



UNLICENSED  
ACTIVITY PROGRAM  
ANNUAL REPORT  
2016-2017 Fiscal Year

Rick Scott, *Governor*

Jonathan Zchem, *Secretary*





## Message from the Secretary

Dear Fellow Floridians,

There were many changes at the Florida Department of Business and Professional Regulation this past year, from moving our Tallahassee offices across town to the Governor naming me as the new Secretary. As the new head of the Department, I am eager to serve the state of Florida and Governor Rick Scott. Under Governor Scott's guidance, we have worked hard to improve efficiency and reduce burdensome regulations for the more than one million businesses and professionals licensed by the Department.

One of our proudest achievements during Fiscal Year 2016-2017 was the Department's launch of the Business Information Portal ([www.OpenMyFloridaBusiness.gov](http://www.OpenMyFloridaBusiness.gov)). The new website takes prospective business owners step-by-step through everything needed to start a new business in Florida.

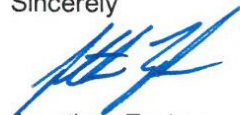
Beginning in June 2015, the Department implemented an initiative to allow Real Estate licensees to print their professional license through their Department of Business and Professional Regulation online account. The Department expanded this functionality on July 1, 2016 to include Real Estate Appraisal, Talent Agent, Athlete Agent, Home Inspector, Mold Related Services and Asbestos licensees. These changes have allowed licensees to print their licenses as soon as the Department approves, updates, or renews them. This change eliminated the seven to ten day delay needed for licensees to receive a printed license by mail. As a result, 407,319 licensees print licenses and join Florida's workforce without further delays.

During Fiscal Year 2016-2017, 99.5% of license renewal applications were completed online. This function allows licensees to renew their license from the comfort of their home or business. In addition, the percentage of initial applications available online increased from 46.3% to 54.08% in Fiscal Year 2016-2017. The percentage of applications submitted online averaged 52% and reached a high of 57.57%, reducing the amount of paper applications during this same time period.

One of the Department's objectives is to protect the safety of Florida's consumers from unlicensed activity. During Fiscal Year 2016-2017, the Division of Regulation conducted 41 undercover operations and 722 sweeps to stop unlicensed individuals in their tracks. Department staff also conducted 795 outreach events to educate Floridians about the importance of hiring licensed professionals and the dangers posed by unlicensed individuals.

I am proud of our accomplishments this past fiscal year, and I am happy we are able to create an environment where businesses can thrive by streamlining processes and reducing excessive regulation. The Department will continue to improve and better serve our licensees and the State of Florida in the years to come.

Sincerely



Jonathan Zachem

## TABLE OF CONTENTS

<b><u>MESSAGE FROM THE SECRETARY</u></b>	<b><u>2</u></b>
<b><u>EXECUTIVE SUMMARY</u></b>	<b><u>4</u></b>
<b>SECTION ONE: FINANCIAL SUMMARY/OPERATIONAL BUDGET</b>	<b>5</b>
FINANCIAL SUMMARY	<b>6</b>
OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES	<b>7</b>
<b>SECTION TWO: PROGRAM EFFORTS</b>	<b>9</b>
UNLICENSED ACTIVITY PROGRAM EFFORTS	<b>10</b>
OFFICE OF COMMUNICATIONS EFFORTS	<b>15</b>
<b>SECTION THREE: COMPLAINT INFORMATION</b>	<b>19</b>
COMPLAINT ACCESS	<b>20</b>
COMPLAINT STATISTICS	<b>21</b>
UNLICENSED ACTIVITY DOAH REFERRALS	<b>23</b>
<b>SECTION FOUR: FINANCIAL REPORTS</b>	<b>26</b>
UNLICENSED ACTIVITY FINANCIAL REPORTS	<b>27</b>

## 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 individuals harm law-abiding, state-licensed professionals by taking their business, and unlicensed activity causes personal and financial harm to consumers. The Department works to eliminate unlicensed activity by increasing public awareness and by engaging in proactive enforcement.

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 2016-2017 was \$2,138,146.

Each licensee is required by Section 455.2281, Florida Statutes, to pay an unlicensed activity fee which funds 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 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 2016 2017 Revenue:	
<b>Unlicensed Activity Fees</b>	<b>\$1,775,323</b>
<b>Citations</b>	<b>\$64,533</b>
<b>Fines and Costs</b>	<b>\$380,079</b>
<b>Interest Income</b>	<b>\$96,833</b>
<b>Total</b>	<b>\$2,316,768</b>

### Appropriation

Fiscal Year 2016 2017 Appropriation by Division:	
<b>Division of Regulation</b>	<b>\$1,537,271</b>
<b>Division of Real Estate</b>	<b>\$500,000</b>
<b>Board of Professional Engineers</b>	<b>\$100,875</b>
<b>Division of Certified Public Accountants</b>	<b>\$0</b>
<b>Total</b>	<b>\$2,138,146</b>

### Expenditures

From funds provided in Specific Appropriation 2013 Unlicensed Activities, \$1,593,022 was expended at the Department level as detailed in this report. Overall expenditures were less than the \$2,138,146 appropriation, resulting in the Professional Regulation Unlicensed Activity fund coming in under budget.

Fiscal Year 2016 2017 Summary Expenditures by Category:	
<b>Temporary Staff (OPS)</b>	<b>\$ 1,244,752</b>
<b>General Expense</b>	<b>\$348,270</b>
<b>Grand Total</b>	<b>\$1,593,022</b>

In accordance with Section 455.2281, Florida Statutes, the Department spent these funds on unlicensed activity enforcement and education. Division staff 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 REAL ESTATE

Total Budget Allocated: \$500,000

Unlicensed real estate activity puts citizens at personal and financial risk. The Division of Real Estate's Unlicensed Activity Program goal is to ensure, by raising awareness about the dangers of unlicensed practice, and, through vigorous enforcement, that those providing real estate services in Florida are licensed.

Category	Amount	Details
<b>Staffing (Enforcement)</b>	\$213,829	(4) Temporary field investigators dedicated solely to proactive enforcement and the investigation of consumer complaints alleging unlicensed real estate activity. At times during the reporting period, investigators have carried loads of 25 or more cases.
<b>Staffing (Legal)</b>	\$45,880	(1) Attorney prosecuted violations of unlicensed activity and worked with applicable state and federal prosecutors where necessary for criminal prosecution.
<b>Operations/Investigative Tools</b>	\$3,560	Electronic equipment to assist with investigations.
<b>Outreach</b>	\$6,507	Educational materials for outreach events and trade shows.
<b>Total:</b>	<b>\$269,776</b>	

# 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	\$259,352.80	<b>Participation in Outreach Events and Presentations:</b> Including trade show registrations, travel expenses, public service announcement
	\$26,820.72 <i>Total = \$286,173.52</i>	<b>Unlicensed Activity Educational Items:</b> Including brochures and various educational materials
Enforcement	\$985,042.85	<b>Staffing:</b> 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.
	\$14,462.48 <i>Total = 999,505.33</i>	<b>Investigative Tools:</b> 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	\$37,567.25	<b>Equipment and Operation:</b> Including rental equipment, copiers, postage, office supplies, IT equipment to provide unlicensed activity staff the necessary tools to carry out investigations and other functions related to the program.
<b>Total:</b>	<b>\$1,323,246.10</b>	



# **SECTION TWO: UNLICENSED ACTIVITY PROGRAM 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 Certified Public Accounting

During Fiscal Year 2016-2017, 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, and proactive searches by Board staff searching various websites and Google Alert reviews. This Fiscal Year, 96 unlicensed complaints were received, 58 complaints were legally sufficient.

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, 59 Cease and Desist notifications were issued, and five (5) ULA Citations were issued.

### Division of Real Estate

The Division's unlicensed activity program is a combined effort of the Bureau of Enforcement and the Office of the General Counsel with the objective to safeguard the professional real estate license through education, outreach, and proactive enforcement, and, to expeditiously investigate and prosecute unlicensed real estate activity.

In Fiscal Year 2016-2017, the Division gave considerable attention to educating real estate licensees about the threat of unlicensed practice through presentations at brokerage and trade association events, and through Commission prescribed training of licensed real estate instructors. The goal of these outreaches was to familiarize licensees with the complaint process and to convey the Division's reliance upon their cooperation in reporting unlicensed activity.

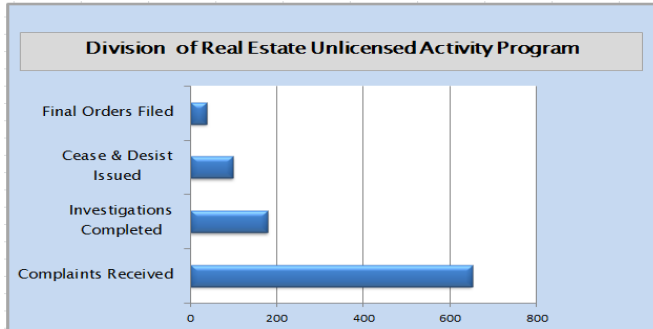
The Unlicensed Activity Unit is staffed by investigators located in Central and Southern Florida. All complaints alleging unlicensed real estate activity are reviewed for legal sufficiency. An investigation is initiated to determine if a violation may have occurred. During the investigation, attempts 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 authorities for consideration of criminal prosecution.



Unlicensed activity investigators routinely monitor social media and websites where unlicensed practice is known to be advertised. When unlicensed activity is discovered, complaints are initiated and thoroughly investigated.

In Fiscal Year 2016-2017, 650 complaints alleging unlicensed activity were received, resulting in 193 investigations, 99 Notices to Cease and Desist, and 38 Final Orders.



## Division of Regulation

**Outreach and Education:** The Division’s investigators carried out outreach programs to protect the public from unlicensed activity. 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 2016-2017, the Division of Regulation conducted 797 outreach events to educate Floridians about the importance of hiring licensed professionals and the dangers unlicensed individuals pose. These events resulted in interactions with over 46,700 individuals including citizens, licensees, professionals, local government’s state attorney offices and law enforcement groups.

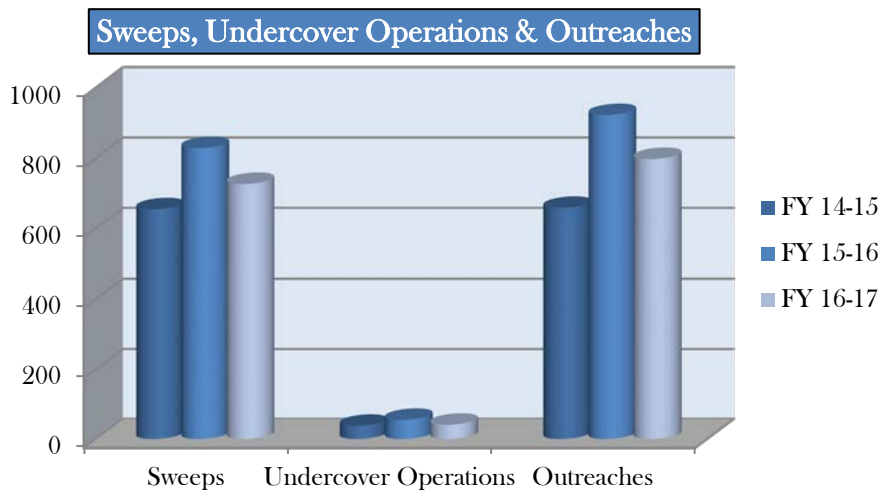


**Raina Reagan and Jared Spong, investigators with the Department, presented the Sheriff and FCSO with a plaque to recognize the great partnership between both agencies. FCSO and DBPR worked together on Operation Wrong Number identifying unlicensed contractors working in Flagler County.**

**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.

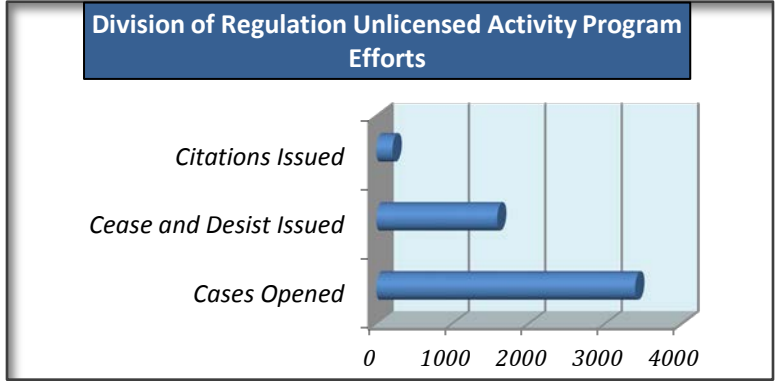
The investigators conduct compliance checks (sweeps) in areas suspected of having unlicensed activity. In Fiscal Year 2016-2017, investigators performed 726 sweep operations and visited 9,100 sites resulting in 502 new cases being opened. These sweep operations frequently include other agencies such as the Department of Financial Services or local building departments.

During Fiscal Year 2016-2017, the Division participated in 41 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 113 new unlicensed activity cases being opened. These cases resulted in over 50 arrests, numerous notices to appear and the issuance of 82 Notices to Cease and Desist.



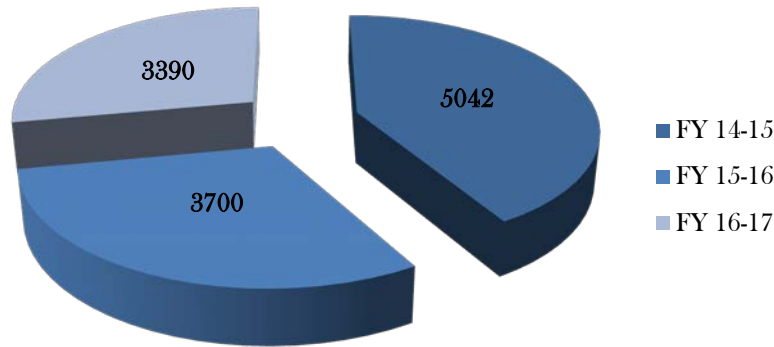
**Complaints and Investigations:** The Division reviews unlicensed activity complaints through the complaint/investigations process. There are numerous ways in which a complaint can be received: by emailing the unlicensed activity unit, calling the toll-free unlicensed activity hotline, using the new DBPR Mobile App or by traditional mail or fax. Once a complaint is received, an investigation is opened after a finding of legal sufficiency. Investigations of unlicensed activity may result in a Notice to Cease and Desist, a citation or fines. All unlicensed activity cases are forwarded to State Attorney's Offices once the investigation is complete. In Fiscal Year 2016-2017 the Division referred over 1,700 cases to the State Attorney's Offices.

**Fiscal Year 2016 2017**  
**ULA Citations and Fines Assessed: \$2,797,414**



In addition, the Division received 3,390 complaints of unlicensed activity, of which 2,425 were found to be legally sufficient and resulted in further investigation. These investigations resulted in the issuance of 1,582 Notices to Cease and Desist, over 200 citations and imposition of over 1,150 Final Orders. Administrative fines and Final Orders issued increased considerably from Fiscal Year 2015-2016; and administrative fines went from 806 to 1,217 and Final Orders went from 635 to 1,162 respectively.

**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 Division’s efforts. The Unlicensed Activity Unit processes complaints that originate from email, the Department’s new mobile app, our toll-free hotline and our new online complaint forms on our Department’s website.

### **Toll-Free Hotline:**

- In Fiscal Year 2016-2017, the analysts received phone calls resulting in 340 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 2016-2017, the total emails received were 5,237. During the course of the year, a number of emails received were for other agencies, other Divisions within the Department, or work not regulated by the Department. These types of emails are sent to the appropriate agency/area and handled accordingly.

### **Mobile Application (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 2016-2017, the unlicensed activity unit initiated 356 complaints that were received via the DBPR Mobile App, which increased significantly from Fiscal Year 2016-2017.

## **DBPR Is an Active NASCLA Member**

In June 2017, the Division of Regulation in cooperation with numerous local law enforcement agencies, as well as various cities and townships, conducted undercover operations as part of the National Association of State Contractors Licensing Agencies' (NASCLA) nationwide initiative targeting unlicensed contractors. State agencies from Arizona, California, Oregon, Rhode Island, Texas, Utah and Washington also participated.



DBPR's successful multi-agency efforts resulted in 10 Arrests, seven Notices to Appear, five Charging Affidavits, one Citation, 36 Cease & Desist Orders and 56 additional cases to be opened against unlicensed subjects who advertised their services to perform that of a State Licensed Contractor. In addition, all of the unlicensed activity cases were forwarded the State Attorney's Offices for possible criminal prosecution.

NASCLA's initiative provided an opportunity to protect and educate consumers, deter illegal construction activity and level the playing field for honest, hardworking professionals in the construction industry on a national level.

"Combatting unlicensed activity requires innovative, creative solutions and partnerships between state and local government," said DBPR Secretary Jonathan Zachem. "I would like to thank NASCLA for partnering with us on this important initiative to educate consumers across the country about the dangers of unlicensed contractors."

## OFFICE OF COMMUNICATIONS

### Background

The Department 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.

The Department's 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

#### ***Hurricane Unlicensed Activity Campaign***

**Purpose:** Warning consumers about the dangers of hiring an unlicensed contractor, especially after a natural disaster, such as a hurricane.

**Campaign Air Dates:** July 1 – December 31, 2017

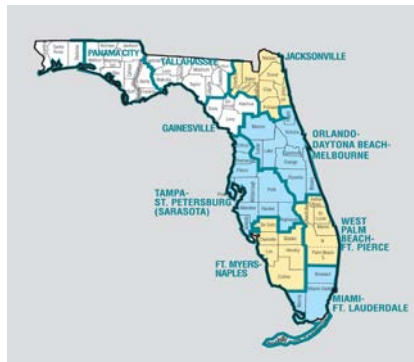
#### **Price:**

- Radio Airtime: \$200,000
- Radio Spot Production: \$10,000
- Total Purchase Order Amount: \$210,000

\$210,000 for a Hurricane Unlicensed Activity Radio Campaign and Production. The Radio Campaign will air statewide for a total of 6 months from July 1 - December 31, 2017. The campaign radio airtime of \$200,000 and production of \$10,000 will be matched with a minimum of \$630,000 in airtime for a total minimum campaign value of \$840,000.

#### **Broadcast Range (see map):**

- Fort Myers – Naples
- Gainesville
- Jacksonville
- Miami – Ft. Lauderdale
- Orlando
- Panama City
- Pensacola
- Tallahassee
- Tampa
- West Palm Beach



**Message 1 (English):** The following message is brought to you by the Florida Department of Business and Professional Regulation, the Florida Association of Broadcasters and this radio station.

Hurricanes can cause severe damage to your home or property, so if you need storm repairs make sure you use only Florida licensed contractors. Remember to check their references, get everything in writing and don't pay upfront.



To verify your contractors are licensed, contact the Florida Department of Business and Professional Regulation online at [myfloridalicense.com](http://myfloridalicense.com). That's [myfloridalicense.com](http://myfloridalicense.com).

**Message 1 (Spanish):** Este mensaje llega a ustedes gracias al Departamento de Regulación de Negocios y Profesionales de la Florida, a la Asociación de Radiodifusores de la Florida y a esta estación de Radio

Los Huracanes pueden causar daños severos a su casa o propiedad, así que, si necesita reparar daños causados por una tormenta, asegúrese de usar solo contratistas con licencia de la Florida.

Para verificar si su contratista tiene licencia, contacte por internet al Departamento de Regulación de Negocios y Profesionales de la Florida en [myfloridalicense.com](http://myfloridalicense.com)... [myfloridalicense.com](http://myfloridalicense.com)

**Message 2 (English):** The following message is brought to you by the Florida Department of Business and Professional Regulation, the Florida Association of Broadcasters and this radio station.

Natural disasters can be unexpected and devastating to your home or property. If your home or property is damaged and needs repairs it's important to use only Florida licensed contractors.

Remember to check their references, get everything in writing and don't pay upfront. To verify your contractors are licensed, contact the Florida Department of Business and Professional Regulation online at [myfloridalicense.com](http://myfloridalicense.com). That's [myfloridalicense.com](http://myfloridalicense.com).

**Message 2 (Spanish):** Este mensaje llega a ustedes gracias al Departamento de Regulación de Negocios y Profesionales de la Florida, a la Asociación de Radiodifusores de la Florida y a esta estación de Radio

Los desastres naturales pueden ser inesperados y devastadores para su casa o propiedad. Si su casa o propiedad sufre daños y necesita reparaciones, es importante usar solo contratistas con licencia de la Florida.

Para verificar si su contratista tiene licencia, contacte por internet al Departamento de Regulación de Negocios y Profesionales de la Florida en [myfloridalicense.com](http://myfloridalicense.com)... [myfloridalicense.com](http://myfloridalicense.com)

***Press releases:***

The Office of Communications sent 4 press releases regarding unlicensed activity, which is 30.7% of the total number of press releases sent within the 2016-2017 fiscal year.

***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.

- 39 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 the DBPR Secretary that is sent to over 18,000 subscribers including licensees, consumers and industry leaders. 27 *Bottom Line* newsletters were sent discussing unlicensed activity, which is a 92.8% increase from the Fiscal Year 2015-2016.

***Florida Stylist:***

*Florida Stylist* is a monthly professional trade newspaper for the cosmetology profession in Florida.

Although DBPR is featured in every issue of the *Florida Stylist*, the two following articles featured unlicensed cosmetology practices specifically:

- December  
2016: [http://www.stylistnewspapers.com/online\\_edition/2016\\_online/1216\\_online/1216\\_fl\\_online/files/assets/basic-html/page-6.html](http://www.stylistnewspapers.com/online_edition/2016_online/1216_online/1216_fl_online/files/assets/basic-html/page-6.html)
- July  
2016: [http://www.stylistnewspapers.com/online\\_edition/2016\\_online/0716\\_online/0716\\_fl\\_online/files/assets/basic-html/page-6.html#](http://www.stylistnewspapers.com/online_edition/2016_online/0716_online/0716_fl_online/files/assets/basic-html/page-6.html#)

***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 article for inclusion in the *Elder Update*:

- 2017 Disaster Preparedness Guide for Elders (available in English and Spanish): “Protect Your Home After the Storm Passes”: <http://elderaffairs.state.fl.us/doea/disaster.php>

***NASCLA Initiative Targeting Unlicensed Contractors:***

The Department of Business and Professional Regulation (DBPR), in cooperation with Columbia, Flagler and Volusia County Sheriffs’ Offices as well as various cities and townships, conducted three undercover stings during the month of June as part of the National Association of State Contractors Licensing Agencies’ (NASCLA) nationwide initiative targeting unlicensed contractors.

DBPR’s successful multi-agency efforts resulted in 10 Arrests, seven Notices to Appear, five Charging Affidavits, one Citation, 36 Cease & Desist Orders and 56 additional cases to be opened against unlicensed subjects who advertised their services to perform that of a state licensed contractor. In addition, all of the unlicensed activity cases will be forwarded to the State Attorney’s office for possible criminal prosecution.

The Department shared posts to social media regarding the joint undercover operation results:

Volusia County Sheriff’s Office and Flagler County Sheriff’s Office Joint Operation (2 posts)

- Results: 1,471 impressions, 16 likes and one (1) comment.

Pasco County Sheriff’s Office Operation (two posts)

- Results: 1,793 impressions, 23 likes, two (2) shares and four (4) comments.

Columbia County Sheriff’s Office

- Results: 936 impressions, 17 likes and two comments.

### **Better Business Bureau Partnership**

The Department partners with the Better Business Bureau (BBB) to inform the public about the dangers of unlicensed activity:

1. National Hurricane Preparedness Week (May 7-13, 2017): DBPR and BBB joined forces to provide a one-stop resource page to help Florida prepare for hurricane season: <https://www.bbb.org/northwest-florida/hurricanes/>
2. 3<sup>rd</sup> Annual Unlicensed Activity Awareness Week (May 29 to June 2, 2017): DBPR and BBB joined forces to provide a one-stop resource page to help Floridians avoid unlicensed contractors: <https://www.bbb.org/west-florida/licensing/>

### **Measures of Success**

Division of Regulation ULA Campaign Measures of Success – Proactive:

- ULA Social Media Posts – 31
- *Bottom Line* newsletter topics – 27
- Press releases – 4
- Earned media – 39



# 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/entercomplaint](http://www.myfloridalicense.com/entercomplaint)
- Consumers may send an e-mail to the unlicensed activity inbox at [ula@myfloridalicense.com](mailto: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 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.
- 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.

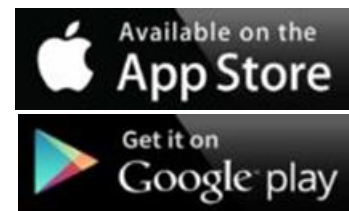


### Download Our Free App

- Verify license by name or license number
- Report suspected unlicensed activity
- Read the department's weekly newsletter, The Bottom Line



### Other Features





## Unlicensed Activity Complaints Annual Report FY 2016-2017

	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	
<b>By Profession</b>																						
Complaints Received	96	2	1	13	159	3	3	92	2010	309	660	2	1	0	11	6	48	650	29	41	4136	
Complaints Legally Sufficient	58	1	0	5	116	1	3	41	1438	188	537	4	1	0	8	3	36	240	19	24	2723	
Cease & Desist Issued	59	1	0	3	4	0	0	11	1002	65	431	3	0	0	7	3	26	99	12	14	1740	
UL Citations Filed	5	0	0	0	80	0	0	1	45	75	9	3	0	0	0	0	0	0	0	0	218	
<b>Office of the General Counsel</b>																						
Cases Received in Legal	18	1	0	2	31	2	2	25	1092	86	406	1	1	1	8	2	31	193	7	21	1930	
Administrative Complaints Filed	16	0	0	0	20	0	2	7	837	17	314	0	0	0	1	0	18	27	0	1	1260	
Final Orders Filed	17	0	0	5	100	0	1	12	846	85	301	3	0	0	2	0	17	38	2	1	1430	

## Unlicensed Activity Complaints –Terms Defined

**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 Complaints 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.

## Unlicensed Activity DOAH Referrals

The Department of Business and Professional Regulation (DBPR) is the state agency charged with regulating construction contractors in Florida. DBPR's burden of proof in disciplinary cases is by clear and convincing evidence, which is a substantially higher burden than in civil litigation. In prosecuting ULA violations, DBPR is authorized to impose administrative fines and recover investigative costs; however, DBPR has no authority to impose restitution.

ULA is also a criminal offense, which can be prosecuted by the State Attorney's Office, as it deems necessary. DBPR is required to refer all violations to the State Attorney's Office for potential criminal charges.

When a respondent disputes the material facts contained in the administrative complaint filed by DBPR, the case is referred to the Division of Administrative Hearings (DOAH) for a formal evidentiary hearing. The DOAH Administrative Law Judge (ALJ) acts as an independent fact-finder, and issues a recommended order to DBPR, based upon the findings and applicable law.

The following cases were prosecuted by DBPR under Section 489.13(1), Florida Statutes, which provides that a person performing an activity requiring licensure is guilty of unlicensed contracting if he or she does not hold the requisite state license.

### **DBPR v. Edwards, DOAH Case Nos. 16-7256 through 16-7267 and 16-7623 (DBPR Case Nos. 2015-042060, 2015-042080, 2015-042088, 2015-042147, 2015-042156, 2015-042162, 2015-042168, 2015-052222, 2015-052287, 2015-052293, 2015-052307, 2015-052319, and 2016-048211)**

**FACTS:** Initially, there were 13 individual enforcement cases against Respondent, which were consolidated for hearing at DOAH. Each case represented a job Respondent performed for an elderly and/or disabled person under the Medicaid waiver program. The jobs involved construction of wheelchair ramp(s) and bathroom accessibility modification(s). Respondent was a registered building contractor in Madison County, but he performed this work in several other counties where he was not licensed. Respondent also did not obtain building permits, which was potentially dangerous to the homeowners in that it did not appear to meet code requirements.

Concurrent with DBPR's prosecution, Respondent faced felony charges for alleged Medicaid fraud in excess of \$100,000. DBPR worked closely with the Attorney General's Office and Medicaid investigators to obtain additional evidence, secure the testimony of numerous witnesses from several locations, and improve trial strategy.

DBPR obtained a number of certified records from local government entities; extensive payment records from Medicaid; and supporting testimony of victims, building officials, and Medicaid auditors and investigators. DBPR set several depositions at multiple locations and attended the related criminal trial. DBPR conferred with both the prosecution and defense, which provided important insight regarding the strengths and weaknesses in DBPR's case.

**OUTCOME:** Although Respondent was found not guilty at the criminal trial, DBPR negotiated a full settlement of the cases, whereby Respondent admitted to all of the alleged violations and agreed to pay \$25,000 in fines and investigative costs to DBPR.

**DBPR v. Perry, DOAH Case Nos. 16-3405 and 16-3406 (DBPR Case Nos. 2013-032531 and 2013-033928)**

**FACTS:** There were initially two enforcement cases against Respondent for unlicensed roofing, involving similar facts and law. In each case, significant consumer harm was present. Respondent allegedly targeted elderly customers and persuaded them to give him \$12,000 in one case, and \$14,700 in another. However, Respondent never performed the work. The State Attorney's Office charged Respondent with numerous criminal charges, including fraud/theft and exploiting the elderly. Respondent also had two prior Final Orders with DBPR for unlicensed roofing.

Because Respondent was a repeat offender, there was significant consumer harm, and the evidence strongly suggested intentional wrongdoing, DBPR decided to pursue DOAH litigation, during which the cases were consolidated for hearing. In preparation for the final hearing, DBPR secured the testimony of several key witnesses, including the children of a deceased Complainant, who agreed to testify at the hearing despite no longer residing in Florida.

**OUTCOME:** The case was set for final hearing; however, Respondent failed to respond to any discovery requests. Subsequently, the ALJ entered an order to show cause and, when Respondent did not respond, granted DBPR's motion to deem matters admitted and relinquish jurisdiction. DBPR therefore conducted an informal hearing, at which Respondent appeared by telephone, and found that the aggravating circumstances warranted an increased penalty. The Final Order imposed a total of \$15,000 in fines, plus investigative costs, against the Respondent.

**DBPR v. Russell, DOAH Case No. 17-1977 (DBPR Case No. 2016-005498)**

**FACTS:** This case involved significant consumer harm. DBPR alleged that Respondent took \$4,500 from Complainant and demolished her bathroom, but performed none of the contracted remodeling work. Immediately following referral to DOAH, Complainant withdrew her complaints with DBPR and the State Attorney's Office. DBPR re-obtained her cooperation shortly thereafter, and guided her through the litigation process.

DBPR treated this case similarly to construction defects litigation in civil court and, with Complainant's assistance, was able to secure expert witnesses at no additional cost to the Department. DBPR also worked closely with the State Attorney's Office to increase pressure on Respondent, in order to obtain a better result for the Complainant and the Florida public.

**OUTCOME:** The Final Order Approving Settlement Agreement provided full restitution to Complainant, an administrative fine, and investigative costs. The total amount that Respondent agreed to pay exceeded one-and-a-half times the disciplinary guidelines, and therefore was a substantially better outcome than DBPR likely would have obtained had it prevailed at DOAH.

**DBPR v. Tuttle, DOAH Case No. 16-3900 (DBPR Case No. 2015-011428)(Appeal pending)**

**FACTS:** DBPR filed an Administrative Complaint against Respondent alleging that he had acted as an unlicensed plumbing contractor by performing repairs to backflow prevention devices at two locations in Tallahassee, for compensation, without holding a state plumber's license.

Respondent argued that he was permitted to perform the repairs under the “handyman” exemption in Section 489.103(9), Florida Statutes, because the contract price was under \$1,000 and such work did not affect “life-safety” matters as defined in the Florida Building Code.

Accordingly, DBPR referred the case to DOAH for a hearing, and pursued thorough discovery to narrow the issues and obtain all necessary information to prevail.

At the hearing, Respondent admitted to performing the alleged repairs to backflow preventers, for compensation, without holding a contractor’s license. On DBPR’s motion, the ALJ took official recognition of certain sections of the Building Code, which require the use of backflow preventers to prevent contamination of potable water, in order to protect the public health, safety, and welfare.

DBPR offered expert testimony from an experienced licensed plumber, who established that backflow preventers are a “life-safety” matter, because they protect the public potable water supply from contamination by dangerous chemicals, and are mandated by the Building Code. The testimony of Respondent and Respondent’s witness, a professional engineer from the Department of Environmental Protection, agreed that backflow preventers protect potable water from contamination, and thus protect the public health and safety.

Nevertheless, Respondent insisted that this did not constitute a “life-safety” matter under the “handyman” exemption, since the Building Code does not specifically apply the term to backflow preventers.

**OUTCOME:** The ALJ concluded that repairs to backflow preventers are a “life-safety” matter, and therefore the “handyman” exemption was not applicable. Because it was undisputed that Respondent had performed the repairs at issue, for compensation, the ALJ recommended DBPR issue a final order finding Respondent guilty of two counts of unlicensed contracting and imposing administrative fines and investigative costs.

### **DBPR v. Johnson, DOAH Case No. 17-1977 (DBPR Case No. 2016-051732)**

**FACTS:** DBPR filed an administrative complaint against Respondent alleging that he had acted as an unlicensed pool contractor by installing a pool pump without holding a state construction contractor license.

Respondent was hired to install a pool pump motor at a residence, and was paid by Complainant for the work. Sometime later, however, the pool water turned green because the motor was not functioning properly. Complainant then discovered that Respondent was not a licensed pool contractor.

Respondent disputed the allegations contained in the Administrative Complaint, claiming that he had only performed pool cleaning services. At the DOAH final hearing, Respondent stated that he had hired a licensed contractor to perform the pool pump installation, and paid the contractor out of the funds received from Complainant as part of the monthly pool cleaning bill.

**OUTCOME:** The ALJ found that the evidence was clear and convincing that Respondent engaged in the practice of pool contracting without a license, regardless of whether he had performed the work himself or subcontracted it. As a result, Respondent was found guilty of unlicensed contracting and was ordered to pay the full guideline administrative fine and investigative costs.



# **SECTION FOUR: UNLICENSED ACTIVITY FINANCIAL REPORTS**

**BOARD OF ACCOUNTANCY**  
**UNLICENSED ACTIVITY ACCOUNT**  
**STATEMENT OF REVENUE AND EXPENDITURES**  
**FOR THE TWELVE MONTHS ENDING JUNE 30, 2017**  
(WITH COMPARATIVE TOTALS FOR THE NINE MONTHS ENDING June 30, 2016)

<b>REVENUES</b>	<u>6/30/2017</u>	<u>6/30/2016</u>	
Unlicensed Activity Fees	\$ 91,995	\$ 122,300	\$
Fines	(2,489)	100	
Investment Earnings	<u>2,584</u>	<u>1,805</u>	
Total Revenues	<u>92,091</u>	<u>124,205</u>	
<b>EXPENSES</b>			
Unlicensed Activity	-	-	
Refunds	-	10	
Service Charge to General Revenue	<u>7,367</u>	<u>9,928</u>	
Total Expenses	<u>7,367</u>	<u>9,938</u>	
<b>CHANGE IN ACCOUNT BALANCE</b>	84,724	114,267	
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>156,331</u>	<u>42,064</u>	
<b>ACCOUNT BALANCE, End of Period</b>	<u>\$ 241,055</u>	<u>\$ 156,331</u>	\$

**ASBESTOS UNIT  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 100	\$ 1,180
Investment Earnings	<u>101</u>	<u>138</u>
Total Revenues	<u>201</u>	<u>1,318</u>
 <b>EXPENSES</b>		
Investigations	1,929	250
Service Charge to General Revenue	<u>16</u>	<u>114</u>
Total Expenses	<u>1,945</u>	<u>364</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	(1,744)	954
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>10,114</u>	<u>9,160</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 8,370</u></u>	<u><u>\$ 10,114</u></u>

**ATHLETE AGENTS  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 555	\$ 1,370
Investment Earnings	<u>75</u>	<u>75</u>
Total Revenues	<u>630</u>	<u>1,445</u>
<b>EXPENSES</b>		
Investigations	409	-
Service Charge to General Revenue	<u>50</u>	<u>109</u>
Total Expenses	<u>460</u>	<u>109</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	170	1,336
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>6,118</u>	<u>4,782</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 6,288</u></u>	<u><u>\$ 6,118</u></u>

**BOARD OF AUCTIONEERS  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<b>6/30/2017</b>	<b>6/30/2016</b>
Unlicensed Activity Fees	\$ 1,250	\$ 13,055
Investment Earnings	449	519
	<hr/>	<hr/>
Total Revenues	1,699	13,840
	<hr/>	<hr/>
<b>EXPENSES</b>		
Investigations	3,980	4,251
Service Charge to General Revenue	136	1,123
	<hr/>	<hr/>
Total Expenses	4,115	5,374
	<hr/>	<hr/>
<b>CHANGE IN ACCOUNT BALANCE</b>	(2,417)	8,467
<b>ACCOUNT BALANCE, Beginning of Period</b>	38,822	30,356
	<hr/>	<hr/>
<b>ACCOUNT BALANCE, End of Period</b>	\$ 36,406	\$ 38,822
	<hr/> <hr/>	<hr/> <hr/>



**BARBERS BOARD  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 74,016	\$ 40,614
Fines	19,725	13,786
Investment Earnings	<u>3,743</u>	<u>3,309</u>
Total Revenues	<u>97,484</u>	<u>57,709</u>
<b>EXPENSES</b>		
Refunds	65	90
Service Charge to General Revenue	7,794	4,590
Investigations	24,548	26,886
General Counsel	<u>241</u>	<u>13,780</u>
Total Expenses	<u>32,648</u>	<u>45,346</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	64,837	12,363
<b>Transfer to General Revenue</b>	9,200	5,300
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>257,699</u>	<u>250,636</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 313,336</u></u>	<u><u>\$ 257,699</u></u>

**FLORIDA BUILDING CODE ADMINISTRATORS AND INSPECTORS BOARD  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 8,835	47,020
Investment Earnings	<u>4,915</u>	<u>5,315</u>
Total Revenues	<u>13,750</u>	<u>52,335</u>
<b>EXPENSES</b>		
Investigations	2,191	2,625
Refunds	15	40
Service Charge to General Revenue	<u>1,099</u>	<u>4,185</u>
General Counsel	<u></u>	<u></u>
Total Expenses	<u>3,305</u>	<u>6,850</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	10,445	45,485
<b>TRANSFERS</b>		
Transfer to General Revenue	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>408,279</u>	<u>362,794</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 418,724</u></u>	<u><u>\$ 408,279</u></u>

**COMMUNITY ASSOCIATION MANAGERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING June 30, 2017  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<b>6/30/2017</b>	<b>6/30/2016</b>
Unlicensed Activity Fees	\$ 93,835	\$ 23,385
Fines	3,165	250
Investment Earnings	<u>2,403</u>	<u>1,870</u>
Total Revenues	<u>99,402</u>	<u>25,505</u>
 <b>EXPENSES</b>		
Investigations	27,563	37,790
General Counsel/Legal	-	4,909
Refunds	45	60
Service Charge to General Revenue	<u>7,949</u>	<u>2,055</u>
Total Expenses	<u>35,557</u>	<u>44,814</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 63,845	 (19,309)
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>138,234</u>	<u>157,543</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 202,079</u></u>	<u><u>\$ 138,234</u></u>

**CONSTRUCTION INDUSTRY LICENSING BOARD  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<b>6/30/2017</b>	<b>6/30/2016</b>
Unlicensed Activity Fees	\$ 324,636	\$ 139,511
Fines	<u>290,332</u>	<u>128,683</u>
Total Revenues	<u>614,968</u>	<u>268,194</u>
 <b>EXPENSES</b>		
Investigations	1,006,489	820,620
General Counsel/Legal	79,334	10,005
Refunds	-	15
Service Charge to General Revenue	48,603	20,821
Interest Assessment	<u>7,431</u>	<u>8,125</u>
Total Expenses	<u>1,141,857</u>	<u>859,587</u>
 <b>TRANSFERS</b>		
Transfer from Operating Account	<u>-</u>	<u>1,000,000</u>
Total Transfers	<u>-</u>	<u>1,000,000</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>		
	(526,889)	408,607
 <b>ACCOUNT BALANCE, Beginning of Period</b>		
	<u>(602,513)</u>	<u>(1,011,121)</u>
 <b>ACCOUNT BALANCE, End of Period</b>		
	<u><u>\$ (1,129,403)</u></u>	<u><u>\$ (602,513)</u></u>

**BOARD OF COSMETOLOGY  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 168,304	\$ 606,331
Fines	19,140	30,667
Investment Earnings	<u>39,292</u>	<u>42,399</u>
Total Revenues	<u>226,736</u>	<u>679,397</u>
 <b>EXPENSES</b>		
Investigations	80,449	40,915
Refunds	225	455
Service Charge to General Revenue	18,121	54,321
General Counsel	<u>-</u>	<u>38,406</u>
Total Expenses	<u>98,795</u>	<u>134,097</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	127,941	545,300
 <b>TRANSFER TO GENERAL REVENUE</b>	95,760	66,400
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>3,228,883</u>	<u>2,749,983</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 3,261,064</u></u>	<u><u>\$ 3,228,883</u></u>

**ELECTRICAL CONTRACTORS' LICENSING BOARD  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 51,370	\$ 22,070
Fines	<u>89,980</u>	<u>29,284</u>
Investment Earnings	<u>          </u>	<u>          </u>
Total Revenues	<u>141,350</u>	<u>51,354</u>
<b>EXPENSES</b>		
Unlicensed Activity	-	-
Investigations	319,289	277,118
Refunds	20	10
General Counsel/Legal	5,759	2,125
Service Charge to General Revenue	10,655	3,262
Interest Assessment	<u>8,145</u>	<u>10,719</u>
Total Expenses	<u>343,868</u>	<u>293,233</u>
<b>TRANSFERS</b>		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	(202,518)	(241,879)
<b>TRANSFER FROM OPERATING</b>	250,000	<u>100,000</u>
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>(824,356)</u>	<u><u>(682,477)</u></u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ (776,874)</u></u>	<u><u>\$ (824,356)</u></u>



**BOARD OF EMPLOYEE LEASING COMPANIES  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 265	\$ 2,805
Fines	7,500	1,553
Investment Earnings	<u>484</u>	<u>456</u>
Total Revenues	<u>8,249</u>	<u>4,814</u>
 <b>EXPENSES</b>		
Unlicensed Activity	1,039	4,758
Refunds	-	5
General Counsel	-	-
Service Charge to General Revenue	<u>660</u>	<u>397</u>
Total Expenses	<u>1,699</u>	<u>5,160</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	6,549	(346)
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>34,395</u>	<u>34,741</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 40,945</u></u>	<u><u>\$ 34,395</u></u>

**BOARD OF PROFESSIONAL GEOLOGISTS  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 4,345	\$ 7,325
Investment Earnings	997	1,003
Total Revenues	<u>5,342</u>	<u>8,328</u>
 <b>EXPENSES</b>		
Refunds	10	753
Unlicensed Activity	610	647
Service Charge to General Revenue	427	
Total Expenses	<u>1,047</u>	1,399
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	-	-
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 4,296	 6,928
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 <u>79,890</u>	 72,962
 <b>ACCOUNT BALANCE, End of Period</b>	 <u><u>\$ 84,186</u></u>	 \$ 79,890

**BOARD OF PILOT COMMISSIONERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING June 30, 2017  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 445	\$ -
Investment Earnings	31	24
Total Revenues	<u>476</u>	<u>24</u>
 <b>EXPENSES</b>		
Unlicensed Activity	-	125
General Counsel	-	2
Service Charge to General Revenue	2	
Total Expenses	<u>2</u>	<u>127</u>
 <b>TRANSFERS</b>		-
Transfer to Working Capital Fund	-	
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	474	(103)
 <b>PRIOR PERIOD ADJUSTMENT</b>	-	-
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>2,208</u>	<u>2,311</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 2,682</u></u>	<u>\$ 2,208</u>

**HOME INSPECTORS LICENSING UNIT  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 22,875	\$ 18,830
Investment Earnings	948	769
Total Revenues	<u>23,823</u>	<u>19,599</u>
 <b>EXPENSES</b>		
Unlicensed Activity	7,749	3,002
Refunds	5	-
Service Charge to General Revenue	1,905	1,555
Total Expenses	<u>9,659</u>	<u>4,557</u>
 <b>TRANSFERS</b>		
Transfer to General Revenue Fund	-	1,400
Total Transfers	<u>-</u>	<u>1,400</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 14,163	 13,643
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>65,748</u>	<u>52,106</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 <u>\$ 79,912</u>	 <u>\$ 65,748</u>

**BOARD OF LANDSCAPE ARCHITECTURE  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 452	\$ 7,998
Investment Earnings	<u>489</u>	<u>547</u>
Total Revenues	<u>941</u>	<u>8,545</u>
 <b>EXPENSES</b>		
Investigations	1,845	1,000
Refunds	-	10
Service Charge to General Revenue	<u>75</u>	<u>662</u>
Total Expenses	<u>1,920</u>	<u>1,672</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	(979)	6,873
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>42,118</u>	<u>35,245</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 41,140</u></u>	<u><u>\$ 42,118</u></u>

**MOLD-RELATED SERVICES LICENSING UNIT  
UNLICENSED ACTIVITY ACCOUNT  
FOR THE TWELVE MONTHS ENDING June 30, 2017  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 11,930	\$ 9,495
Fines & Penalties	3,356	4,901
Investment Earnings	<u>3</u>	<u>(19)</u>
Total Revenues	<u>15,288</u>	<u>14,377</u>
 <b>EXPENSES</b>		
Investigations	26,186	14,128
Refunds	15	
Service Charge to General Revenue	<u>1,222</u>	1,131
Total Expenses	<u>27,423</u>	15,259
 <b>TRANSFERS</b>		
Transfer to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (12,134)	 (882)
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 <u>1,519</u>	 <u>2,401</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 <u>\$ (10,615)</u>	 <u>\$ 1,519</u>



**FLORIDA REAL ESTATE APPRAISAL BOARD  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 2,055	\$ 2,250
Investment Earnings	<u>1,667</u>	<u>1,543</u>
Total Revenues	<u>3,722</u>	<u>3,793</u>
<b>EXPENSES</b>		
Division Administration ULA	-	-
Refunds	40	35
Service Charge to General Revenue	<u>295</u>	<u>278</u>
Total Expenses	<u>335</u>	<u>313</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	3,387	3,480
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>141,952</u>	<u>138,473</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 145,340</u></u>	<u><u>\$ 141,952</u></u>

**FLORIDA REAL ESTATE COMMISSION  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 616,800	\$ 1,001,433
Investment Earnings	<u>46,734</u>	<u>46,338</u>
Total Revenues	<u>663,534</u>	<u>1,047,771</u>
 <b>EXPENSES</b>		
Division Admin ULA investigation	-	1,739
General Counsel/Legal	223,896	3,717
Refunds	-	263,126
Service Charge to General Revenue	375	600
	<u>53,053</u>	<u>83,780</u>
Total Expenses	<u>277,324</u>	<u>352,962</u>
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	<u>113,845</u>	<u>74,600</u>
Total Transfers	<u>113,845</u>	<u>74,600</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 272,365	 620,209
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>3,604,797</u>	<u>2,984,588</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 3,877,162</u></u>	<u><u>\$ 3,604,797</u></u>

**TALENT AGENTS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING June 30, 2017  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ <u>900</u>	\$ <u>1,315</u>
Total Revenues	900	1,315
 <b>EXPENSES</b>		
Investigations	10,536	7,878
Service Charge to General Revenue	15	26
Interest Assessment	<u>716</u>	<u>956</u>
Total Expenses	<u>11,267</u>	8,861
 <b>TRANSFERS</b>		
Transfer (to)/from Operating Account	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	(10,367)	(7,546)
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>(70,410)</u>	<u>(62,864)</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ (80,776)</u></u>	<u><u>\$ (70,410)</u></u>

**BOARD OF VETERINARY MEDICINE  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING June 30, 2017  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u>6/30/2017</u>	<u>6/30/2016</u>
Unlicensed Activity Fees	\$ 3,840	\$ 41,225
Fines	1,193	500
Investment Earnings	2,647	2,862
	<hr/>	<hr/>
Total Revenues	7,680	44,587
	<hr/>	<hr/>
<b>EXPENSES</b>		
Investigations	24,473	10,781
General Counsel/Legal	2,672	-
Service Charge to General Revenue	614	3,576
Refunds	-	10
	<hr/>	<hr/>
Total Expenses	27,759	14,367
	<hr/>	<hr/>
<b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	-	-
	<hr/>	<hr/>
Total Transfers	-	-
	<hr/>	<hr/>
<b>CHANGE IN ACCOUNT BALANCE</b>	(20,080)	30,220
<b>TRANSFER TO GENERAL REVENUE</b>	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	234,497	204,277
	<hr/>	<hr/>
<b>ACCOUNT BALANCE, End of Period</b>	\$ 214,417	\$ 234,497
	<hr/> <hr/>	<hr/> <hr/>

**BOARD OF ARCHITECTURE AND INTERIOR DESIGN  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING June 30, 2017  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<b>6/30/2017</b>	<b>6/30/2016</b>
Unlicensed Activity Fees	\$ 88,560	\$ 5,050
Fines	12,710	97,543
Investment Earnings	<u>2,410</u>	<u>3,508</u>
Total Revenues	<u>103,680</u>	<u>106,101</u>
<b>EXPENSES</b>		
Refunds	5	-
Service Charge to General Revenue	8,294	8,468
Contracted Services	<u>143,353</u>	<u>170,704</u>
Total Expenses	<u>151,652</u>	<u>179,172</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	(47,972)	(73,071)
 <b>TRANSFER TO GENERAL REVENUE</b>	 -	 5,000
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 <u>243,863</u>	 <u>321,933</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 <u><u>\$ 195,891</u></u>	 <u><u>\$ 243,862</u></u>

**BOARD OF PROFESSIONAL ENGINEERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING June 30, 2017  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING June 30, 2016)**

<b>REVENUES</b>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 207,960	\$ 16,825
Investment Earnings	<u>3,153</u>	<u>3,392</u>
Total Revenues	<u>211,113</u>	<u>20,217</u>
 <b>EXPENSES</b>		
FEMC Contracted Services	79,795	80,405
Refunds	40	20
Service Charge to General Revenue	<u>16,886</u>	<u>1,611</u>
Total Expenses	<u>96,721</u>	<u>82,036</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	114,392	(61,818)
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	9,275	4,300
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>210,426</u>	<u>276,545</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 315,544</u></u>	<u><u>\$ 210,426</u></u>