

ANNUAL REPORT



FISCAL YEAR 2014-2015

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EXECUTIVE SUMMARY

The purpose of the Unlicensed Activity Program within the Department of Business and Professional Regulation is to serve the State of Florida by educating consumers about the dangers of unlicensed activity and investigating complaints filed against unlicensed individuals. The deterrence of unlicensed activity is a high priority to the department. The employees of the department are the biggest asset to the success of the Unlicensed Activity Program.

Unlicensed activity exists within various professions regulated by the department but is most commonly found in the construction and electrical trades, as well as cosmetology and barbering. Unlicensed activity affects law-abiding, state-licensed professionals by taking away their business and causes personal and financial harm to consumers. Through our attempts to increase public awareness and by engaging in proactive enforcement, our department works to eliminate unlicensed activity.

In accordance with the Fiscal Year 2015-2016 General Appropriations Act, this annual report on Professional Regulation Unlicensed Activity highlights the unlicensed activity functions performed by the department during Fiscal Year 2014-2015. This report outlines the expenditures of the Unlicensed Activity Program as well as details the efforts, activities and revenues utilized by the department's boards, council and staff within the Division of Regulation, Division of Real Estate, and Division of Certified Public Accounting in compliance with Section 455.2281, Florida Statutes. The total appropriation for Fiscal Year 2014-2015 was \$2,137,271. By division, each received:

- Division of Regulation received \$1,537,271;
- Division of Real Estate received \$500,000; and
- Division of Certified Public Accounting received \$100,000.

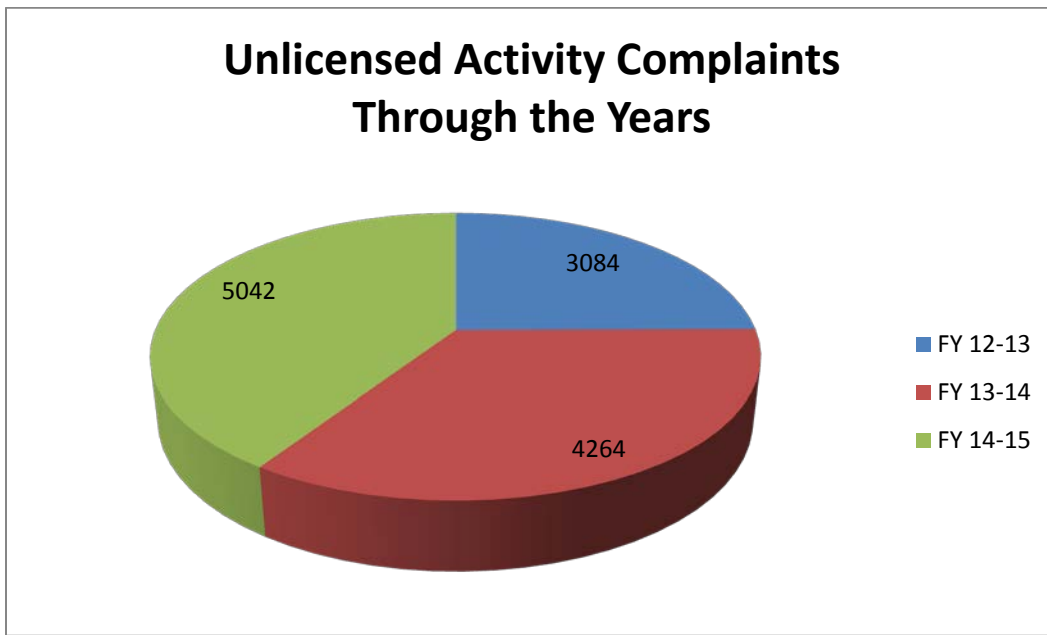
Each licensee is required by Section 455.2281, Florida Statutes, to pay an unlicensed activity fee to fund efforts to combat unlicensed activity. All licensees pay a \$5.00 unlicensed activity fee as part of their initial license fee and license renewal fees.

The department's Unlicensed Activity Program consists of:

- Public outreach and education;
- Thorough investigation of complaints; and,
- Enforcement and prosecution.

The department finds great importance in informing consumers and licensees about the dangers of hiring unlicensed individuals and therefore maintains a strong educational campaign. The department also emphasizes compliance over discipline for minor offenders through Notices to Cease and Desist and citations.

The department received over 5,000 complaints of unlicensed activity, of which over 3,300 were found to be legally sufficient and resulted in further investigation. The investigations resulted in the issuance of over 2,300 Notices to Cease and Desist; over 200 citations; and imposition of over 400 Final Orders filed by the department. Administrative Fines and Final Orders issued increased considerably from previous Fiscal Year 2013-2014: Administrative Fines increased from 317 to 543 and Final Orders increased from 168 to 433.



Section One: Financial Summary

FINANCIAL SUMMARY

Revenue

Pursuant to Section 455.2281, Florida Statutes, the department assesses a special fee of \$5.00 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. Additionally, revenue collected for citations and fines from unlicensed activity cases is deposited into these accounts:

Fiscal Year 2014-2015 Revenue:	
Unlicensed Activity Fees	\$2,565,863
Citations	\$74,533
Fines	\$112,176
Citation and Fine Cost	\$24,546
Interest Income	\$87,280.29
Total	\$2,864,398.29

Appropriation

Fiscal Year 2014-2015 Appropriation by Division:	
Division of Regulation	\$1,537,271
Division of Real Estate	\$500,000
Division of Certified Public Accounting	\$100,000
Total	\$2,137,271

Expenditures

From funds provided in Specific Appropriation 2206 Unlicensed Activities, \$2,095,355 was expended at the department level as detailed in this report. Overall expenditures were less than the \$2,137,271 appropriation, resulting in the Professional Regulation Unlicensed Activity fund coming in under budget.

Fiscal Year 2014-2015 Summary Division of Regulation Expenditures by Category:	
Temporary Staff (OPS)	\$1,075,892
General Expense	\$132,719
Media Related Expenditures	\$351,078
Total	\$1,559,689

Fiscal Year 2014-2015 Summary Division of Real Estate Expenditures by Category:	
Temporary Staff (OPS-Enforcement)	\$217,764
Temporary Staff (OPS-Legal)	\$115,455
General Expense	\$8,581
Media Related Expenditures	\$93,889
Total	\$435,689

Fiscal Year 2014-2015 Summary Division of CPA Expenditures by Category:	
Media Related Expenditures	\$99,977
Total	\$99,977

Grand Total Expenditures-All Divisions:	
Total	\$2,095,355

In accordance with Section 455.2281, Florida Statutes, the Department of Business and Professional Regulation spent these funds on unlicensed activity enforcement and education. Staff from the three divisions performed the functions of complaint processing, investigations, sweeps and stings of unlicensed individuals and businesses. Staff also conducted numerous outreaches educating the public on the dangers of hiring an unlicensed person. Department expenditures 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 eight percent service charge to General Revenue.

Section Two: Unlicensed Activity Efforts

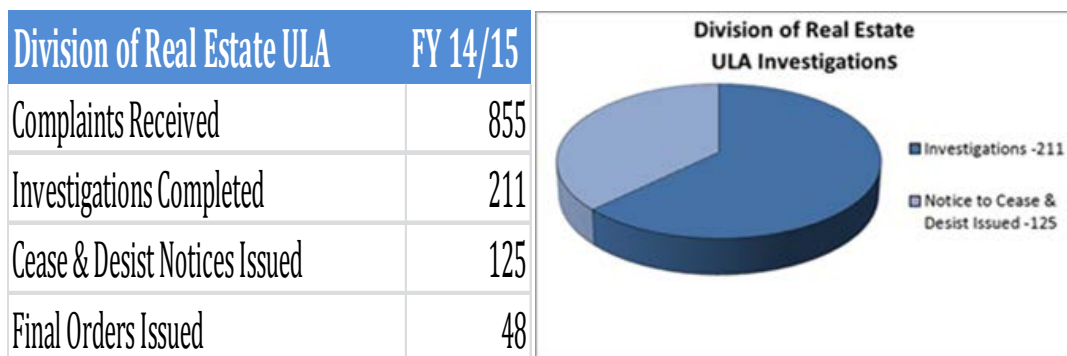
UNLICENSED ACTIVITY PROGRAM EFFORTS

With a duty to protect the health, safety and welfare of Florida citizens and visitors, the department placed great emphasis on unlicensed activity through proactive efforts and investigations.

Division of Real Estate

In Fiscal Year 2014-2015, the division focused considerable attention on educating our licensees via various brokerage association presentations throughout the state, Great American Realtor Days in Tallahassee, the Florida Realtor Convention in Orlando and at four division sponsored real estate instructor seminars. The goal was to familiarize licensees with the complaint process and provide education regarding the severity of unlicensed activity and its effect on the public’s welfare. At many of these events, licensees were given a demonstration on how easy it is to verify a license in real time by using the department’s new licensing app for smartphones.

The Division of Real Estate’s unlicensed activity investigative unit is staffed by employees located in Miami, Orlando and Jacksonville. Complaints containing facts that a violation of statute may have occurred are investigated and considered high priority. Investigations may result in a Notice to Cease and Desist, fines and/or prosecution for violating Florida real estate law. Completed investigations are presented to the Office of the General Counsel and the appropriate State’s Attorney Office for consideration of criminal prosecution. The division routinely collaborates with other governmental agencies to help “spearhead” prosecutorial consideration for unlicensed activity offenders.



Division of Certified Public Accounting

During Fiscal Year 2014-2015, the division focused its efforts on raising public awareness by providing education through media, at industry tradeshows and speaking engagements. The majority of the unlicensed activity complaints concerned the improper use of the “certified public accountant” designation. These complaints were received from consumers and licensees, social media, and proactive searches by Accountancy Board staff searching various websites and Google Alert reviews. This fiscal year, 180 unlicensed complaints were received, which represents a slight increase from last year’s total of 175.

Another tool utilized by the division to combat unlicensed activity is the issuance of a Notice to Cease and Desist, pursuant to Section 455.228 (1), Florida Statutes. A Notice to Cease and Desist is issued once probable cause exists of practicing public accounting without the professional license or certification required by Florida law, specifically Chapter 473, Florida Statutes. For this reporting period, 95 Cease and Desist notifications were issued.

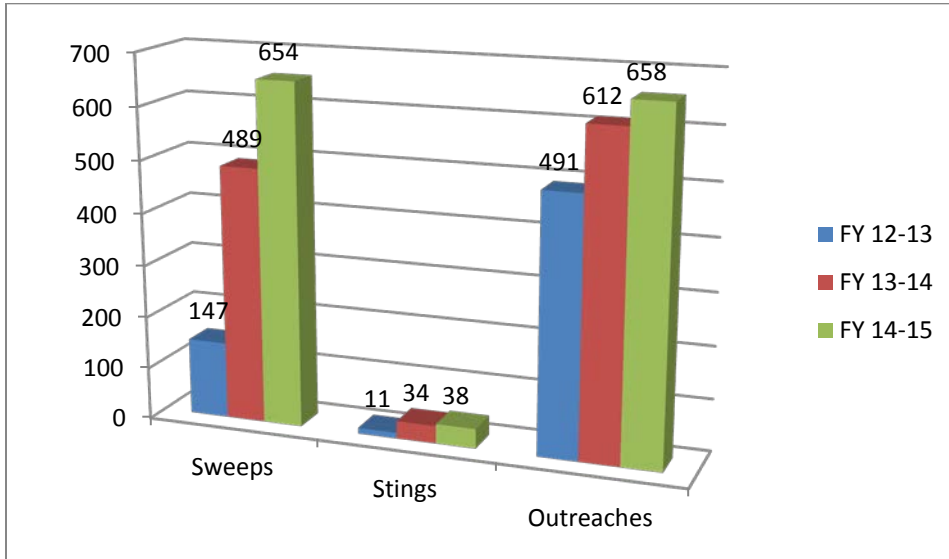
Division of Regulation

Outreach and Education: The division puts great emphasis in educating the public on the dangers of unlicensed activity. The investigative field offices build strong relationships with outside agencies, local law enforcement, States Attorney Offices and trade associations. The division understands that by spreading awareness of unlicensed activity to the public and working closely with our license holders, we may curtail unlicensed activity. In Fiscal Year 2014-2015, investigators conducted 658 outreaches, an increase of 46 outreaches from Fiscal Year 2013-2014. These outreaches included 24 State Attorney outreaches and 157 outreaches with the building departments statewide.

Proactive Enforcement: The division takes great strides to engage in proactive efforts through sweeps and undercover sting operations. The goal of proactively seeking out unlicensed activity is to protect the public from future harm.

The investigators conduct compliance checks (sweeps) in areas suspected of having unlicensed activity. In Fiscal Year 2014-2015, the investigators performed 654 sweep operations and visited 7,434 sites resulting in 111 new cases being opened. These sweep operations frequently include other agencies such as the Department of Financial Services or the local building departments.

During Fiscal Year 2014-2015, the division participated in 38 sting operations. In a sting operation, the department provides individuals the opportunity to offer services that require a license. These individuals often provide a bid, proposal, or performance of the service to an undercover investigator and/or law enforcement personnel. Conducting these sting operations resulted in 185 new unlicensed activity cases being opened. These cases resulted in 98 arrests and the issuance of 136 Notices to Cease and Desist to unlicensed individuals.



Complaints and Investigations: The Division of Regulation reviews unlicensed activity complaints. Complaints are analyzed and sent for further investigation by an investigative field office when there is legal sufficiency. Investigations of unlicensed activity may result in a citation, fine or the issuance of a Notice to Cease and Desist. All completed unlicensed activity investigations are forwarded to a criminal prosecuting authority, most often the State Attorney’s Office.

Fiscal Year 2014-2015
Total ULA Cases Opened: 5042
Notices to Cease and Desist Issued: 2165
ULA Citations and Fines Assessed: \$1,272,683.65
Number of ULA Citations Issued: 266

Unlicensed Activity Program

The purpose of the unlicensed activity unit is to assist in overseeing the productivity of the investigative field offices to ensure that the goals of the division are being met. The unlicensed activity unit tracks sweeps, stings and outreach efforts made by each investigative office and serves as a liaison between the field offices and the Office of the General Counsel. The unlicensed activity unit works hand in hand with the Office of Communications to use media outlets to spread the word about unlicensed activity as well as to display the divisions' efforts. The unlicensed activity unit processes complaints that originate from email, the department's new mobile app. and our toll-free hotline.

Toll-Free Hotline:

- In Fiscal Year 2014-2015, the analysts received a total of 2,764 calls resulting in 597 new cases being initiated. A number of the calls received were for other agencies, other divisions within the department, or work unregulated by the department.

Reporting by Email:

- The unlicensed activity unit manages an unlicensed activity email inbox. Staff receives dozens of emails daily and answers questions related to unlicensed activity, how to become licensed and the steps to file a complaint.

Mobile App:

- A mobile application for smartphones allows consumers to report unlicensed activity anonymously through their phones. The division has received positive feedback from license holders of the application. By using the "DBPR Mobile" app. the consumer can take a picture of an advertisement or work being performed by an unlicensed individual and submit the information within minutes directly to the unlicensed activity unit. In Fiscal Year 2014-2015, the unlicensed activity unit received 194 complaints via the mobile app.

Unlicensed Activity Efforts

The division has made great strides to improve our unlicensed activity webpage. The webpage was given a fresh new look in Fiscal Year 2014-2015; with links to recent unlicensed activity news stories, press releases of our sting operations, new public service announcements, a list of the associations that the department readily works with, links to other agencies websites, and features the division's unlicensed activity statistics statewide. The unit works closely with the Office of Communications to inform the public of the divisions' efforts to combat unlicensed activity throughout the year.

In Fiscal Year 2014-2015 the division brought back the License Assist Program. This consists of a brochure that is geared towards the unlicensed individual, educating them on how to become licensed. The goal is to help them with coming into compliance.

In Fiscal Year 2014-2015, the division reached out to licensed cosmetologists, barbers and community association managers through mass email blasts. The email addressed ways in which a license holder can report unlicensed activity.

In an effort to strengthen the relationship with several of the local States Attorney Offices, staff from the unlicensed activity unit and the Office of the General Counsel held face-to-face meetings to discuss the importance of the prosecution of unlicensed activity.

Get the job done right
HIRE A STATE-LICENSED PROFESSIONAL
Verify state licenses at www.MyFloridaLicense.com



Unlicensed activity is against the law.
Report unlicensed individuals to DBPR by calling the Unlicensed Activity Hotline at **1.866.532.1440**, online or on the DBPR Mobile app.



Unlicensed Activity Complaints Report FY 2014-2015

	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 (Unlicensed)	Home Inspectors (Unlicensed)	Landscape Architecture (Unlicensed)	Mold Related Services (Unlicensed)	Real Estate (Unlicensed)	Talent Agencies (Unlicensed)	Veterinary Medicine (Unlicensed)	Totals
Unlicensed Complaints by Profession																				
Complaints Received	196	6	0	16	199	5	72	2557	411	564	18	8	0	20	5	47	857	29	32	5042
Complaints Legally Sufficient	170	3	0	12	145	1	40	1987	185	442	17	8	0	14	4	39	262	17	18	3364
Investigations Assigned	70	2	0	12	52	1	41	1930	85	430	17	8	0	12	4	12	258	17	16	2967
Investigations Completed	17	1	0	12	47	0	32	1821	82	357	9	1	3	12	5	12	212	21	15	2659
UL Citations Filed	8	0	0	0	76	0	0	43	96	9	0	0	0	0	0	2	0	0	0	234
Office of the General Counsel																				
Cases Received in Legal	18	1	0	12	45	3	34	1485	86	236	8	1	3	10	3	27	209	20	21	2222
Closed Notice of Cease & Desist	93	1	0	9	8	0	20	1517	14	326	3	1	0	10	2	24	119	10	8	2165
Closed Insufficient Evidence	7	0	0	2	18	2	15	437	38	56	3	0	0	5	0	5	90	11	9	698
Administrative Complaint Filed	13	0	0	1	27	0	3	354	27	36	2	0	0	1	0	2	65	10	2	543
Final Orders Filed	7	0	0	0	16	0	4	286	29	29	11	0	0	1	0	0	48	2	0	433

Complaints Received refers to complaints received and assigned a case number.

Complaints Legally Sufficient refers to complaints that met the standard of legal sufficiency established in section 455.225 (1), Florida Statutes.

Number of Investigations Assigned refers to legally sufficient complaints assigned to an investigator.

Number of Investigations Completed refers to cases completed by the division's investigators

Number of Citations Filed refers to citations filed with department's Agency Clerk.

Cases Received in Legal refers to cases received in the Office of General Counsel from DBPR investigators after their investigation is complete.

Closed Notice of Cease & Desist refers to cases closed based on a Notice of Cease and Desist being issued.

Closed Insufficient Evidence refers to cases closed based on insufficient evidence to prove that the violation occurred.

Administrative Complaint Filed refers to cases where an Administrative Complaint has been filed with the Agency Clerks Office.

Final Orders Filed refers to final orders entered, which imposed administrative fines and investigative costs.

* These statistics may not be all inclusive of the reporting period and may include information from previous quarters. Therefore, the numbers should not be added.

Section Three: Complaint Access

UNLICENSED ACTIVITY COMPLAINTS ACCESS

The department has made filing a complaint easy for the consumer and license holder. Below are numerous ways in which a complaint may be filed:

1. Complaint forms are online at www.myfloridalicense.com.
2. Consumers may send an e-mail to the unlicensed activity inbox at ula@myfloridalicense.com.
3. Complaints may be mailed to the department at 1940 North Monroe Street, Tallahassee, FL 32399-0782.
4. Complaints relating to the department's Division of Public Accounting may be mailed to 240 NW 76th Drive, Suite A, Gainesville, FL 32607.
5. Complaints relating to the department's Division of Real Estate may be mailed to 400 West Robinson Street N801, Orlando, FL 32801.
6. Consumers may download the free mobile application for smartphones to file a complaint of work happening right now. This is a great way for complainants to file an anonymous complaint.
7. Consumers may call the toll free unlicensed activity hotline at (866) 532-1440. Consumers may be anonymous by filing a complaint via the hotline.
8. Consumers may call the customer contact center at (850) 487-1395.

Section Four: Operational Budget Allocation and Expenditures

OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

DIVISION OF REGULATION

Total Budget Allocated: \$1,537,271

The Division of Regulation's Unlicensed Activity Program is responsible for analyzing consumer complaints of unlicensed activity, and providing preemptive outreach and enforcement actions. Unlicensed activity causes considerable consumer harm and often carries criminal penalties. Proactive measures include a constant focus on education and compliance through broadcasting of public service announcements, partnerships with professional organizations and associations, and the production of consumer/licensee brochures - all aimed at educating the public.

Category	Amount	Details
Outreach	<p>\$351,078.00</p> <p>\$34,381.39</p> <p>\$33,027.61</p> <p>Total= \$418,487.00</p>	<p>Multi-media Campaign: Including TV advertisements, Google Adwords</p> <p>Participation in Outreach Events and Presentations: Including trade show registrations, travel expenses</p> <p>Unlicensed Activity Promotional Items: Including brochures and various promotional merchandise</p>
Enforcement	<p>\$1,075,892.00</p> <p>\$25,343.00</p> <p>Total= \$1,101,235.00</p>	<p>Staffing: Including unlicensed activity investigators, who sought out, investigated unlicensed activity, engaged in proactive enforcement and provided information to consumers regarding licensure and possible violations of laws and rules by licensees regulated by the Department: unlicensed activity analysts who staff the toll free hotline; and one administrative assistant</p> <p>Investiative Tools: Including electronic equipment to assist investigator in the field to verify licenses, software to identify unlicensed subjects, and any other tools necessary to conduct investigations, sweeps, stings or outreaches</p>
Operations	<p>\$39,967.00</p>	<p>Equipment and Operation: Including rental equipment, copiers, postage, office rental space and office supplies all to provide unlicensed activity staff the necessary tools to carry out investigations and other functions related to the program.</p>
Total:	<p>\$1,559,689.00</p>	

OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

DIVISION OF REAL ESTATE

Total Budget Allocated: \$500,000

Unlicensed real estate activity puts citizens at personal and financial risk and endangers the livelihood of law abiding real estate licensees. The Division of Real Estate’s Unlicensed Activity Program goal is to ensure that those providing real estate services in Florida are licensed and to educate the public about the dangers of unlicensed practice. Nearly a third of the division’s unlicensed activity budget allocation was utilized for the department’s joint unlicensed activity media campaign, which included radio and television public service announcements, print media and bill boards. The remainder of the allocation was utilized on enforcement and legal staffing.

Category	Amount	Details
Staffing (Enforcement)	\$226,345	(8)temporary employees (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 20+ cases.
Staffing (Legal)	\$115,455	(2) attorneys prosecuted violations of unlicensed activity and worked with applicable state and federal prosecutors where necessary for criminal prosecutions.
Media Campaign	\$93,889	Media Campaign involved public service announcements, print advertising and internet Google Adwords.
Total:	\$435,689	

OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

DIVISION OF CERTIFIED PUBLIC ACCOUNTING

Total Budget Allocated: \$100,000

For this reporting period, 180 unlicensed complaints were received by the Division. These complaints were primarily received from consumers, licensees, social media, and Google Alert reviews. During Fiscal Year 2014-15, the division focused its efforts on raising public awareness by providing education at industry tradeshows and speaking engagements. In addition, all unlicensed activity reports are forwarded to the related States Attorney Offices for criminal review. The Division of Certified Public Accounting directed all appropriated funds to the Unlicensed Activity Media Campaign.

<i>Category</i>	<i>Amount</i>	<i>Details</i>
Media Campaign:	\$99,977	Multi-media Campaign: Including Billboards, Radio Advertisements, Google Adwords
Total:	\$99,977	

Section Five: Multi-Media Campaign Summary

Florida Department of Business and Professional Regulation Unlicensed Activity Media Campaign: “Unlicensed Activity is Against the Law” FY2014/2015 Report

Background

The Florida Department of Business and Professional Regulation (DBPR) licenses and regulates more than one million professionals and businesses in Florida. Unlicensed activity occurs when an individual offers to perform or performs 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](#), Florida Statutes, DBPR collects a \$5.00 fee upon initial and renewal licensure for combating unlicensed activity. Part of the effort to combat unlicensed activity this year was a coordinated media campaign.

Goals

The primary goal of the 2014-2015 Unlicensed Activity Media Campaign was to raise awareness about the threats unlicensed activity poses to both consumers and licensed professionals. The following objectives were pursued throughout the campaign:

- Increase the number of Florida consumers and licensed professionals exposed to educational information about what services require a license;
- Increase the number of Florida consumers and licensed professionals exposed to educational information about how to verify a license, shown by an increase in the number of times the department’s “ULA landing page” was accessed;
- Increase the number of Florida consumers and licensed professionals exposed to educational information about how to report unlicensed activity; and,
- Promote the “Report Unlicensed Activity” function of the DBPR Mobile app.

Key Messages

The overall DBPR campaign, which focused on the more than 23 professional license types, was centered on the theme “Get the job done right. Hire a state-licensed professional.”

Campaign Plan

Strategy: The department made consumers aware of the dangers of unlicensed activity and informed them how to verify professional licenses, as well as how to report suspected unlicensed activity.

Tactics: The department used a combination of TV, radio, print, outdoor, digital and unpaid efforts in tandem to maximize dollars spent on advertising.

- Developed a content creation plan for maximizing the message via all the department's communications means, i.e. social networking and paid advertising.
- Created a landing page on the website, which is used in the print and online advertising to direct traffic and measure results of the advertising:
www.MyFloridaLicense.com/ULA
- Utilized opportunities for free, proactive efforts to spread the message of unlicensed activity to consumers and licensees. These included press releases, news coverage, social media posts on the department's Facebook and Twitter pages, videos, the department's weekly Bottom Line newsletter and articles in industry association publications.

Measures of Success: Several benchmarks were set in order to measure the effectiveness of the media campaign and evaluate if the goals of the campaign were met or exceeded. One measure of success was paid advertising impressions, which included magazine and newspaper circulation, radio listeners who were potentially exposed to the message and digital impressions. Other proactive measures of success included earned media, press releases, social media posts and complaints submitted via the department's Mobile app.

Division of Regulation

Key Messages

The Division of Regulation's campaign theme, which focused on the more than 23 professional license types, was "**Get the job done right. Hire a licensed professional.**"

Campaign Plan

Total Budget: \$355,000

Total Spent: \$351,078

- \$154,343 allotted for print advertising in statewide publications and metro markets:
 - 850 Magazine – December, February and April issues
 - Tallahassee Magazine – January and March issues
 - Florida Trend – sponsored report in April issue featured the construction industry; a full-page ad in the May issue that highlighted all professions licensed by the department was included at no additional cost
 - Florida Community Association Journal – February, March, April and May issues

- Daily newspaper campaign from January – May:
 - Fort Myers News-Press
 - Miami Herald
 - Palm Beach Post
 - South Florida Sun Sentinel
 - Tampa Bay Times
- \$182,080 allotted for television and radio public service announcements (PSA):
 - Florida Association of Broadcasters statewide broadcast of three TV and radio PSAs in English and Spanish from January - April
 - Florida Public Broadcasting (WFSU) from March – May during the Legislative Session
- \$14,655 allotted for statewide billboards from January – May:
 - Florida Outdoor Advertising Association: six vinyl bulletins and 13 poster panels in rotating locations throughout the state

Proactive Efforts

- Press releases:
 - The Office of Communications sent 10 press releases regarding unlicensed activity following a hurricane, during Unlicensed Activity Awareness Week and unlicensed construction contractor sting operations in conjunction with local law enforcement agencies.
- Earned media:
 - The Office of Communications made every effort to take advantage of this “free” method to inform and educate Floridians on the dangers of unlicensed activity.
 - 64 articles from reputable news organizations covered topics including contractor sting operations, unlicensed individuals preying on homeowners and proactive information for consumers to verify licenses and report unlicensed activity.
 - On March 13, three Hispanic radio stations in Miami (Radio Caracol 1260 AM, Actualidad 1020 and 1040 AM, and La Ponderosa 670 AM) interviewed Secretary Lawson about unlicensed activity and the steps the department takes to protect consumers from unlicensed individuals.
- Bottom Line weekly newsletter:
 - The Bottom Line is a weekly email newsletter from Secretary Lawson and is sent to the department’s stakeholders, including licensees, consumers and industry leaders who subscribe to receive it.
 - 19 Bottom Line newsletters discussed unlicensed activity. The topics included: individual professions licensed and regulated by the department and the importance of hiring only licensed professionals; unlicensed activity following a storm; construction contractor stings and the department’s efforts to proactively combat unlicensed activity; a warning to consumers to be cautious when searching for a contractor on Craigslist; and the Report Unlicensed Activity feature of the department’s mobile application.

- Elder Update:
 - Elder Update is a bimonthly newsletter distributed by the Department of Elder Affairs.
 - Elderly homeowners are often targeted by unlicensed contractors and are one of the target audiences of the unlicensed activity media campaign.
 - The Office of Communications submitted articles for the November, March and July issues and included information for elderly homeowners to avoid becoming victims of unlicensed activity scams. The July issue was the disaster preparedness issue and focused on unlicensed activity following a natural disaster and was also made available in Spanish.
- Electrical Council of Florida:
 - The Office of Communications provided graphics and an article for the Electrical Council of Florida's quarterly newsletter sharing the department's information on the Report Unlicensed Activity feature of the mobile app, pulling owner/builder permits and unlicensed activity following a natural disaster.
- The department's social media channels:
 - Each week, a different profession or business licensed by the department was highlighted on the department's Facebook and Twitter pages and routinely included information about the importance of hiring licensed professionals, how to verify licenses with the department and how to report unlicensed activity. One week, the focus was on unlicensed contractors advertising on Craigslist and warning Floridians to be extra cautious when searching for a contractor via online advertising websites.
- Unlicensed Activity Awareness Week (June 15-19):
 - The Office of Communications partnered with the five regional Better Business Bureaus in Florida to remind Floridians to thoroughly research professionals prior to hiring and to report suspected unlicensed activity. Both the department and BBB share a goal to protect consumers from scams. June was selected to coincide with the beginning of hurricane season.
 - The proactive efforts included a press release, earned media and a social media campaign.
 - The press release resulted in six news articles on the topic. The link to the press release was the department's most viewed and shared Facebook post to date reaching 6,180 people and receiving 158 likes, comments and shares.
- Information on the department's website:
 - A ULA media campaign landing page (www.myfloridalicense.com/ula) was used on all advertising and included information on how to verify licenses, avoid becoming a victim of unlicensed activity and how to report it to the department.
 - The Hurricane Guide on the department's E-Newsroom was updated with information on which storm-related construction services require a state license.

- Collateral materials handed out to consumers and/or licensees at outreach events were created or redesigned to ensure consistent and accurate messaging. These included:
 - Profession-specific brochures for cosmetology and veterinary medicine
 - “Report Unlicensed Activity” bumper sticker with ULA Hotline phone number
 - “License Assist Program” brochure with information on how to obtain a license, which was mailed with Notices to Cease and Desist
 - Flyer for property and apartment management companies educating them about what repair services their maintenance staff can perform and which ones require a state-licensed professional
 - “Consumer’s Guide to the Complaint Process” brochure
 - Flyer for the City of Fort Lauderdale to display and hand out to the public explaining which construction and electrical services do/ do not require a state license

Measures of Success

- Division of Regulation ULA Campaign– Paid Advertising Impressions:
TOTAL: 145,005,146
 - Florida Trend – **250,000** (monthly readership), construction industry
 - 850 Magazine - **17,008**
 - Emerald Coast - **22,399**
 - Tallahassee Magazine – **18,000**
 - Florida Community Association Journal – **18,000**
 - Tampa Bay Times - **3,633,150**
 - Miami Herald – **5,876,500**
 - South Florida Sun Sentinel - **853,199**
 - Fort Myers News-Press – **1,044,571**
 - Palm Beach Post **1,158,231**
 - WFSU **51,400**
 - Billboards – **132,062,688** Eyes-on Impressions over 6 months (*statistics based on the Traffic Audit Bureau statewide average*)
- Division of Regulation ULA Campaign Measures of Success – Proactive:
 - Visitors to ULA landing page – **5,485**
 - Complaints via the DBPR Mobile app - **194**
 - Social Media Posts – **127**
 - Social media likes/comments/shares/retweets – **1,120**
 - Bottom Line newsletter topics - **19**
 - Press releases – **10**
 - Earned media – **64**

Division of Certified Public Accounting

Key Messages

The Division of Certified Public Accounting's campaign theme was "**Because every business counts**" to draw attention to the specific services that only licensed CPAs can provide to businesses and individuals.

Campaign Plan

Total Budget: \$100,000

Total Spent: \$99,975

- \$41,344 allotted for print advertising in business publications from December - March
- \$30,500 allotted for statewide broadcast of radio PSAs in English and Spanish from January - March
- \$12,396 allotted for statewide digital advertisements
- \$9,855 allotted for statewide billboards from January – April
- \$5,880 allotted for promotional items, including bags, travel mugs, key rings with flashlights and flash drives, used for the department's booths at trade shows and presentations to educate attendees about unlicensed activity

Proactive Efforts

- The Office of Communications sent a joint press release with the Florida Institute of CPAs in January to media outlets throughout the state warning consumers about the dangers of hiring an unlicensed CPA.
- In January, as consumers began thinking about hiring a CPA in preparation for tax season, the importance of hiring a licensed CPA was the focus of the weekly Bottom Line newsletter.
- The Office of Communications shared information on DBPR's Facebook and Twitter pages about the importance of hiring licensed CPAs and how to verify licenses.
- Unlicensed Activity Awareness Week (June 15-19)
 - The Office of Communications partnered with the five regional Better Business Bureaus in Florida to remind Floridians to thoroughly research professionals prior to hiring and to report suspected unlicensed activity. Both DBPR and BBB share a goal to protect consumers from scams.
 - The proactive efforts included a press release, earned media and a social media campaign.

- The press release resulted in six news articles on the topic. The link to the press release was DBPR's most viewed and shared Facebook post to date reaching 6,180 people and receiving 158 likes, comments and shares.

Measures of Success

- Division of CPA ULA Campaign– Paid Advertising Impressions
TOTAL: 31,086,847

Division of Real Estate

Key Messages

The theme for real estate professionals was “**Make your first move the right move. Hire a licensed real estate professional.**” Floridians seeking to buy or sell real estate should always use a licensed professional who is tested by the state and can assist with successfully making the right decision on major real estate investments.

Campaign Plan

Total Budget: \$100,000

Total Spent: \$99,657.60

- \$29,348 allotted for print advertising in statewide publications
- \$34,800 allotted for statewide broadcast of radio PSAs in English and Spanish from February – May
- \$9,855 allotted for statewide billboards from January – May
- \$25,348.60 allotted for statewide digital advertisements

Proactive Efforts

- The Office of Communications sent a press release to media outlets across the state reminding consumers to only hire licensed real estate professionals when buying or selling a property.
- Another proactive measure was earned media, which is news coverage by a reputable news organization. The Office of Communications made every effort to take advantage of this “free” method to inform and educate Floridians on the dangers of unlicensed activity.
- The Office of Communications shared information on the Department's Facebook and Twitter pages about the importance of hiring licensed real estate professionals and how to verify licenses.

- Unlicensed Activity Awareness Week (June 15-19):
 - The Office of Communications partnered with the five regional Better Business Bureaus in Florida to remind Floridians to thoroughly research professionals prior to hiring and to report suspected unlicensed activity. Both the department and BBB share a goal to protect consumers from scams.
 - The proactive efforts included a press release, earned media and a social media campaign.
 - The press release resulted in six news articles on the topic. The link to the press release was the departments' most viewed and shared Facebook post to date reaching 6,180 people and receiving 158 likes, comments and shares.

Measures of Success

- Division of Real Estate ULA Campaign Measures of Success – Paid Advertising Impressions **TOTAL: 32,110,089**

BOARD OF ARCHITECTURE AND INTERIOR DESIGN
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)

REVENUES	6/30/2015	6/30/2014
Unlicensed Activity Fees	\$ 85,895	\$ 4,520
Fines	52,687	62,285
Investment Earnings	<u>4,924</u>	<u>3,501</u>
Total Revenues	<u>143,506</u>	<u>70,306</u>
EXPENSES		
Refunds	-	5
Service Charge to General Revenue	11,508	5,747
Contracted Services	<u>215,316</u>	<u>50,239</u>
Total Expenses	<u>226,824</u>	<u>55,991</u>
CHANGE IN ACCOUNT BALANCE	(83,318)	14,315
TRANSFER TO GENERAL REVENUE	17,146	12,155
ACCOUNT BALANCE, Beginning of Period	<u>422,398</u>	<u>420,238</u>
ACCOUNT BALANCE, End of Period	<u>\$ 321,933</u>	<u>\$ 422,398</u>

**ATHLETE AGENTS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 375	\$ 1,195
Investment Earnings	<u>65</u>	<u>32</u>
Total Revenues	<u>440</u>	<u>1,227</u>
 EXPENSES		
Service Charge to General Revenue	<u>34</u>	<u>99</u>
Total Expenses	<u>34</u>	<u>99</u>
 CHANGE IN ACCOUNT BALANCE	 406	 1,128
ACCOUNT BALANCE, Beginning of Period	<u>4,376</u>	<u>3,247</u>
 ACCOUNT BALANCE, End of Period	 <u><u>\$ 4,782</u></u>	 <u><u>\$ 4,376</u></u>

**ASBESTOS UNIT
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 1,235	\$ 1,200
Investment Earnings	<u>135</u>	<u>74</u>
Total Revenues	<u>1,370</u>	<u>1,274</u>
 EXPENSES		
Unlicensed Activity Expense	1,185	478
Service Charge to General Revenue	<u>107</u>	<u>104</u>
Total Expenses	<u>1,292</u>	<u>582</u>
 CHANGE IN ACCOUNT BALANCE	 77	 692
 ACCOUNT BALANCE, Beginning of Period	 <u>9,083</u>	 <u>8,391</u>
 ACCOUNT BALANCE, End of Period	 <u><u>\$ 9,160</u></u>	 <u><u>\$ 9,083</u></u>

**BOARD OF AUCTIONEERS
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 1,295	\$ 13,240
Fines	-	1,436
Investment Earnings	<u>468</u>	<u>308</u>
Total Revenues	<u>1,763</u>	<u>14,985</u>
EXPENSES		
Unlicensed Activity Expense	8,971	3,706
Service Charge to General Revenue	<u>132</u>	<u>1,209</u>
Total Expenses	<u>10,137</u>	<u>4,915</u>
CHANGE IN ACCOUNT BALANCE	(8,374)	10,070
ACCOUNT BALANCE, Beginning of Period	<u>38,730</u>	<u>28,661</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 30,356</u></u>	<u><u>\$ 38,731</u></u>

**BARBERS BOARD
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	6/30/2015	6/30/2014
Unlicensed Activity Fees	\$ 64,665	\$ 38,820
Fines	14,057	18,490
Investment Earnings	<u>4,112</u>	<u>2,367</u>
Total Revenues	<u>82,833</u>	<u>59,677</u>
 EXPENSES		
Refunds	-	105
Service Charge to General Revenue	6,552	4,832
Unlicensed Activity Expense	66,020	41,807
General Counsel	<u>15,294</u>	<u>23,914</u>
Total Expenses	<u>87,865</u>	<u>70,658</u>
 CHANGE IN ACCOUNT BALANCE	 (5,032)	 (10,981)
 Transfer to General Revenue	 <u>15,071</u>	 <u>7,793</u>
 ACCOUNT BALANCE, Beginning of Period	 <u>270,739</u>	 <u>289,513</u>
 ACCOUNT BALANCE, End of Period	 <u>\$ 250,636</u>	 <u>\$ 270,739</u>

**COMMUNITY ASSOCIATION MANAGERS
UNLICENSED ACTIVITY ACCOUNT
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	6/30/2015	6/30/2014
Unlicensed Activity Fees	\$ 82,252	\$ 28,695
Fines	-	3,825
Investment Earnings	<u>2,409</u>	<u>1,234</u>
Total Revenues	<u>84,661</u>	<u>33,755</u>
EXPENSES		
Unlicensed Activity Expense	41,039	57,694
General Counsel/Legal	1,403	811
Refunds	-	90
Service Charge to General Revenue	<u>6,742</u>	<u>2,727</u>
Total Expenses	<u>49,185</u>	<u>61,321</u>
CHANGE IN ACCOUNT BALANCE	35,476	(27,566)
ACCOUNT BALANCE, Beginning of Period	<u>122,067</u>	<u>149,633</u>
ACCOUNT BALANCE, End of Period	<u>\$ 157,543</u>	<u>\$ 122,067</u>

CONSTRUCTION INDUSTRY LICENSING BOARD
UNLICENSED ACTIVITY ACCOUNT
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 290,020	\$ 164,962
Fines	91,639	40,356
	<u>381,659</u>	<u>205,318</u>
Total Revenues		
 EXPENSES		
Unlicensed Activity Expense	1,279,039	561,151
General Counsel/Legal	126,410	117,917
Refunds	-	5
Service Charge to General Revenue	29,718	13,902
Interest Assessment	13,003	2,520
	<u>1,448,170</u>	<u>695,495</u>
Total Expenses		
 TRANSFERS		
Transfer from Operating Account	500,000	350,000
	<u>500,000</u>	<u>350,000</u>
Total Transfers		
 CHANGE IN ACCOUNT BALANCE	(566,511)	(140,177)
 ACCOUNT BALANCE, Beginning of Period	<u>(444,609)</u>	<u>(304,432)</u>
 ACCOUNT BALANCE, End of Period	<u><u>\$ (1,011,121)</u></u>	<u><u>\$ (444,609)</u></u>

**BOARD OF COSMETOLOGY
UNLICENSED ACTIVITY ACCOUNT
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	6/30/2015	6/30/2014
Unlicensed Activity Fees	\$ 674,279	\$ 568,315
Fines	34,655	38,454
Investment Earnings	<u>39,235</u>	<u>19,855</u>
Total Revenues	<u>748,168</u>	<u>626,625</u>
 EXPENSES		
Unlicensed Activity Expense	109,452	283,637
Refunds	-	115
Service Charge to General Revenue	59,238	50,735
General Counsel	<u>33,994</u>	<u>1,359</u>
Total Expenses	<u>202,684</u>	<u>335,846</u>
 CHANGE IN ACCOUNT BALANCE	 545,485	 290,779
 TRANSFER TO GENERAL REVENUE	 148,303	 65,450
 ACCOUNT BALANCE, Beginning of Period	 <u>2,352,801</u>	 <u>2,127,472</u>
 ACCOUNT BALANCE, End of Period	 <u>\$ 2,749,983</u>	 <u>\$ 2,352,801</u>

**ELECTRICAL CONTRACTORS' LICENSING BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 46,446	\$ 25,900
Fines	<u>10,116</u>	<u>10,309</u>
Total Revenues	<u>56,562</u>	<u>36,209</u>
EXPENSES		
Unlicensed Activity Expense	250,061	63,468
General Counsel/Legal	12,321	21,522
Service Charge to General Revenue	3,849	-
Interest Assessment	<u>10,068</u>	<u>4,827</u>
Total Expenses	<u>276,298</u>	<u>89,817</u>
CHANGE IN ACCOUNT BALANCE	(219,736)	(53,608)
TRANSFER FROM OPERATING FUND		100,000
ACCOUNT BALANCE, Beginning of Period	<u>(462,741)</u>	<u>(509,133)</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ (682,477)</u></u>	<u><u>\$ (462,741)</u></u>

**BOARD OF EMPLOYEE LEASING COMPANIES
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	6/30/2015	6/30/2014
Unlicensed Activity Fees	\$ 380	\$ 2,560
Fines	7,102	
Investment Earnings	<u>470</u>	<u>225</u>
Total Revenues	<u>7,952</u>	<u>2,785</u>
 EXPENSES		
Unlicensed Activity Expense	2,168	857
Refunds	-	15
General Counsel	813	
Service Charge to General Revenue	<u>628</u>	<u>231</u>
Total Expenses	<u>3,609</u>	<u>1,103</u>
 CHANGE IN ACCOUNT BALANCE	 4,343	 1,682
ACCOUNT BALANCE, Beginning of Period	<u>30,398</u>	<u>28,716</u>
 ACCOUNT BALANCE, End of Period	 <u><u>\$ 34,741</u></u>	 <u><u>\$ 30,398</u></u>

BOARD OF PROFESSIONAL ENGINEERS
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 200,950	\$ 14,065
Investment Earnings	3,606	1,907
Total Revenues	<u>204,556</u>	<u>15,972</u>
EXPENSES		
FEMC Contracted Services	40,978	100,875
Refunds	-	10
Service Charge to General Revenue	16,344	1,299
Total Expenses	<u>57,321</u>	<u>102,184</u>
CHANGE IN ACCOUNT BALANCE	147,234	(86,211)
TRANSFERS		
Transfer of Excess Cash to General Revenue	14,832	1,436
ACCOUNT BALANCE, Beginning of Period	<u>144,143</u>	<u>231,790</u>
ACCOUNT BALANCE, End of Period	<u>\$ 276,545</u>	<u>\$ 144,143</u>

**FLORIDA BUILDING CODE ADMINISTRATORS AND INSPECTORS BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 6,175	45,050
Investment Earnings	<u>5,098</u>	<u>2,789</u>
Total Revenues	<u>11,273</u>	<u>47,839</u>
EXPENSES		
Unlicensed Activity Expense	1,523	477
Refunds	-	20
Service Charge to General Revenue	809	3,921
General Counsel	<u>311</u>	<u>311</u>
Total Expenses	<u>2,332</u>	<u>4,729</u>
CHANGE IN ACCOUNT BALANCE	8,941	43,110
TRANSFERS		
Transfer to General Revenue	-	-
ACCOUNT BALANCE, Beginning of Period	<u>353,853</u>	<u>310,744</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 362,794</u></u>	<u><u>\$ 353,854</u></u>

BOARD OF PROFESSIONAL GEOLOGISTS
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)

REVENUES	6/30/2015	6/30/2014
Unlicensed Activity Fees	\$ 3,945	\$ 7,995
Investment Earnings	<u>1,046</u>	<u>542</u>
Total Revenues	<u>4,991</u>	<u>8,537</u>
EXPENSES		
Unlicensed Activity Expense	1,861	190
Service Charge to General Revenue	<u>471</u>	<u>701</u>
Total Expenses	<u>2,332</u>	<u>891</u>
CHANGE IN ACCOUNT BALANCE	2,659	7,645
ACCOUNT BALANCE, Beginning of Period	<u>70,303</u>	<u>62,657</u>
ACCOUNT BALANCE, End of Period	<u>\$ 72,962</u>	<u>\$ 70,303</u>

**HOME INSPECTORS LICENSING UNIT
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 18,205	\$ 22,285
Investment Earnings	<u>792</u>	<u>485</u>
Total Revenues	<u>18,997</u>	<u>22,770</u>
 EXPENSES		
Unlicensed Activity Expense	9,652	26,032
Service Charge to General Revenue	<u>1,507</u>	<u>1,772</u>
Total Expenses	<u>11,160</u>	<u>28,553</u>
 TRANSFERS		
Transfer to General Revenue Fund	<u>2,811</u>	<u>1,318</u>
Total Transfers	<u>2,811</u>	<u>1,318</u>
 CHANGE IN ACCOUNT BALANCE	 5,027	 (7,101)
ACCOUNT BALANCE, Beginning of Period	<u>47,079</u>	<u>54,180</u>
ACCOUNT BALANCE, End of Period	<u>\$ 52,106</u>	<u>\$ 47,079</u>

BOARD OF LANDSCAPE ARCHITECTURE
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 375	\$ 7,800
Investment Earnings	<u>504</u>	<u>288</u>
Total Revenues	<u>879</u>	<u>8,088</u>
EXPENSES		
Unlicensed Activity Expense	1,861	1,808
Service Charge to General Revenue	<u>60</u>	<u>657</u>
Total Expenses	<u>1,921</u>	<u>2,465</u>
CHANGE IN ACCOUNT BALANCE	(1,042)	5,623
ACCOUNT BALANCE, Beginning of Period	<u>36,288</u>	<u>30,664</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 35,245</u></u>	<u><u>\$ 36,288</u></u>

MOLD-RELATED SERVICES LICENSING UNIT
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)

REVENUES	6/30/2015	6/30/2014
Unlicensed Activity Fees	\$ 9,060	\$ 12,070
Investment Earnings	<u>166</u>	<u>230</u>
Total Revenues	<u>9,226</u>	<u>12,300</u>
 EXPENSES		
Unlicensed Activity Expense	23,861	24,138
Service Charge to General Revenue	<u>736</u>	<u>987</u>
Total Expenses	<u>24,597</u>	<u>25,125</u>
 TRANSFERS		
Transfer to General Revenue	<u>217</u>	<u>553</u>
Total Transfers	<u>217</u>	<u>553</u>
 CHANGE IN ACCOUNT BALANCE	 (15,588)	 (13,379)
ACCOUNT BALANCE, Beginning of Period	<u>17,989</u>	<u>31,368</u>
ACCOUNT BALANCE, End of Period	<u>\$ 2,401</u>	<u>\$ 17,989</u>

**BOARD OF PILOT COMMISSIONERS
UNLICENSED ACTIVITY ACCOUNT
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 535	\$ 5
Investment Earnings	<u>24</u>	<u>11</u>
Total Revenues	<u>559</u>	<u>16</u>
 EXPENSES		
General Counsel	1,034	0
Service Charge to General Revenue	<u>45</u>	<u>2</u>
Total Expenses	<u>1,079</u>	<u>2</u>
 CHANGE IN ACCOUNT BALANCE	(520)	14
 ACCOUNT BALANCE, Beginning of Period	<u>1,797</u>	<u>1,783</u>
 ACCOUNT BALANCE, End of Period	<u><u>\$ 1,277</u></u>	<u><u>\$ 1,797</u></u>

**TALENT AGENTS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)**

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ <u>325</u>	\$ <u>1,830</u>
Total Revenues	325	1,830
 EXPENSES		
Unlicensed Activity Expense	15,742	3,998
General Counsel/Legal	17,955	4,958
Interest Assessment	<u>1,063</u>	<u>240</u>
Total Expenses	<u>34,759</u>	<u>9,196</u>
 CHANGE IN ACCOUNT BALANCE	(34,434)	(7,366)
 ACCOUNT BALANCE, Beginning of Period	<u>(28,429)</u>	<u>(21,063)</u>
 ACCOUNT BALANCE, End of Period	<u><u>\$ (62,864)</u></u>	<u><u>\$ (28,429)</u></u>

BOARD OF VETERINARY MEDICINE
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2015
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2014)

REVENUES	<u>6/30/2015</u>	<u>6/30/2014</u>
Unlicensed Activity Fees	\$ 3,735	\$ 38,780
Fines		3,181
Investment Earnings	<u>2,941</u>	<u>1,569</u>
Total Revenues	<u>6,676</u>	<u>43,530</u>
EXPENSES		
Unlicensed Activity Expense	16,732	11,082
General Counsel/Legal	554	1,277
Service Charge to General Revenue	474	3,538
Refunds	<u>-</u>	<u>10</u>
Total Expenses	<u>17,761</u>	<u>15,908</u>
CHANGE IN ACCOUNT BALANCE	(11,084)	27,623
ACCOUNT BALANCE, Beginning of Period	<u>215,361</u>	<u>187,739</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 204,277</u></u>	<u><u>\$ 215,361</u></u>