases Opened" during the reporting period and may include cases from previous reporting periods.

Disciplinary Actions refers to disciplinary actions that were entered during the reporting period. Disciplinary actions may include any combination of the following: imposition of an administrative fine, payment of investigative costs, and/or any other relief the department deems appropriate via final order. However, the "Number of Disciplinary Actions" may not include all "Prosecution Cases Opened" during the reporting period and may include cases from previous reporting periods.

Section III **Multi-Media Campaign Summary**

MEDIA CAMPAIGN

The Department of Business and Professional Regulation licenses and regulates nearly one million of Florida's professionals and businesses. Unlicensed activity occurs when an individual is compensated for work that requires a state license and the individual does not hold the required license. Unlicensed activity can threaten the livelihood of law-abiding, state-licensed professionals and may also pose personal or financial harm to consumers.

Per Section 455.2281 F.S., the Department earmarks \$5 per initial and renewal licensure fees for combating unlicensed activity. Part of the efforts to combat unlicensed activity is a coordinated media campaign, including digital, print and radio ads as well as PSA placement online.

Consumers play an important role in combating unlicensed activity and should be educated on what services require a license. Additionally, consumers should verify licensure and report suspected unlicensed activity. Floridians looking for services that require a DBPR license were the target audience for the campaign.

The primary goal of the Unlicensed Activity Media Campaign was reducing unlicensed activity by the following efforts:

- Educating consumers about the importance of working with licensed professionals;
- Teaching consumers how to check credentials using department resources;
- Warning the public about the dangers of working with unlicensed individuals, which could result in personal, material or financial harm; and
- Encouraging consumers to report suspected unlicensed activity.

Specific messages were developed to correlate with the images and were custom-tailored to each profession. Each message focused on the importance of checking state licenses and reporting unlicensed activity, driving consumers to the website, www.myfloridalicense.com, and asking consumers to report suspected unlicensed activity at 1-866-532-1440.

The total amount budgeted for the Fiscal Year 2010-2011 was \$276,000. The following lists the breakdown of the budget:

- Division of Regulation – \$111,000
- Division of Real Estate – \$165,000
- Division of Certified Public Accounting – \$0

The Office of Communications successfully executed the FY2010-2011 Unlicensed Activity Media Campaign.

The total amount spent was \$270,878.29, broken down as follows:

- Division of Regulation – \$108,612.63
- Division of Real Estate – \$162,265.66
- Division of Certified Public Accounting – \$0

Media - Division of Regulation

Summary

The Division of Regulation's unlicensed activity funds were allocated based on the three professions that received the highest number of consumer complaints during the previous fiscal year. The three highest number of consumer complaints received were for the construction industry, community association managers and cosmetology. The remainder of the funds was used to create a general message about checking licenses and reporting unlicensed activity. The Division of Regulation's Unlicensed Activity Media Campaign used two previously created PSAs as part of the campaign.

Key Messages

The general ads reminded consumers to check state licenses before hiring a professional and provided the Department's website. Targeted ads reminded consumers to check state licenses before hiring a contractor and provided the Department's website.

Target Audience

Floridians looking for services that require a DBPR license were the target audience for the campaign. Specific audiences for the targeted messages were Floridians looking to hire a contractor or community association manager or looking for a cosmetologist.

Total Budget: \$111,000 **Total Spent:** \$108,612.63

Using a total budget of \$111,000, the following types of media were used for the Division of Regulation:

Radio Advertising

Construction Radio Ads – \$19,726

Delivery Report: Two radio spots per week ran in seven markets from November 1 – November 29, 2010.

- Ft. Myers/Naples: A total of 202 radio spots ran on nine stations.
- Ft. Pierce: A total of 240 radio spots ran on five stations.
- Ft. Walton: A total of 165 radio spots ran on six stations.
- Gainesville: A total of 160 radio spots ran on three stations.
- Orlando/Daytona Beach: A total of 244 radio spots ran on four stations.
- Pensacola: A total of 160 radio spots ran on five stations.
- Sarasota: A total of 143 radio spots ran on three stations.

Spanish Cosmetology Radio Ads – \$5,000

Delivery Report: A total of 120 Spanish radio ads were broadcast on WJCC 1700AM, reaching Broward, Miami-Dade, Monroe and West Palm Beach counties from December 1, 2011 through January 31, 2011.

Movie Theater Advertising

Construction PSA in movie theaters during pre-show advertising – \$6,698

Delivery Report: Public Service Announcement advertisements ran in 20 movie theaters in the Central Florida/Orlando area at 56 spots per week for four weeks.

CAM PSA in movie theaters during pre-show advertising – \$4,990

Delivery Report: Public Service Announcement advertisements ran in 20 movie theaters in the Ft. Lauderdale/Miami area at 45 spots per week for four weeks.

Bus Advertising

Cosmetology/Construction bus advertising throughout the state – \$19,760

Delivery Report: Statewide bus advertising for construction and cosmetology ran in Ft. Lauderdale, Miami, Orlando, Tampa and Tallahassee from January 1, 2011 through June 1, 2011.

Digital Advertising

Construction PSA placed online – \$6,749.84

Delivery Report: MyFoxOrlando.com delivered 1,000,000 impressions for the Construction Public Service Announcement from November 1, 2010 through February 27, 2011.

CAM PSA placed online – \$5,000

Delivery Report: CAM PSA placed on MiamiHerald.com from December 15, 2010 through June 15, 2011. A total of 850,938 impressions were delivered.

Digital advertising through state media websites – \$14,831.79

Delivery Report: Digital ads were placed on websites for the Florida Times Union in Jacksonville, the St. Petersburg Times and the Miami Herald.

- Jacksonville.com delivered 713,426 impressions
- TampaBay.com delivered 279,282 impressions from October 18, 2010 through June 14, 2011.
- MiamiHerald.com delivered 852,074 impressions from December 15, 2010 through June 15, 2011.

Search engine marketing and behavioral targeting ads placed through Google and Bing – \$25,857

Delivery Report: A total of 695,344 impressions were gained through digital advertising including more than 1,000 key words on Google and Bing searches.

Media - Division of Real Estate

Summary

The Division of Real Estate's Unlicensed Activity Media Campaign used two previously created Public Service Announcements as part of the campaign. Digital advertising was placed based on the level of visibility to people in the market for homes. Additionally, ads were placed in the Florida Realtors magazine and website as well as Zillow.com, a website which potential home buyers and sellers use to gather information on home values and recent sales while navigating the market.

Target Audience: Floridians who were in the market to purchase a home or property.

Total Budget: \$165,000 **Total Spent:** \$162,265.66

Using a total budget of \$165,000, the following types of media were used for the Division of Real Estate:

Radio Advertising

Real estate radio ads placed – \$24,800

Delivery Report: Seven radio spots per week ran in six markets on PBS stations from October 4 – November 27, 2010.

- Ft. Myers/Naples: A total of 56 radio spots ran on WGCU.
- Jacksonville: A total of 56 radio spots ran on WJCT.
- Miami/Ft. Lauderdale: A total of 56 radio spots ran on WLRN.
- Orlando: A total of 56 radio spots ran on WMFE.
- Panama City: A total of 56 radio spots ran on WKJC.
- Tallahassee: A total of 56 radio spots ran on WFSU.

Print Advertising

Print advertising – \$19,740

Delivery Report: Full-page color ad ran in the January/February 2011 issue of Florida Realtors Magazine and monthly thereafter through June 2011 with more than 100,000 readers per issue.

Movie Theater Advertising

Real estate PSA placed in movie theaters during pre-show advertising – \$29,304

Delivery Report: Public Service Announcement advertisements ran in 20 movie theaters statewide at 256 spots per week for four weeks.

Digital Advertising

Real estate digital advertising – \$88,421.66

Delivery Report: Digital ads were placed on websites for the Florida Times Union in Jacksonville, the St. Petersburg Times, the Miami Herald and Florida Trend magazine, as well as the website for the Florida Realtor Association and Zillow.com.

- MiamiHerald.com delivered 2,585,837 impressions from December 15, 2010 through June 15, 2011.
- Jacksonville.com delivered 1,555,497 impressions.
- TampaBay.com delivered 1,147,219 impressions from October 18, 2010 through June 14, 2011; including 219,600 video impressions of the Real Estate PSA.
- Floridarealtors.org reached 239,069 web visitors and 29,246 recipients of the daily industry newsletter for the targeted weeks
- Florida Trend online delivered 274,074 impressions.
- Zillow.com delivered 1,650,000 impressions from October 15, 2010 through April 30, 2011, with 2,658 clicks leading users back to MyFloridaLicense.com.

Search engine marketing and behavioral targeting ads placed – at no cost to the Division

Delivery Report: A total of 379,599 impressions were gained through digital advertising including 164 key words on Google and Bing searches.

Media - Division of Certified Public Accounting

Summary

The Florida Board of Accountancy's unlicensed activity account was in a deficit, therefore the Board voted not to fund a campaign for Fiscal Year 2010-2011.

Target Audience: Floridians who were likely to seek CPA services

Total Budget: \$0 **Total Spent:** \$0

Digital Advertising

Search engine marketing and behavioral targeting ads placed – at no cost to the Division

Delivery Report: A total of 121,291 impressions were gained through digital advertising including 50 key words on Google and Bing searches.

Media Campaign Graphics



**Hiring a
Contractor?**
Check licenses first.
MyFloridaLicense.com

Florida Department of
**Business &
Professional
Regulation**

Protect Homebuyers.
Protect Your Profession.
Report Unlicensed Activity.



850.487.1395
MyFloridaLicense.com



Florida Department of
**Business &
Professional
Regulation**



Making an Appointment with a Cosmetologist?
Check Licenses First.
Report unlicensed activity.
Visit **www.MyFloridaLicense.com**

Florida Department of
**Business &
Professional
Regulation**

Section IV **Complaint Access**

UNLICENSED ACTIVITY COMPLAINTS

The Department encourages everyone to help fight unlicensed activity and has made efforts to make this process easy. Consumers and licensees have been provided several avenues through which to report unlicensed activity. Below are ways consumers can report unlicensed activity:

- Complaint forms are online at www.myfloridalicense.com.
- Consumers may send an e-mail to the unlicensed activity inbox, ula@dbpr.state.fl.us.
- Complaints may be mailed to the department at 1940 North Monroe Street; Tallahassee, FL 32399-0782.
- Complaints relating to Public Accounting may be mailed to 240 NW 76th Drive Suite A, Gainesville, FL 32607.
- Complaints relating to Real Estate may be mailed to 400 West Robinson Street, N801, Orlando, FL 32801.
- Consumers may call toll free hotline at (866) 532-1440.
- Consumers may call the customer contact center at (850) 487-1395.

Appendix A

**BOARD OF ACCOUNTANCY
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 82,130	\$ 108,305
Investment Assessment	(405)	88
Total Revenues	<u>81,725</u>	<u>108,393</u>
EXPENSES		
Unlicensed Activity	-	160,564
General Counsel/Legal	16,791	10,578
Refunds	10	40
Service Charge to General Revenue	6,537	8,956
Total Expenses	<u>23,338</u>	<u>180,138</u>
CHANGE IN ACCOUNT BALANCE	58,387	(71,745)
ACCOUNT BALANCE, Beginning of Period	<u>(76,514)</u>	<u>(4,769)</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ (18,127)</u></u>	<u><u>\$ (76,514)</u></u>

**FLORIDA REAL ESTATE APPRAISAL BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 41,280	\$ 2,560
Investment Earnings	2,830	3,772
	<hr/>	<hr/>
Total Revenues	44,110	6,332
	<hr/>	<hr/>
EXPENSES		
Investigations	64,758	63,445
General Counsel/Legal	8,015	10,850
Refunds	70	285
Service Charge to General Revenue	3,516	665
	<hr/>	<hr/>
Total Expenses	76,360	75,245
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	(32,249)	(68,913)
ACCOUNT BALANCE, Beginning of Period	152,288	221,201
	<hr/>	<hr/>
ACCOUNT BALANCE, End of Period	\$ 120,038	\$ 152,288
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**FLORIDA REAL ESTATE COMMISSION
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	6/30/2011	6/30/2010
Unlicensed Activity Fees	\$ 809,430	\$ 826,780
Investment Earnings	40,212	39,942
Total Revenues	<u>849,642</u>	<u>866,722</u>
 EXPENSES		
Investigations	374,097	345,199
General Counsel/Legal	28,010	24,109
Refunds	905	3,200
Service Charge to General Revenue	67,779	70,227
Total Expenses	<u>470,791</u>	<u>442,735</u>
 TRANSFERS		
Transfer of Excess Cash to General Revenue	<u>(225,846)</u>	<u>(188,359)</u>
Total Transfers	<u>(225,846)</u>	<u>(188,359)</u>
 CHANGE IN ACCOUNT BALANCE	 153,005	 235,628
ACCOUNT BALANCE, Beginning of Period	<u>1,831,900</u>	<u>1,596,272</u>
ACCOUNT BALANCE, End of Period	<u>\$ 1,984,905</u>	<u>\$ 1,831,900</u>

**BARBERS BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 53,515	\$ 33,650
Fines	36,118	30,805
Investment Earnings	<u>5,595</u>	<u>4,129</u>
Total Revenues	<u>95,228</u>	<u>68,584</u>
 EXPENSES		
Investigations	16,942	19,439
Refunds	460	160
Service Charge to General Revenue	<u>7,566</u>	<u>5,545</u>
Total Expenses	<u>24,967</u>	<u>25,144</u>
 CHANGE IN ACCOUNT BALANCE	70,261	43,440
 ACCOUNT BALANCE, Beginning of Period	<u>209,462</u>	<u>166,022</u>
 ACCOUNT BALANCE, End of Period	<u>\$ 279,722</u>	<u>\$ 209,462</u>

FLORIDA BUILDING CODE ADMINISTRATORS AND INSPECTORS BOARD
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 3,180	48,445
Investment Earnings	<u>5,373</u>	<u>5,504</u>
Total Revenues	<u>8,553</u>	<u>53,949</u>
 EXPENSES		
Unlicensed Activity	2,523	840
Refunds	35	40
Service Charge to General Revenue	<u>671</u>	<u>4,395</u>
Total Expenses	<u>3,229</u>	<u>5,275</u>
 CHANGE IN ACCOUNT BALANCE	 5,324	 48,674
 ACCOUNT BALANCE, Beginning of Period	 <u>259,021</u>	 <u>210,347</u>
 ACCOUNT BALANCE, End of Period	 <u>\$ 264,345</u>	 <u>\$ 259,021</u>

**BOARD OF COSMETOLOGY
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 605,259	\$ 508,650
Fines	52,820	54,885
Investment Earnings	<u>29,728</u>	<u>18,808</u>
Total Revenues	<u>687,807</u>	<u>582,343</u>
EXPENSES		
Investigations	90,140	90,694
Refunds	1,201	1,315
Service Charge to General Revenue	<u>54,838</u>	<u>46,737</u>
Total Expenses	<u>146,179</u>	<u>138,746</u>
CHANGE IN ACCOUNT BALANCE	541,628	443,597
ACCOUNT BALANCE, Beginning of Period	<u>929,962</u>	<u>486,365</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 1,471,590</u></u>	<u><u>\$ 929,962</u></u>

**BOARD OF PILOT COMMISSIONERS
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 475	\$ -
Investment Earnings	\$ 24	\$ 19
Total Revenues	<u>499</u>	<u>19</u>
 EXPENSES		
Unlicensed Activity	-	(2)
Service Charge to General Revenue	<u>40</u>	<u>-</u>
Total Expenses	<u>40</u>	<u>(2)</u>
 CHANGE IN ACCOUNT BALANCE	459	21
 ACCOUNT BALANCE, Beginning of Period	<u>871</u>	<u>850</u>
 ACCOUNT BALANCE, End of Period	<u>\$ 1,330</u>	<u>\$ 871</u>

**ELECTRICAL CONTRACTORS' LICENSING BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	6/30/2011	6/30/2010
Unlicensed Activity Fees	\$ 46,535	\$ 18,155
Fines	15,627	38,808
Investment Earnings	-	-
	<hr/>	<hr/>
Total Revenues	62,162	56,963
	<hr/>	<hr/>
EXPENSES		
Investigations	104,248	108,193
General Counsel/Legal	105,900	80,522
Service Charge to General Revenue	4,539	5,112
Interest Assessment	6,242	2,570
	<hr/>	<hr/>
Total Expenses	220,929	196,397
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	(158,767)	(139,434)
ACCOUNT BALANCE, Beginning of Period	(179,737)	(40,303)
	<hr/>	<hr/>
ACCOUNT BALANCE, End of Period	\$ (338,504)	\$ (179,737)
	<hr/> <hr/>	<hr/> <hr/>

**BOARD OF LANDSCAPE ARCHITECTURE
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	6/30/2011	6/30/2010
Unlicensed Activity Fees	\$ 460	\$ 7,480
Investment Earnings	<u>536</u>	<u>615</u>
Total Revenues	<u>996</u>	<u>8,095</u>
EXPENSES		
Unlicensed Activity	520	1,451
General Counsel/Legal	1,720	-
DOAH	1,470	-
Service Charge to General Revenue	<u>79</u>	<u>655</u>
Total Expenses	<u>3,789</u>	<u>2,106</u>
CHANGE IN ACCOUNT BALANCE	(2,792)	5,989
ACCOUNT BALANCE, Beginning of Period	<u>28,841</u>	<u>22,852</u>
ACCOUNT BALANCE, End of Period	<u>\$ 26,049</u>	<u>\$ 28,841</u>

**BOARD OF VETERINARY MEDICINE
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 3,380	\$ 33,508
Investment Earnings	3,612	3,841
	<hr/>	<hr/>
Total Revenues	6,992	37,349
	<hr/>	<hr/>
EXPENSES		
Investigations	16,196	11,947
General Counsel/Legal	5,917	3,599
Service Charge to General Revenue	552	3,075
	<hr/>	<hr/>
Total Expenses	22,665	18,621
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	(15,674)	18,728
ACCOUNT BALANCE, Beginning of Period	188,156	169,428
	<hr/>	<hr/>
ACCOUNT BALANCE, End of Period	\$ 172,482	\$ 188,156
	<hr/> <hr/>	<hr/> <hr/>

**BOARD OF ARCHITECTURE AND INTERIOR DESIGN
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 82,329	\$ 7,045
Fines	52,476	121,311
Investment Earnings	<u>9,242</u>	<u>7,960</u>
Total Revenues	<u>144,047</u>	<u>136,316</u>
EXPENSES		
Unlicensed Activity	-	(741)
Refunds	10	20
Service Charge to General Revenue	11,497	9,890
Contracted Services	<u>50,239</u>	<u>57,394</u>
Total Expenses	<u>61,746</u>	<u>66,563</u>
CHANGE IN ACCOUNT BALANCE	82,301	69,753
ACCOUNT BALANCE, Beginning of Period	<u>396,837</u>	<u>327,084</u>
ACCOUNT BALANCE, End of Period	<u>\$ 479,138</u>	<u>\$ 396,837</u>

**BOARD OF AUCTIONEERS
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 1,515	\$ 13,090
Fines	350	1,698
Investment Earnings	<u>620</u>	<u>838</u>
Total Revenues	<u>2,485</u>	<u>15,626</u>
EXPENSES		
Investigations	12,469	3,322
General Counsel/Legal	4,609	2,814
Service Charge to General Revenue	<u>198</u>	<u>1,275</u>
Total Expenses	<u>17,276</u>	<u>7,411</u>
CHANGE IN ACCOUNT BALANCE	(14,791)	8,215
ACCOUNT BALANCE, Beginning of Period	<u>39,169</u>	<u>30,954</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 24,378</u></u>	<u><u>\$ 39,169</u></u>

**COMMUNITY ASSOCIATION MANAGERS
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 76,575	\$ 19,980
Fines	5,356	5,000
Investment Earnings	<u>2,295</u>	<u>1,500</u>
Total Revenues	<u>84,226</u>	<u>26,480</u>
EXPENSES		
Investigations	27,134	18,541
General Counsel/Legal	19,372	12,500
Refunds	25	-
Service Charge to General Revenue	<u>6,728</u>	<u>2,187</u>
Total Expenses	<u>53,259</u>	<u>33,228</u>
CHANGE IN ACCOUNT BALANCE	30,966	(6,748)
ACCOUNT BALANCE, Beginning of Period	<u>71,085</u>	<u>77,833</u>
ACCOUNT BALANCE, End of Period	<u>\$ 102,051</u>	<u>\$ 71,085</u>

**TALENT AGENTS
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 305	\$ 1,540
Fines	400	-
Investment Assessment	<u>(56)</u>	<u>151</u>
Total Revenues	<u>649</u>	<u>1,691</u>
EXPENSES		
Investigations	3,637	4,378
General Counsel/Legal	8,224	2,488
Service Charge to General Revenue	<u>54</u>	<u>162</u>
Total Expenses	<u>11,914</u>	<u>7,028</u>
CHANGE IN ACCOUNT BALANCE	(11,265)	(5,337)
ACCOUNT BALANCE, Beginning of Period	<u>3,915</u>	<u>9,252</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ (7,350)</u></u>	<u><u>\$ 3,915</u></u>

**CONSTRUCTION INDUSTRY LICENSING BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 292,080	\$ 252,843
Fines	71,127	105,187
Investment Earnings	<u>7,468</u>	<u>13,886</u>
Total Revenues	<u>370,675</u>	<u>371,916</u>
 EXPENSES		
Investigations	322,538	314,862
General Counsel/Legal	327,203	204,634
DOAH	18,614	
Service Charge to General Revenue	<u>29,630</u>	<u>32,488</u>
Total Expenses	<u>697,985</u>	<u>551,984</u>
 TRANSFERS		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>(54,217)</u>
Total Transfers	<u>-</u>	<u>(54,217)</u>
 CHANGE IN ACCOUNT BALANCE	 (327,310)	 (234,285)
ACCOUNT BALANCE, Beginning of Period	<u>512,838</u>	<u>747,123</u>
ACCOUNT BALANCE, End of Period	<u>\$ 185,528</u>	<u>\$ 512,838</u>

**BOARD OF PROFESSIONAL ENGINEERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 184,200	\$ 12,705
Investment Earnings	4,039	3,006
	<hr/>	<hr/>
Total Revenues	188,239	15,711
	<hr/>	<hr/>
EXPENSES		
FEMC Contracted Services	100,875	50,438
Refunds	40	15
Service Charge to General Revenue	15,034	1,408
	<hr/>	<hr/>
Total Expenses	115,949	51,861
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	72,290	(36,150)
ACCOUNT BALANCE, Beginning of Period	142,384	178,534
	<hr/>	<hr/>
ACCOUNT BALANCE, End of Period	\$ 214,674	\$ 142,384
	<hr/> <hr/>	<hr/> <hr/>

**ASBESTOS UNIT
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	6/30/2011	6/30/2010
Unlicensed Activity Fees	\$ 1,250	\$ 1,176
Investment Earnings	137	121
Total Revenues	<u>1,387</u>	<u>1,297</u>
 EXPENSES		
Unlicensed Activity	-	80
General Counsel/Legal	413	-
Refunds	-	5
Service Charge to General Revenue	111	104
Total Expenses	<u>523</u>	<u>189</u>
 CHANGE IN ACCOUNT BALANCE	 863	 1,108
 ACCOUNT BALANCE, Beginning of Period	 <u>5,725</u>	 <u>4,617</u>
 ACCOUNT BALANCE, End of Period	 <u>\$ 6,588</u>	 <u>\$ 5,725</u>

**BOARD OF EMPLOYEE LEASING COMPANIES
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	6/30/2011	6/30/2010
Unlicensed Activity Fees	\$ 340	\$ 2,760
Fines	5,000	50
Investment Earnings	524	425
	<hr/>	<hr/>
Total Revenues	5,864	3,235
	<hr/>	<hr/>
EXPENSES		
Investigations	29	1,541
General Counsel/Legal	756	50
Refunds	5	25
Service Charge to General Revenue	467	268
	<hr/>	<hr/>
Total Expenses	1,258	1,884
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	4,606	1,351
ACCOUNT BALANCE, Beginning of Period	20,840	19,489
	<hr/>	<hr/>
ACCOUNT BALANCE, End of Period	\$ 25,446	\$ 20,840
	<hr/> <hr/>	<hr/> <hr/>

**BOARD OF PROFESSIONAL GEOLOGISTS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2011
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2010)**

REVENUES	<u>6/30/2011</u>	<u>6/30/2010</u>
Unlicensed Activity Fees	\$ 4,420	\$ 7,280
Investment Earnings	1,016	901
	<hr/>	<hr/>
Total Revenues	5,436	8,181
	<hr/>	<hr/>
EXPENSES		
Investigations	-	239
General Counsel/Legal	413	-
Refunds	10	5
Service Charge to General Revenue	432	672
	<hr/>	<hr/>
Total Expenses	855	916
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	4,582	7,265
	<hr/>	<hr/>
ACCOUNT BALANCE, Beginning of Period	45,555	38,290
	<hr/>	<hr/>
ACCOUNT BALANCE, End of Period	\$ 50,137	\$ 45,555
	<hr/> <hr/>	<hr/> <hr/>

**HOME INSPECTORS LICENSING UNIT
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2011**

REVENUES	<u>6/30/2011</u>
Unlicensed Activity Fees	\$ 23,840
Investment Earnings	<u>282</u>
Total Revenues	<u>24,122</u>
EXPENSES	
Refunds	5
Service Charge to General Revenue	<u>1,927</u>
Total Expenses	<u>1,932</u>
CHANGE IN ACCOUNT BALANCE	22,190
ACCOUNT BALANCE, Beginning of Period	<u>-</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 22,190</u></u>

**MOLD-RELATED SERVICES LICENSING UNIT
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2011**

REVENUES

Unlicensed Activity Fees
Investment Earnings

6/30/2011
\$ 24,055
261

Total Revenues

24,316

EXPENSES

Refunds
Service Charge to General Revenue

5
1,943

Total Expenses

1,948

CHANGE IN ACCOUNT BALANCE

22,368

ACCOUNT BALANCE, Beginning of Period

-

ACCOUNT BALANCE, End of Period

\$ 22,368