

UNLICENSED ACTIVITY
PROGRAM



2015 TO 2016 FISCAL YEAR
UNLICENSED ACTIVITY ANNUAL REPORT

Florida Department of Business and Professional Regulation

RICK SCOTT, Governor | KEN LAWSON, Secretary

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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 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 2016-2017 General Appropriations Act, this annual report on Professional Regulation Unlicensed Activity highlights the unlicensed activity functions performed by the Department. 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 2015-2016 was \$1,537,271.

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 of Cease and Desist and Citations.

**SECTION ONE:
FINANCIAL SUMMARY
OPERATIONAL BUDGET
ALLOCATION AND EXPENDITURES**

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 2015-2016 Revenue:	
Unlicensed Activity Fees	\$2,131,386.50
Citations	\$72,022.32
Fines and Costs	\$202,360.29
Interest Income	\$96,052.39
Total	\$2,501,821.50

Appropriation

Fiscal Year 2015-2016 Appropriation by Division:	
Division of Regulation	\$1,537,271
Total	\$1,537,271

Expenditures

From funds provided in Specific Appropriation 2206 Unlicensed Activities, \$1,309,877.98 was expended at the Department level as detailed in this report. Overall expenditures were less than the \$1,537,271 appropriation, resulting in the Professional Regulation Unlicensed Activity fund coming in under budget.

Fiscal Year 2015-2016 Summary Division of Regulation Expenditures by Category:	
Temporary Staff (OPS)	\$1,190,361.91
General Expense	\$119,516.07
Grand Total	\$1,309,877.98

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 undercover operations 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.

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 partnerships with professional organizations and associations and the production of consumer/licensee brochures - all aimed at educating the public.

Category	Amount	Details
Outreach	\$39,433.42	Participation in Outreach Events and Presentations: Including trade show registrations, travel expenses
	\$33,499.48 <i>Total = \$72,932.90</i>	Unlicensed Activity Promotional Items: Including brochures and various promotional merchandise
Enforcement	\$1,190,361.91	Staffing: Including unlicensed activity investigators who sought out and 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 staffed the toll free hotline.
	\$16,173.49 <i>Total = \$1,206,535.40</i>	Investigative Tools: Including electronic equipment to assist investigators in the field to verify licenses, software to identify unlicensed subjects, and any other tools necessary to conduct investigations, sweeps, undercover operations or outreaches.
Operations	\$30,409.68	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.
Total:	\$1,309,877.98	

SECTION TWO: UNLICENSED ACTIVITY PROGRAM EFFORTS OFFICE OF COMMUNICATIONS

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.

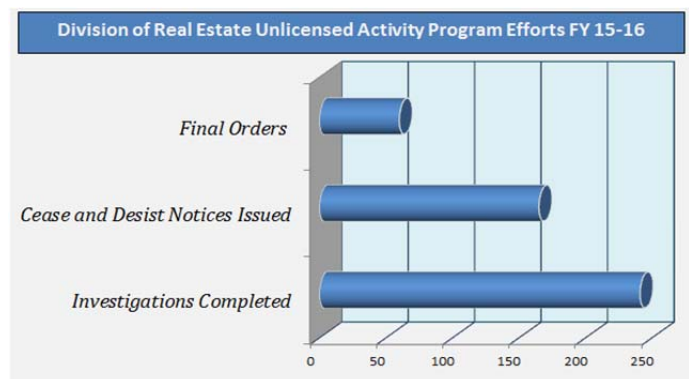
Division of Real Estate

The goal of the Division of Real Estate’s unlicensed activity program is to ensure, through investigation and preemptive work, that those providing real estate services in Florida are licensed, and to educate the public about unlicensed practice.

The unlicensed activity unit is staffed by investigators located in Central and Southern Florida. In Fiscal Year 2015-2016, the Division received 690 complaints alleging unlicensed practice. Each complaint is reviewed to determine legal sufficiency. If facts indicate that a violation may have occurred, an investigation is initiated. During the investigation, attempts are made to gather all pertinent facts concerning the complaint. Once the investigation is complete, an investigative report is produced and delivered to the Department’s Office of the General Counsel. The Department may issue a Notice to Cease and Desist from unlicensed practice; and the Office of the General Counsel may seek an injunction against persons violating the notice. In addition, the Department may impose administrative penalties or issue a citation. All investigations are forwarded to the appropriate State Attorney’s Office for consideration of criminal prosecution.

Unlicensed activity investigators are taking proactive measures to monitor current technological resources utilized to carry out unlicensed practice. When unlicensed practice is discovered, internal complaints are initiated and thoroughly investigated.

The Division gave sizeable attention to educating licensed real estate professionals about the threat of unlicensed practice through presentations at brokerage and trade association events, through Commission prescribed training of licensed real estate instructors. The goal was to familiarize licensees with the complaint process and provide education about the risks to consumers and licensees of using individuals not deemed competent to practice.



Division of Certified Public Accounting

During Fiscal Year 2015-16, the Division focused its efforts on raising public awareness by providing education at industry tradeshows and speaking engagements. The majority of the unlicensed activity complaints filed concerned the improper use of the “certified public accountant” designation or one “holding oneself out as a Florida CPA.” These complaints were received from consumers and licensees, social media, and proactive searches by Board staff searching various websites and Google Alert reviews. This Fiscal Year, 73 unlicensed complaints were received.

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, 27 Cease and Desist notifications were issued, and four (4) ULA Citations were issued.

Division of Regulation

Outreach and Education: The Division carried out its own outreach programs as part of its mission to protect the public from unlicensed activity, in which outreach activities were performed by investigators. Public education efforts included the Division’s presence at various trade and consumer events, speaking engagements with trade associations, consumer groups and other governmental agencies.

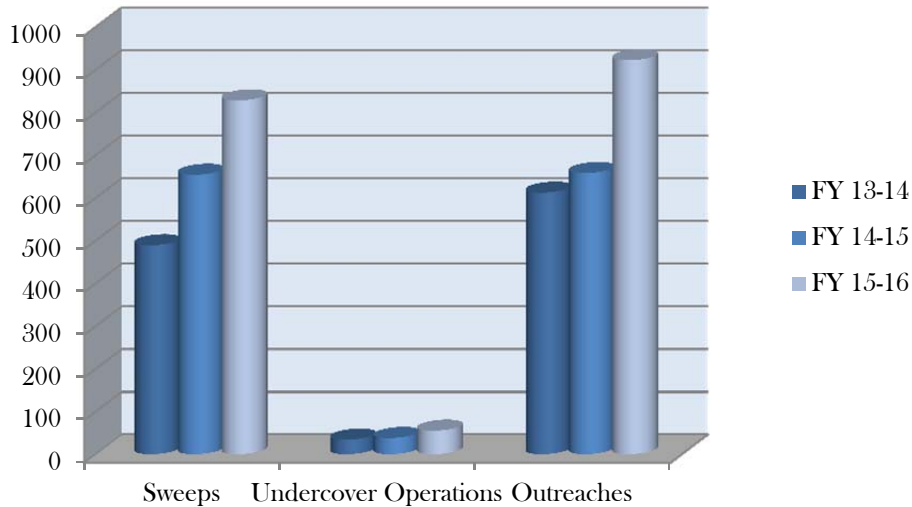
During Fiscal Year 2015-2016, the Division of Regulation conducted 922 outreach events (a 29.5% increase from last Fiscal Year) to educate Floridians about the importance of hiring licensed professionals and the dangers unlicensed individuals pose. Out of 922 outreaches conducted, 22 were with the States Attorney Office’s and 133 were with building departments statewide.

Proactive Enforcement: The Division takes strides to engage in proactive efforts through sweeps and undercover operations. The goal of proactively seeking 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 2015-2016, investigators performed 828 sweep operations and visited 12,019 sites resulting in 663 new cases being opened. These sweep operations frequently include other agencies such as the Department of Financial Services or the local building departments.

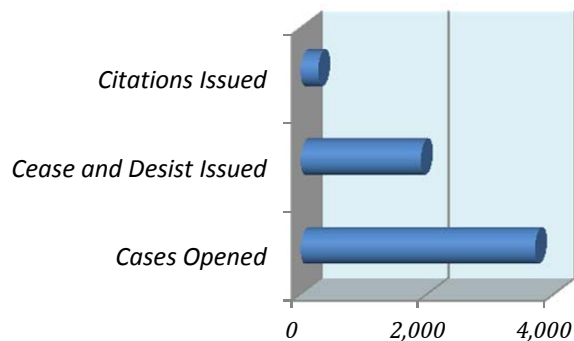
During Fiscal Year 2015-2016, the Division participated in 55 undercover operations. In an undercover operation, the Department provides individuals the opportunity to offer services that require a license. These individuals often provide a bid, proposal, or performance of the service to an undercover investigator and/or law enforcement personnel. The undercover operations resulted in 223 new unlicensed activity cases being opened. These cases resulted in over 90 arrests and the issuance of 206 Notices to Cease and Desist.

Sweeps, Undercover Operations & Outreaches



Complaints and Investigations: The Division reviews unlicensed activity complaints through the complaint/investigations process. There are numerous ways in which a complaint can be received: by emailing the unlicensed activity unit, calling the toll-free unlicensed activity hotline, using the new DBPR Mobile App or by traditional mail or fax. Once received, complaints are analyzed and may be sent for investigation. Investigations of unlicensed activity may result in a Notice to Cease and Desist, a citation or fines. All unlicensed activity cases are forwarded to a criminal prosecuting authority once the investigation is complete.

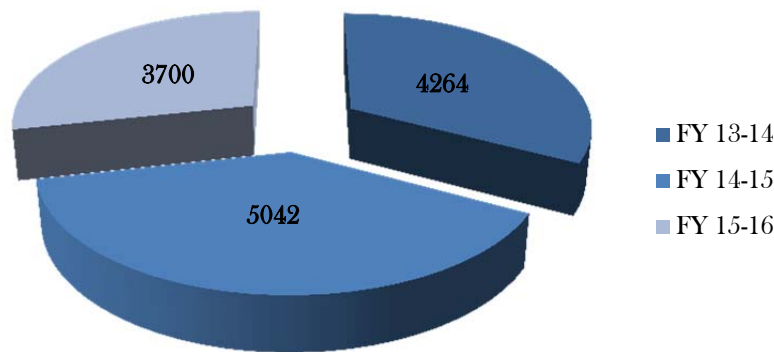
Division of Regulation Unlicensed Activity Program Efforts



Fiscal Year 2015-2016
 ULA Citations and Fines Assessed: \$1,834,415.72

In addition, the Department received over 3,700 complaints of unlicensed activity, of which 2,775 were found to be legally sufficient and resulted in further investigation. These investigations resulted in the issuance of 1,900 Notices to Cease and Desist, over 250 citations and imposition of over 600 Final Orders. Administrative fines and Final Orders issued increased considerably from Fiscal Year 2014-2015; and administrative fines went from 543 to 806 and Final Orders went from 433 to 635.

Unlicensed Activity Complaints Through the Years



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, undercover operations 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 2015-2016, the analysts received a total of 3,105 calls resulting in 500 new cases being initiated. During the course of the year, a number of the calls received were for other agencies, other Divisions within the Department, or work not regulated by the Department. These types of calls are transferred to the appropriate agency/area and handled accordingly.

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. In Fiscal Year 2015-2016, the email inbox received 525 complaints.

Mobile App:

- A mobile application for smartphones allows consumers to report unlicensed activity anonymously through their mobile devices. The Division has received positive feedback from license holders on 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 2015-2016, the unlicensed activity unit received 226 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 2015-2016, which included unlicensed activity prosecutions from the State Attorney's Offices as well as Administrative prosecutions issued from this Department.



The Division partnered with the Better Business Bureau by providing a link on their website to better assist individuals on how to find properly licensed professionals, as well as resources to help businesses build trust in the marketplace. This collaboration produced 40,498 impressions, 913 likes, 31 comments and 515 shares. The press release was shared through the Department's social media account and resulted in 591 impressions, 2 likes and 2 shares.

In Fiscal Year 2015-2016, the division reached out to licensed Real Estate professionals as well as registered Home and Condo Associations through mass email blasts. The email addressed the dangers of hiring an unlicensed contractor and the different ways consumers can report unlicensed activity.

Hire A Licensed Professional



UNLICENSED ACTIVITY IS AGAINST THE LAW
 Verify licenses online at
www.myfloridalicense.com

OFFICE OF COMMUNICATIONS

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 requiring a state license that the individual does not hold. Unlicensed activity can threaten the livelihood of law-abiding, state-licensed professionals and may also pose personal or financial harm to consumers.

DBPR Office of Communications utilized proactive efforts at no cost to inform consumers and licensees about unlicensed activity. These efforts included press releases, news coverage, social media posts, the Department's weekly *Bottom Line* newsletter and articles in industry association publications.

Proactive Efforts

Press releases:

The Office of Communications sent 15 press releases regarding unlicensed activity, which is a 50% increase from the 2014-15 Fiscal Year.

Topics included:

- Unlicensed activity following a hurricane;
- Unlicensed Activity Awareness Week;
- Unlicensed construction contractor sting operations in conjunction with local law enforcement agencies; and
- Consumer advisories.

Earned media:

The Office of Communications made every effort to take advantage of free methods to inform and educate Floridians on the dangers of unlicensed activity.

- 55 articles from reputable news organizations covered topics including Department contractor undercover operations, unlicensed individuals preying on homeowners and proactive information for consumers to verify licenses and report unlicensed activity.

***The Bottom Line* weekly newsletter:**

The Bottom Line is a weekly email newsletter from DBPR Secretary Ken Lawson that is sent to over 18,000 subscribers including licensees, consumers and industry leaders.

14 *Bottom Line* newsletters were sent discussing 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; and
- Construction contractor undercover operations and the Department's efforts to proactively combat unlicensed activity.

***Elder Update*:**

Elder Update is a bimonthly newsletter distributed by the Department of Elder Affairs. Elderly homeowners are often targeted by unlicensed contractors, therefore elder outreach is crucial.

The Office of Communications submitted the following articles for inclusion in the *Elder Update*:

- May/June 2016: "Be Sure to Hire Only Licensed Contractors This Summer"
- 2016 Disaster Preparedness Guide for Elders (available in English and Spanish): "Protect Your Home or Business From Unlicensed Activity"
- Nov/ Dec 2015: "Make Your First Move the Right Move Hire a Licensed Real Estate Professional"

Social Media:

Each week, a different profession or business licensed by the Department is highlighted on the Department's Facebook and Twitter pages. Additionally, the Department's social media routinely includes general information about the importance of hiring licensed professionals, how to verify licenses with the Department and how to report unlicensed activity.

The Department shared posts regarding joint undercover operation results:

Citrus County Sheriff's Office "Joint Operation Targets Unlicensed Contractors"

- Results: 1,657 impressions, 25 likes and 6 comments.

Sarasota County (FL) Sheriff's Office "Operation Freelancer"

- Results: 1,229 impressions, 17 likes and 3 comments.

Lakeland Undercover Operation

- Results: 1,434 impressions and 15 likes.

Clay County Sheriff's Office

- Results: 3,815 impressions, 35 likes, 20 shares and 8 comments.

The Department partnered with the Better Business Bureau (BBB) on two separate occasions to inform the public about the dangers of unlicensed activity:

1. Hurricane Preparedness Week (May 15 to 21, 2016)
 - The Office of Communications partnered with the Better Business Bureau to inform Floridians about the dangers of unlicensed activity following a natural disaster during National Hurricane Awareness Week (May 15 to 21, 2016).
 - The proactive efforts included a press release and a social media campaign.
 - The [BBB hurricane guide](#), which included [DBPR's 2016 Natural Disaster Guide](#), was shared to the Better Business Bureau's social media and received:
 - 40,498 impressions, 913 likes, 31 comments and 515 shares.
 - The press release was shared to the Department's social media and resulted in:
 - 591 impressions, 2 likes and 2 shares.

2. 2nd Annual Unlicensed Activity Awareness Week (June 13 to 17, 2016)
 - The Office of Communications partnered with the Better Business Bureau to remind Floridians to thoroughly research professionals prior to hiring and to report suspected unlicensed activity. The month of June was selected for this effort to coincide with the beginning of hurricane season.
 - The proactive efforts included a press release and a social media campaign, which included infographics created specifically for ULA awareness week and a new hashtag.
 - The hashtag #ULAawareness was used to track engagement on social media.
 - The joint press release was shared to the Better Business Bureau's Facebook and resulted in:
 - 9,613 impressions, 383 likes, 15 comments and 67 shares.
 - This is a significant increase from the 14/15 post which received 6,180 impressions and only 158 likes, comments and shares.
 - Five ULA awareness info graphics were shared to social media which resulted in:
 - 600 to 1,700 impressions per post; 5,522 impressions total.

Unlicensed Activity information on the Department's website:

- The ULA home page (<http://www.myfloridalicense.com/dbpr/reg/ula.html>) was redesigned to make it easier for consumers and licensees to file an unlicensed activity complaint, learn which services require a license, verify a license, view unlicensed activity compliance results and access additional informational resources.
- The Hurricane Guide on the Department's Newsroom was updated for 2016 with information on which storm-related construction services require a state license.
 - Link to Hurricane guide was placed on the BBB website (<http://www.bbb.org/west-florida/hurricanes>).

Print Materials:

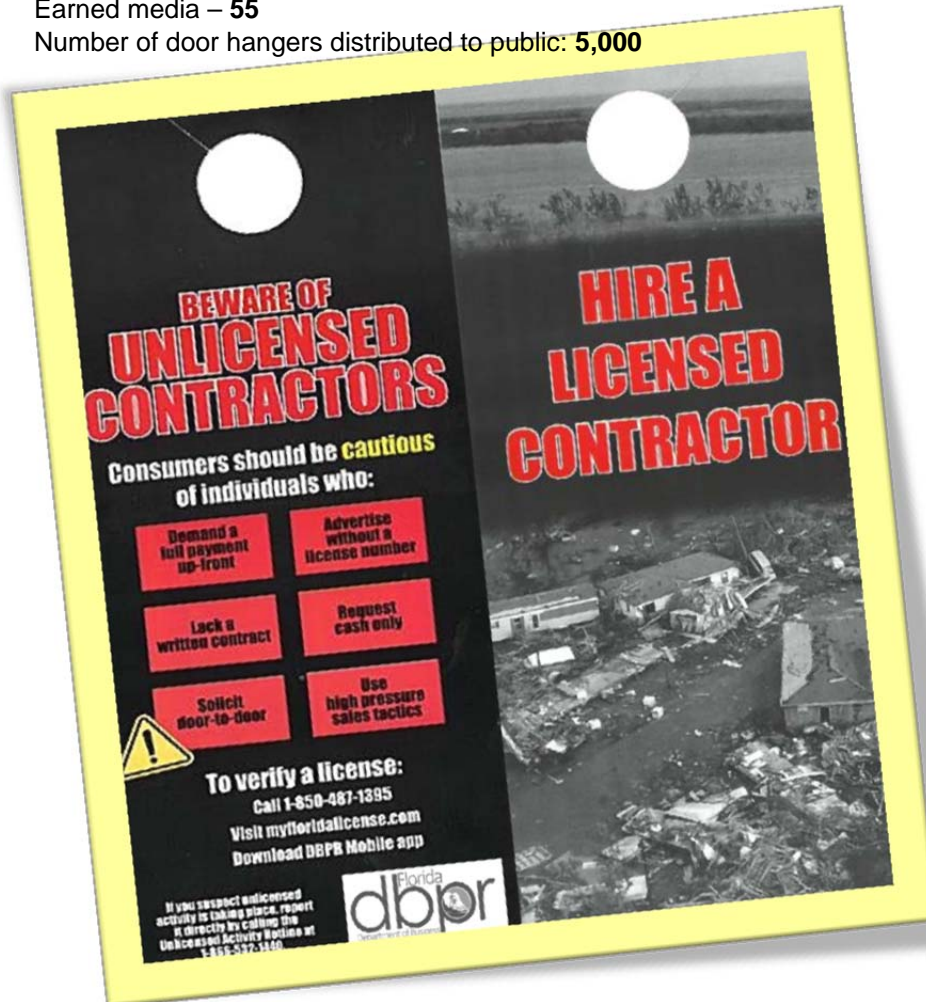
A door hanger was created for regional investigators to pass out to areas inflicted with storm damage. The purpose of the door hanger is to provide consumers with tips on how to avoid unlicensed contractors following a storm, how to verify a license and how to report suspected unlicensed activity.

Collateral materials handed out to consumers and/or licensees at outreach events were created or redesigned to ensure consistent and accurate messaging.

Measures of Success

Division of Regulation ULA Campaign Measures of Success – Proactive:

- ULA Social Media Posts – 42
 - Social media likes/comments/shares – 849
 - Total Impressions: 43, 477
- *Bottom Line* newsletter topics – 14
- Press releases – 15
- Earned media – 55
- Number of door hangers distributed to public: 5,000



SECTION THREE: COMPLAINT INFORMATION

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:

- Complaint forms are online at www.myfloridalicense.com/dbpr/reg/ULA-Report-Unlicensed-Activity.html.
- Consumers may send an e-mail to the unlicensed activity inbox at ula@myfloridalicense.com.
- Complaints may be mailed to the department at 2601 Blair Stone Road, Tallahassee, FL 32399-0782.
- Complaints relating to the department's Division of Public Accounting may be mailed to 240 NW 76th Drive, Suite A, Gainesville, FL 32607.
- Complaints relating to the department's Division of Real Estate may be mailed to 400 West Robinson Street N801, Orlando, FL 32801.
- Consumers may download the free mobile application for their mobile devices to file a complaint of work happening right now. This is a great way for complainants to file an anonymous complaint.
- Consumers may call the toll free unlicensed activity hotline at (866) 532-1440 and they may remain anonymous by filing a complaint via the hotline.
- Consumers may call the customer contact center at (850) 487-1395.

Unlicensed Activity Complaints Annual Report FY 2015-2016

	Accountancy	Asbestos	Athlete Agents	Auctioneers	Barbers	Building Code Administrators & Inspectors	Boxing Commission	Community Association Managers	Construction Industry	Cosmetology	Electrical Contractors	Employee Leasing	Geologists	Harbor Pilots	Home Inspectors	Landscape Architecture	Mold Related Services	Real Estate	Talent Agencies	Veterinary Medicine	Totals	
By Profession																						
Complaints Received	73	1	0	19	150	6	7	86	2278	260	787	19	0	3	11	3	45	589	25	27	4389	
Complaints Legally Sufficient	55	1	0	8	113	2	5	45	1714	140	662	11	0	2	6	3	37	192	15	16	3027	
Cease & Desist Issued	27	0	0	5	0	0	2	15	1268	10	518	3	0	0	3	1	22	92	13	10	1989	
UL Citations Filed	4	0	0	0	86	0	0	1	56	81	17	0	0	0	1	0	2	0	0	0	248	
Office of the General Counsel																						
Cases Received in Legal	8	1	0	5	47	1	5	43	1014	48	352	13	7	1	4	2	23	254	12	10	1850	
Administrative Complaint Filed	3	0	0	7	20	0	0	9	578	16	169	0	0	0	1	0	6	63	0	0	872	
Final Orders Filed	4	0	0	1	22	0	0	4	474	22	104	0	0	0	0	0	6	55	2	0	694	

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.

Cease & Desist Issued refers to cases where a Notice of Cease and Desist was issued.

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 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 FOUR: UNLICENSED ACTIVITY FINANCIAL REPORTS

**BARBERS BOARD
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 40,614	\$ 64,665
Fines	13,786	14,057
Investment Earnings	3,309	4,112
	<hr/>	<hr/>
Total Revenues	57,709	82,833
	<hr/>	<hr/>
EXPENSES		
Refunds	90	-
Service Charge to General Revenue	4,590	6,552
Unlicensed Activity Expense	26,886	66,020
General Counsel	13,780	15,294
	<hr/>	<hr/>
Total Expenses	45,346	87,865
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	12,363	(5,032)
Transfer to General Revenue	5,300	15,071
	<hr/>	<hr/>
ACCOUNT BALANCE, Beginning of Period	250,636	270,739
	<hr/>	<hr/>
ACCOUNT BALANCE, End of Period	\$ 257,699	\$ 250,636
	<hr/> <hr/>	<hr/> <hr/>

**FLORIDA BUILDING CODE ADMINISTRATORS AND INSPECTORS BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 47,020	6,175
Investment Earnings	5,315	5,098
Total Revenues	52,335	11,273
EXPENSES		
Unlicensed Activity Expense	2,625	1,523
Refunds	40	-
Service Charge to General Revenue	4,185	809
General Counsel		
Total Expenses	6,850	2,332
CHANGE IN ACCOUNT BALANCE	45,485	8,941
TRANSFERS		
Transfer to General Revenue	-	-
ACCOUNT BALANCE, Beginning of Period	362,794	353,853
ACCOUNT BALANCE, End of Period	\$ 408,279	\$ 362,794

**COMMUNITY ASSOCIATION MANAGERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 23,385	\$ 82,252
Fines	250	-
Investment Earnings	<u>1,870</u>	<u>2,409</u>
Total Revenues	<u>25,505</u>	<u>84,661</u>
EXPENSES		
Unlicensed Activity Expense	37,790	41,039
General Counsel/Legal	4,909	1,403
Refunds	60	-
Service Charge to General Revenue	<u>2,055</u>	<u>6,742</u>
Total Expenses	<u>44,814</u>	<u>49,185</u>
CHANGE IN ACCOUNT BALANCE	(19,309)	35,476
ACCOUNT BALANCE, Beginning of Period	<u>157,543</u>	<u>122,067</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 138,234</u></u>	<u><u>\$ 157,543</u></u>

**BOARD OF COSMETOLOGY
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 606,331	\$ 674,279
Fines	30,667	34,655
Investment Earnings	42,399	39,235
	<hr/>	<hr/>
Total Revenues	679,397	748,168
	<hr/>	<hr/>
EXPENSES		
Unlicensed Activity Expense	40,915	109,452
Refunds	455	-
Service Charge to General Revenue	54,321	59,238
General Counsel	38,406	33,994
	<hr/>	<hr/>
Total Expenses	134,097	202,684
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	545,300	545,485
TRANSFER TO GENERAL REVENUE	66,400	148,303
ACCOUNT BALANCE, Beginning of Period	<hr/> 2,749,983	<hr/> 2,352,801
ACCOUNT BALANCE, End of Period	<hr/> <hr/> \$ 3,228,883	<hr/> <hr/> \$ 2,749,983

**ELECTRICAL CONTRACTORS' LICENSING BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 22,070	\$ 46,446
Fines	<u>29,284</u>	<u>10,116</u>
Total Revenues	<u>51,354</u>	<u>56,562</u>
 EXPENSES		
Unlicensed Activity Expense	277,118	250,061
General Counsel/Legal	2,125	12,321
Service Charge to General Revenue	3,262	3,849
Interest Assessment	<u>10,719</u>	<u>10,068</u>
Total Expenses	<u>293,233</u>	<u>276,298</u>
 CHANGE IN ACCOUNT BALANCE	 (241,879)	 (219,736)
 TRANSFER FROM OPERATING FUND	 100,000	
 ACCOUNT BALANCE, Beginning of Period	 <u>(682,477)</u>	 <u>(462,741)</u>
 ACCOUNT BALANCE, End of Period	 <u><u>\$ (824,356)</u></u>	 <u><u>\$ (682,477)</u></u>

**BOARD OF LANDSCAPE ARCHITECTURE
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	<u>6/30/2016</u>	<u>6/30/2015</u>
Unlicensed Activity Fees	\$ 7,998	\$ 375
Investment Earnings	<u>547</u>	<u>504</u>
Total Revenues	<u>8,545</u>	<u>879</u>
EXPENSES		
Unlicensed Activity Expense	1,000	1,861
Refunds	10	-
Service Charge to General Revenue	<u>662</u>	<u>60</u>
Total Expenses	<u>1,672</u>	<u>1,921</u>
CHANGE IN ACCOUNT BALANCE	6,873	(1,042)
ACCOUNT BALANCE, Beginning of Period	<u>35,245</u>	<u>36,288</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 42,118</u></u>	<u><u>\$ 35,245</u></u>

**BOARD OF VETERINARY MEDICINE
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	<u>6/30/2016</u>	<u>6/30/2015</u>
Unlicensed Activity Fees	\$ 41,225	\$ 3,735
Fines	500	
Investment Earnings	2,862	2,941
	<hr/>	<hr/>
Total Revenues	44,587	6,676
	<hr/>	<hr/>
EXPENSES		
Unlicensed Activity Expense	10,781	16,732
General Counsel/Legal	-	554
Service Charge to General Revenue	3,576	474
Refunds	10	-
	<hr/>	<hr/>
Total Expenses	14,367	17,761
	<hr/>	<hr/>
CHANGE IN ACCOUNT BALANCE	30,220	(11,084)
ACCOUNT BALANCE, Beginning of Period	<hr/> 204,277	<hr/> 215,361
ACCOUNT BALANCE, End of Period	<hr/> <u>\$ 234,497</u>	<hr/> <u>\$ 204,277</u>

**ASBESTOS UNIT
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 1,180	\$ 1,235
Investment Earnings	<u>138</u>	<u>135</u>
Total Revenues	<u>1,318</u>	<u>1,370</u>
EXPENSES		
Unlicensed Activity Expense	250	1,185
Service Charge to General Revenue	<u>114</u>	<u>107</u>
Total Expenses	<u>364</u>	<u>1,292</u>
CHANGE IN ACCOUNT BALANCE	954	77
ACCOUNT BALANCE, Beginning of Period	<u>9,160</u>	<u>9,083</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 10,114</u></u>	<u><u>\$ 9,160</u></u>

**BOARD OF ARCHITECTURE AND INTERIOR DESIGN
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	<u>6/30/2016</u>	<u>6/30/2015</u>
Unlicensed Activity Fees	\$ 5,050	\$ 85,895
Fines	97,543	52,687
Investment Earnings	<u>3,508</u>	<u>4,924</u>
Total Revenues	<u>106,101</u>	<u>143,506</u>
 EXPENSES		
Refunds	-	-
Service Charge to General Revenue	8,468	11,508
Contracted Services	<u>170,704</u>	<u>215,316</u>
Total Expenses	<u>179,172</u>	<u>226,824</u>
 CHANGE IN ACCOUNT BALANCE	 (73,071)	 (83,318)
TRANSFER TO GENERAL REVENUE	5,000	17,146
ACCOUNT BALANCE, Beginning of Period	<u>321,933</u>	<u>422,398</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 243,862</u></u>	<u><u>\$ 321,933</u></u>

**BOARD OF PILOT COMMISSIONERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	<u>6/30/2016</u>	<u>6/30/2015</u>
Unlicensed Activity Fees	\$ -	\$ 535
Investment Earnings	<u>24</u>	<u>24</u>
Total Revenues	<u>24</u>	<u>559</u>
 EXPENSES		
Unlicensed Activity	125	0
Service Charge to General Revenue	<u>2</u>	<u>45</u>
Total Expenses	<u>127</u>	<u>45</u>
 CHANGE IN ACCOUNT BALANCE	(103)	514
 ACCOUNT BALANCE, Beginning of Period	<u>2,311</u>	<u>1,797</u>
 ACCOUNT BALANCE, End of Period	<u><u>\$ 2,208</u></u>	<u><u>\$ 2,311</u></u>

**BOARD OF AUCTIONEERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 13,055	\$ 1,295
Fines	266	-
Investment Earnings	<u>519</u>	<u>468</u>
Total Revenues	<u>13,840</u>	<u>1,763</u>
EXPENSES		
Unlicensed Activity Expense	4,251	8,971
Service Charge to General Revenue	<u>1,123</u>	<u>132</u>
Total Expenses	<u>5,374</u>	<u>10,137</u>
CHANGE IN ACCOUNT BALANCE	8,467	(8,374)
ACCOUNT BALANCE, Beginning of Period	<u>30,356</u>	<u>38,730</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 38,822</u></u>	<u><u>\$ 30,356</u></u>

**TALENT AGENTS
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ <u>1,315</u>	\$ <u>325</u>
Total Revenues	1,315	325
 EXPENSES		
Unlicensed Activity Expense	7,878	15,742
General Counsel/Legal	-	17,955
Interest Assessment	<u>956</u>	<u>1,063</u>
Total Expenses	<u>8,861</u>	<u>34,759</u>
 CHANGE IN ACCOUNT BALANCE	(7,546)	(34,434)
 ACCOUNT BALANCE, Beginning of Period	<u>(62,864)</u>	<u>(28,429)</u>
 ACCOUNT BALANCE, End of Period	<u><u>\$ (70,410)</u></u>	<u><u>\$ (62,864)</u></u>

**CONSTRUCTION INDUSTRY LICENSING BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 139,511	\$ 290,020
Fines	<u>128,683</u>	<u>91,639</u>
Total Revenues	<u>268,194</u>	<u>381,659</u>
EXPENSES		
Unlicensed Activity Expense	820,620	1,279,039
General Counsel/Legal	10,005	126,410
Refunds	15	-
Service Charge to General Revenue	20,821	29,718
Interest Assessment	<u>8,125</u>	<u>13,003</u>
Total Expenses	<u>859,587</u>	<u>1,448,170</u>
TRANSFERS		
Transfer from Operating Account	<u>1,000,000</u>	<u>500,000</u>
Total Transfers	<u>1,000,000</u>	<u>500,000</u>
CHANGE IN ACCOUNT BALANCE	408,607	(566,511)
ACCOUNT BALANCE, Beginning of Period	<u>(1,011,121)</u>	<u>(444,609)</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ (602,513)</u></u>	<u><u>\$ (1,011,121)</u></u>

**BOARD OF PROFESSIONAL ENGINEERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 16,825	\$ 200,950
Investment Earnings	<u>3,392</u>	<u>3,606</u>
Total Revenues	<u>20,217</u>	<u>204,556</u>
 EXPENSES		
FEMC Contracted Services	80,405	40,978
Refunds	20	-
Service Charge to General Revenue	<u>1,611</u>	<u>16,344</u>
Total Expenses	<u>82,036</u>	<u>57,321</u>
 CHANGE IN ACCOUNT BALANCE	 (61,818)	 147,234
 TRANSFERS		
Transfer of Excess Cash to General Revenue	4,300	14,832
 ACCOUNT BALANCE, Beginning of Period	 <u>276,545</u>	 <u>144,143</u>
 ACCOUNT BALANCE, End of Period	 <u>\$ 210,426</u>	 <u>\$ 276,545</u>

**ATHLETE AGENTS
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 1,370	\$ 375
Investment Earnings	<u>75</u>	<u>65</u>
Total Revenues	<u>1,445</u>	<u>440</u>
EXPENSES		
Service Charge to General Revenue	<u>109</u>	<u>34</u>
Total Expenses	<u>109</u>	<u>34</u>
CHANGE IN ACCOUNT BALANCE	1,336	406
ACCOUNT BALANCE, Beginning of Period	<u>4,782</u>	<u>4,376</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 6,118</u></u>	<u><u>\$ 4,782</u></u>

**UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 2,805	\$ 380
Fines	1,553	7,102
Investment Earnings	<u>456</u>	<u>470</u>
Total Revenues	<u>4,814</u>	<u>7,952</u>
EXPENSES		
Unlicensed Activity Expense	4,758	2,168
Refunds	5	-
General Counsel	-	813
Service Charge to General Revenue	<u>397</u>	<u>628</u>
Total Expenses	<u>5,160</u>	<u>3,609</u>
CHANGE IN ACCOUNT BALANCE	(346)	4,343
ACCOUNT BALANCE, Beginning of Period	<u>34,741</u>	<u>30,398</u>
ACCOUNT BALANCE, End of Period	<u>\$ 34,395</u>	<u>\$ 34,741</u>

**BOARD OF PROFESSIONAL GEOLOGISTS
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 7,325	\$ 3,945
Investment Earnings	<u>1,003</u>	<u>1,046</u>
Total Revenues	<u>8,328</u>	<u>4,991</u>
EXPENSES		
Unlicensed Activity Expense	753	1,861
Service Charge to General Revenue	<u>647</u>	<u>471</u>
Total Expenses	<u>1,399</u>	<u>2,332</u>
CHANGE IN ACCOUNT BALANCE	6,928	2,659
ACCOUNT BALANCE, Beginning of Period	<u>72,962</u>	<u>70,303</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 79,890</u></u>	<u><u>\$ 72,962</u></u>

**DIVISION OF PROFESSIONAL REGULATION
HOME INSPECTORS LICENSING UNIT
UNLICENSED ACTIVITY ACCOUNT
FINANCIAL REPORT**

JUNE 30, 2016

**HOME INSPECTORS LICENSING UNIT
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 18,830	\$ 18,205
Investment Earnings	<u>769</u>	<u>792</u>
Total Revenues	<u>19,599</u>	<u>18,997</u>
 EXPENSES		
Unlicensed Activity Expense	3,002	9,652
Service Charge to General Revenue	<u>1,555</u>	<u>1,507</u>
Total Expenses	<u>4,557</u>	<u>11,160</u>
 TRANSFERS		
Transfer to General Revenue Fund	<u>1,400</u>	<u>2,811</u>
Total Transfers	<u>1,400</u>	<u>2,811</u>
 CHANGE IN ACCOUNT BALANCE	 13,643	 5,027
ACCOUNT BALANCE, Beginning of Period	<u>52,106</u>	<u>47,079</u>
ACCOUNT BALANCE, End of Period	<u>\$ 65,748</u>	<u>\$ 52,106</u>

**MOLD-RELATED SERVICES LICENSING UNIT
UNLICENSED ACTIVITY ACCOUNT
FOR THE TWELVE MONTHS ENDING JUNE 30, 2016
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2015)**

REVENUES	6/30/2016	6/30/2015
Unlicensed Activity Fees	\$ 9,495	\$ 9,060
Fines	4,901	
Investment Earnings	<u>(19)</u>	<u>166</u>
Total Revenues	<u>14,377</u>	<u>9,226</u>
 EXPENSES		
Unlicensed Activity Expense	14,128	23,861
Service Charge to General Revenue	<u>1,131</u>	<u>736</u>
Total Expenses	<u>15,259</u>	<u>24,597</u>
 TRANSFERS		
Transfer to General Revenue	<u>-</u>	<u>217</u>
Total Transfers	<u>-</u>	<u>217</u>
 CHANGE IN ACCOUNT BALANCE	 (882)	 (15,588)
 ACCOUNT BALANCE, Beginning of Period	 <u>2,401</u>	 <u>17,989</u>
 ACCOUNT BALANCE, End of Period	 <u>\$ 1,519</u>	 <u>\$ 2,401</u>