

Ron DeSantis, Governor
Halsey Beshears, Secretary



Unlicensed Activity Program

Annual Report

2018 - 2019 Fiscal Year



Message from the Secretary

Dear Fellow Floridians,

There were many changes at the Florida Department of Business and Professional Regulation this past year, including Governor DeSantis appointing me as the new Secretary. We have worked hard to improve efficiency and reduce burdensome regulations for the more than one million businesses and professionals licensed by the Department. 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.

One of our proudest achievements during Fiscal Year 2018-2019 was the Department's launch of Phase Two of the Business Information Portal (www.OpenMyFloridaBusiness.gov). The website takes prospective business owners step-by-step through everything needed to start a new business in Florida and now includes county and local level information.

One of the Department's objectives is to protect the safety of Florida's consumers from unlicensed activity. During Fiscal Year 2018-2019, the Division of Regulation conducted 41 undercover operations and 712 sweeps to stop unlicensed individuals in their tracks. Department staff also conducted outreach events to educate Floridians about the importance of hiring licensed professionals and the dangers posed by unlicensed individuals.

Hurricane Michael made landfall in the Florida panhandle as the first Category 5 hurricane to strike the United States since 1992. In the days following landfall, DBPR investigators accompanied FEMA crews to aid in damage assessment. DBPR investigators from the Pensacola and Tallahassee offices conducted sweeps for unlicensed contractors in the areas that were hardest hit, making over 1,400 site visits and conducting more than 1,600 license checks. Additionally, the Division participated in ten undercover operations in Bay, Gulf and Jackson counties which resulted in 32 arrests.

I am proud of our accomplishments this past fiscal year, and I am proud that we are able to create an environment where businesses can thrive by streamlining processes and reducing excessive regulation. We will continue to combat unlicensed activity through vigorous enforcement and prosecution, by thorough investigation of complaints and using public outreach and education. The Department remains committed our mission to license efficiently and regulate fairly in the State of Florida.

Very Respectfully,



Halsey Beshears

TABLE OF CONTENTS

MESSAGE FROM THE SECRETARY	2
EXECUTIVE SUMMARY	4
SECTION ONE: FINANCIAL SUMMARY/OPERATIONAL BUDGET	5
FINANCIAL SUMMARY	6
OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES	7
SECTION TWO: PROGRAM EFFORTS	9
UNLICENSED ACTIVITY PROGRAM EFFORTS	10
OFFICE OF COMMUNICATIONS EFFORTS	17
SECTION THREE: COMPLAINT INFORMATION	27
COMPLAINT ACCESS	28
SECTION FOUR: FINANCIAL REPORTS	29
UNLICENSED ACTIVITY FINANCIAL REPORTS	30

Executive Summary

The Unlicensed Activity Program within the Department of Business and Professional Regulation exists to serve the citizens of the State of Florida by educating them about the dangers of unlicensed activity and investigating complaints filed against unlicensed individuals. Discouraging unlicensed activity is a high priority to the Department, which works to eliminate it through proactive enforcement efforts, outreach and education to the public, and through cooperation with many types of agencies throughout the State.

Unlicensed activity occurs within nearly every profession that is regulated by the Department but is most commonly found in the construction and electrical trades, as well as cosmetology, barbering and community association management. Unlicensed individuals harm law-abiding, state-licensed professionals by taking their potential business, and unlicensed activity can cause personal and financial harm to consumers.

Unlicensed activity poses a particular problem during the aftermath of natural disasters such as Hurricane Michael. Unlicensed individuals come from across the nation to a storm damaged area looking for work, often taking advantage of citizens at a vulnerable moment. The Department increases its outreach and education activity to the public in these areas, in addition to maintaining a physical presence in areas where storms have hit looking for work being performed by unlicensed individuals.

In accordance with the Fiscal Year 2018-2019 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 2018-2019 was \$2,238,146.

Some licensees are required by Section 455.2281, Florida Statutes, to pay an unlicensed activity fee which funds efforts to combat unlicensed activity. Licensees pay an unlicensed activity fee as part of their initial license fee and license renewal fees.

The Department's Unlicensed Activity Program consists of:

- Vigorous enforcement and prosecution;
- Thorough investigation of complaints;
- Public outreach and education.

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, Citations, and guidance on how to become properly licensed.

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 professional license types. These 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 2017-2018 Revenue	
Unlicensed Activity Fees	\$1,323,641.00
Citations	\$82,461.73
Fines and Costs	\$500,213.14
Interest Income	\$107,342.21
Total	\$2,013,658.08

Appropriation

Fiscal Year 2017 2018 Appropriation by Division	
Division of Regulation	\$1,537,271
Division of Real Estate	\$500,000
Board of Professional Engineers	\$100,875
Division of Certified Public Accountants	\$100,000
Total	\$2,238,146

Expenditures

From funds provided in Specific Appropriation Line 2019 Unlicensed Activities, \$1,711,410 was expended at the Department level as detailed in this report. Overall expenditures were less than the \$2,238,146 appropriation, resulting in the Professional Regulation Unlicensed Activity fund coming in under budget.

Fiscal Year 2017 2018 Summary Expenditures by Category	
Temporary Staff (OPS)	\$1,400,912.97
General Expense	\$410,413.48
Grand Total	\$1,811,326.45

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. Funds were also utilized by the Department's Office of General Counsel for prosecution. Staff also conducted frequent 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
Staffing (Enforcement)	\$317,441	The Division of Real Estate has five investigators located throughout Florida that investigate consumer complaints alleging unlicensed real estate activity.
Staffing (Legal)	\$21,358	Office of the General Counsel for prosecution of violations of unlicensed activity.
Operations/Investigative Tools	\$1,318	Electronic equipment to assist with investigations.
Outreach	\$3,053	Educational items for outreach events and trade shows.
Total:	\$343,170	

OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

DIVISION OF CERTIFIED PUBLIC ACCOUNTING

Total Budget Allocated: \$100,000

The Division of Certified Public Accounting’s Enforcement Section is responsible for reviewing and investigating complaints of unlicensed activity. The majority of unlicensed complaints filed concerned the improper use of the “Certified Public Accountant” designation and unlicensed firms associated with a Certified Public Accountant.

Category	Amount	Details
Enforcement and Operations	\$68,831.00	Staffing: Including costs for investigative staff, fees for mailing, advertisements and general supplies.
Total:	\$68,831.00	

OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

DIVISION OF REGULATION

Total Budget Allocated: \$1,546,659.00

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	\$251,631.16	Participation in Outreach Events and Presentations: Including trade show registrations, travel expenses, public service announcements
	\$20,481.57 <i>Total = \$272,112.73</i>	Unlicensed Activity Educational Items: Including brochures and various educational materials
Enforcement	\$996,283.59	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.
	\$16,184.48 <i>Total = \$1,012,468.07</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	\$20,130.84	Equipment and Operation: 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.
Total:	<i>\$1,304,711.64</i>	

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

The Division of Certified Public Accounting's (the Division) Unlicensed Activity Program is responsible for analyzing consumer complaints alleging unlicensed certified public accounting activity. During the Fiscal Year 2018-2019, the Division focused its efforts on raising public awareness by participating in industry tradeshows, and speaking engagements at several universities.

The Enforcement team reviews unlicensed activity complaints through the complaint/ investigations process. This fiscal year the Division added the DBPR Mobile App as an avenue to review complaints. Until now, the Division did not have a process other than filing paper complaints through mail. This process enables the public to report suspected unlicensed activity.

The majority of the unlicensed activity complaints filed with the Division concerned the improper use of the "certified public accountant" designation. These complaints were received from consumers, licensees, social media and proactive research by Board staff. This Fiscal Year, 61 unlicensed complaints were received. Of the previously mentioned complaints, 36 were legally sufficient.

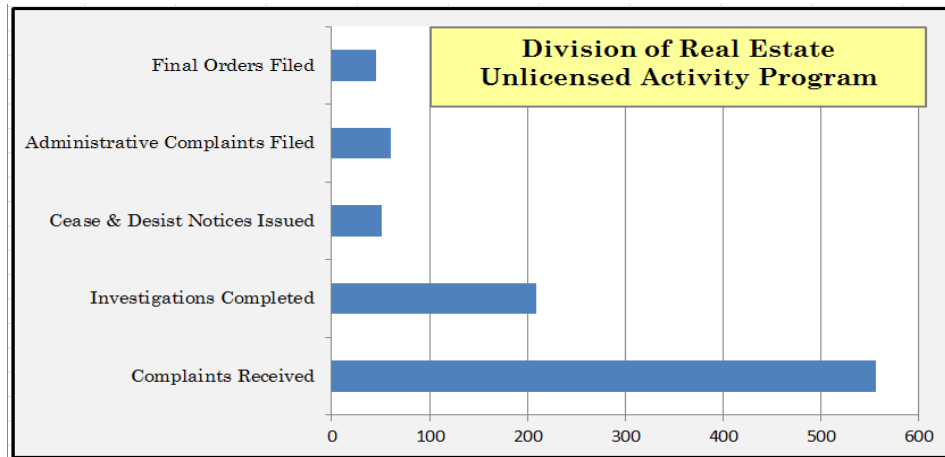
Another tool utilized by the Division to combat unlicensed activity is the issuance of a Notice to Cease and Desist pursuant to Section 455.228 (1), Florida Statutes. A Notice to Cease and Desist is issued once it has been determined, by Division staff, that the profession has been practiced without the professional license or certification required by Florida law, specifically Chapter 473, Florida Statutes. For this reporting period, 42 Cease and Desist notifications were issued and 10 Unlicensed Activity Citations were issued. All unlicensed activity investigative reports are forwarded to the related State Attorney's Offices for review once the investigation is complete. During the Fiscal Year 2018-2019, there were 17 Respondents prosecuted for ULA.

Division of Real Estate

The Division of Real Estate's Unlicensed Activity Program (ULA) protects Florida citizens from unlicensed individuals working in the real estate industry. The ULA unit investigates and refers for prosecution all unlicensed real estate activity complaints and allegations. The ULA unit works with the Bureau of Enforcement and the Office of the General Counsel to investigate and prosecute unlicensed real estate complaints and activity.

In Fiscal Year 2018-2019, there were 556 complaints alleging unlicensed real estate practice were received, 209 investigations were completed, and 51 notices to cease and desist were issued.

In Fiscal Year 2018-2019, 556 complaints alleging unlicensed real estate practice were received, 144 investigations were completed, and 10 Notices to Cease and Desist were issued.



Division of Regulation

Outreach and Education:

The Division’s investigators carried out outreach programs to inform the public of 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 2018-2019, the Division of Regulation conducted 454 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 27,000 individuals including citizens, licensees, professionals, local government’s state attorney offices, building department officials and law enforcement groups.



Proactive Enforcement:

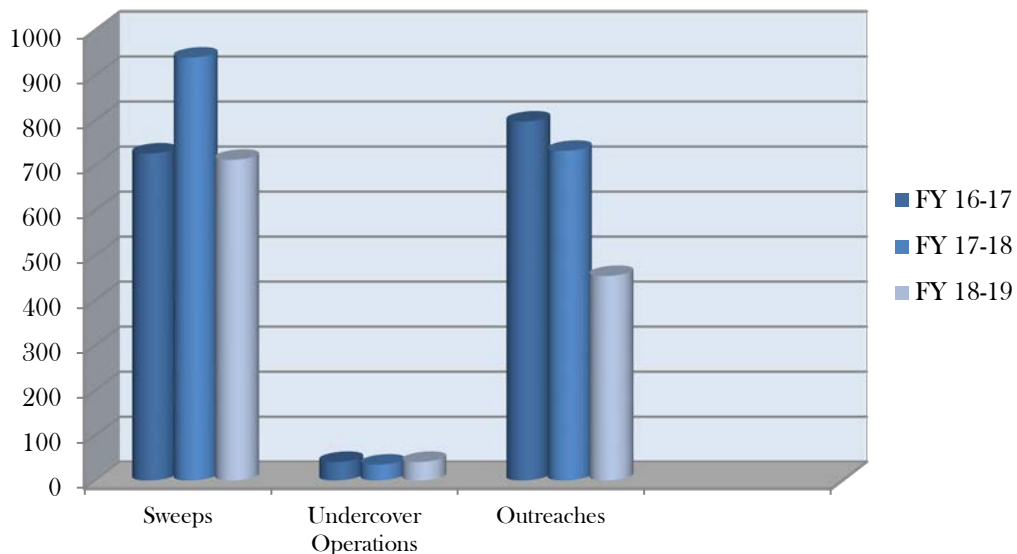
The Division takes strides to engage in proactive efforts through sweeps and enforcement operations. The goal of proactively seeking unlicensed activity is to protect the public from future harm.

The investigators conduct compliance checks (sweeps) in areas suspected of having unlicensed activity. In Fiscal Year 2018-2019, investigators performed 712 sweep operations resulting in 131 new cases being opened. These sweep operations frequently include other agencies such as the Department of Financial Services, law enforcement or local building departments.

During Fiscal Year 2018-2019, the Division participated in 41 enforcement operations. During an enforcement 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. These enforcement operations resulted in 85 new unlicensed activity cases being opened, in addition to 67 arrests and the issuance of nearly 100 Notices to Cease and Desist.

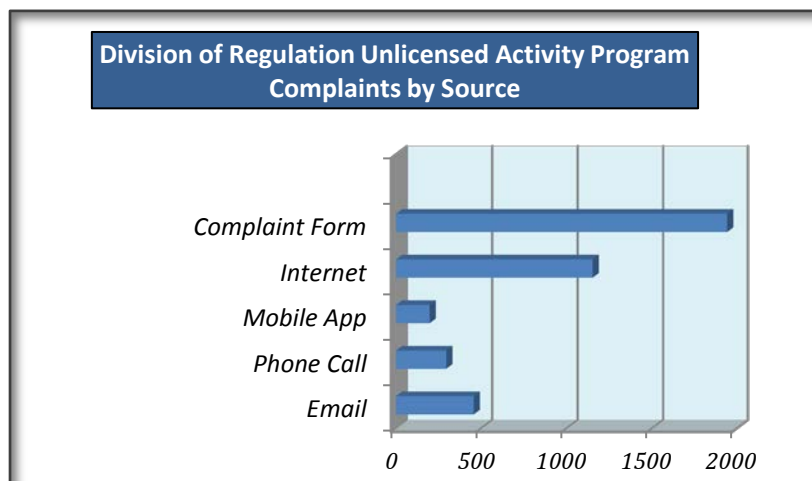


Sweeps, Undercover Operations & Outreaches



Complaints and Investigations:

The Division reviews unlicensed activity complaints through the complaint/investigations process. There are multiple ways in which a complaint may be filed: online, 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. After a complaint is filed it is reviewed for legal sufficiency. If the complaint is found to be legally sufficient, an investigation is opened. Investigations of unlicensed activity may result in a Notice to Cease and Desist, a citation or fines. Unlicensed activity cases are forwarded to State Attorney’s Offices once the investigation is complete.



In addition, the Division received 4,757 complaints of unlicensed activity, of which 3,575 were found to be legally sufficient and resulted in further investigation. These investigations resulted in the issuance of 1,538 Notices to Cease and Desist, 212 citations and imposition of 955 Final Orders.

DBPR is an Active NASCLA Member

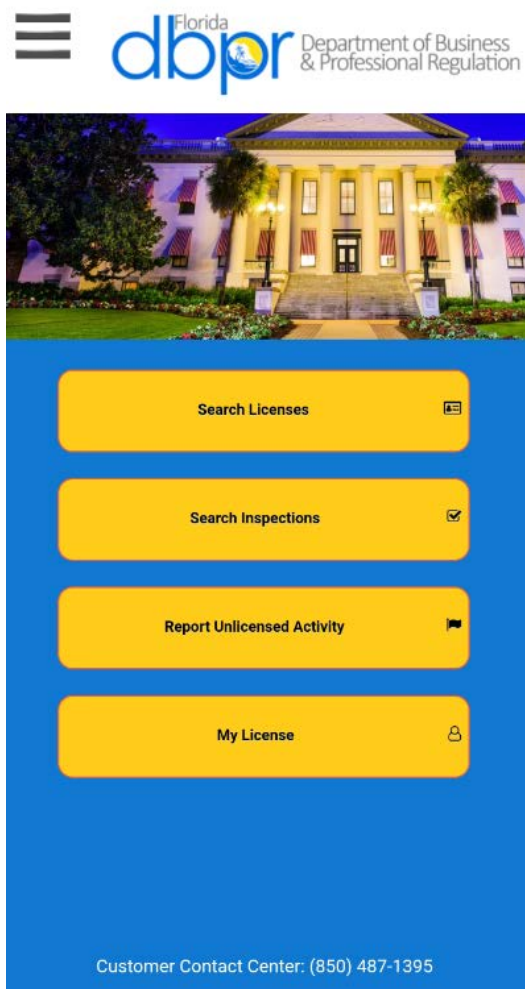
The Florida Department of Business and Professional Regulation (DBPR) participated with the National Association of State Contractors Licensing Agencies (NASCLA) in a national coordinated enforcement effort the weeks of June 3-21, 2019. From June 3-21, 2019, the Division of Regulation conducted a statewide sweep targeting unlicensed contractors. The sweeps were performed by nine regional field offices and netted a total of 574 unannounced site visits with 506 license checks of construction and electrical contractors. Additionally, the Division of Regulation’s Jacksonville, Gainesville, and Tampa field offices performed three enforcement operations, where they provided individuals the opportunity to offer services that require a license. As a result of all sweeps and enforcement operations, 55 cases were initiated.



UNLICENSED ACTIVITY COMPLAINT 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
- 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 Certified 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 for any other inquiries.
- Consumers may download the free mobile application for their mobile devices to file a complaint of work happening right now. This is an excellent option for the submission of an anonymous complaint.



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, enforcement 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 mobile app, the toll-free hotline and the online complaint forms on the Department's website.

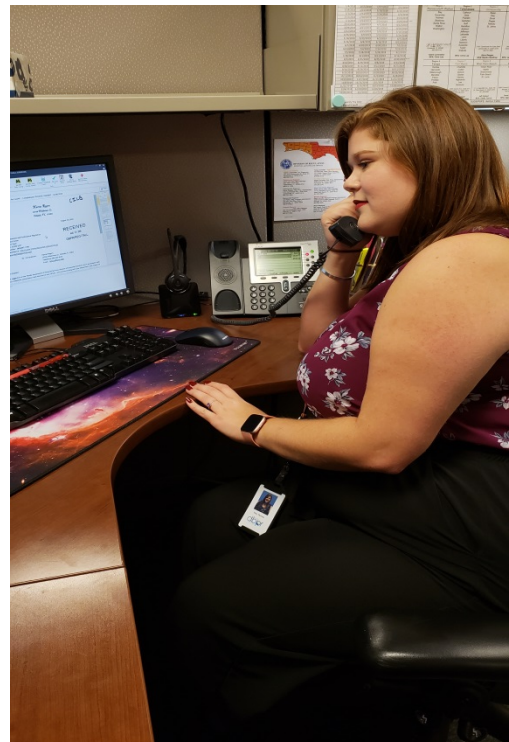
In addition to receiving and processing complaints from the public, the Unlicensed Activity Unit provides other services to aid in the investigating and prosecuting of unlicensed individuals. These services include researching and issuing Certificates of Non-Licensure, receiving and tracking subpoenas, and support for investigative agencies throughout the state.

Certificates of Non-Licensure

A Certificate of Non-Licensure is a notarized document provided by the Unlicensed Activity Unit, upon request, to Department personnel and other individuals, to certify that the individual or business named has never had a license. When the requests are received, the analyst assigned will conduct a diligent search of Department records. If the search yields no result, the analyst prepares a Certificate of Non-Licensure. These documents are self-authenticating and are often used in the administrative and criminal prosecution of unlicensed individuals. In Fiscal Year 2018-2019, over 1,600 requests were received and researched, resulting in over 3,200 Certificates of Non-Licensure being issued.

Toll Free Hotline

The toll-free hotline is staffed from 8AM-5PM on weekdays and generates tips and complaints. The hotline is used to report "in progress" tips on unlicensed activity across several boards of licensure. Additionally, it is used to assist consumers in completing complaint forms and provide education on unlicensed activity. In Fiscal Year 2018-2019, over 280 complaints were initiated as the result of a call on the hotline.



Subpoena Receipt and Tracking

Completed unlicensed activity investigations are referred to the local State Attorney's Office for possible criminal prosecution. Department personnel involved in every stage of the investigation are often subpoenaed to testify in these criminal cases. The Unlicensed Activity Unit receives these subpoenas, tracks them and forwards them to the appropriate individual and the Office of the General Counsel. Over 300 subpoenas were received and tracked in Fiscal Year 2018-2019.

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 2018-2019, the total emails received were 4,162. 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):

The 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 2018-2019, the Unlicensed Activity Unit initiated 197 complaints that were received via the DBPR Mobile App.



Division of Regulation Hurricane Michael Response

With many areas of the state still recovering from the effects of Hurricane Irma, Hurricane Michael made landfall in October 2018 as the first Category 5 hurricane to strike the United States since Hurricane Andrew in 1992.

Michael rapidly intensified after forming off of the Yucatan Peninsula, crossing the Gulf of Mexico and making a path towards the Florida Panhandle. Governor Rick Scott declared a state of emergency for 26 counties in the Panhandle region of the state on October 7, 2018, in preparation for Michael. During a declared state of emergency, unlicensed contracting becomes a third degree felony.



Image courtesy NASA/NOAA

maintain hurricane-strength along its path out of the state and into South Georgia, leaving tons of debris in its wake throughout North Florida.

Michael made landfall on October 10, 2018, in Bay County between Tyndall Air Force Base in Panama City and the town of Mexico Beach. Devastating winds and storm surge flattened houses and neighborhoods, toppled trees and caused billions of dollars in damages. Michael's intensity at landfall allowed the storm to

In the days that immediately followed landfall, DBPR investigators accompanied FEMA crews to aid in damage assessment throughout areas in North Florida that were impacted by Hurricane Michael. Many of the areas closest to landfall faced such catastrophic damage that outside access was limited as rescue and recovery efforts began.

DBPR investigators from the Pensacola and Tallahassee offices began conducting sweeps for unlicensed contractors in the counties that were hit the hardest by Hurricane Michael. Sweep activity focused on Bay, Gulf, Franklin, Jackson, Liberty, Leon, Gadsden, Washington, and Wakulla counties. The Division's proactive enforcement efforts were aided by investigators from several regional offices across the state.



In Fiscal Year 2018-2019, DBPR investigators conducted 202 sweeps in areas impacted by Hurricane Michael, which represented nearly a third of all sweep activity for this fiscal year. During these sweep efforts, Division of Regulation investigators made over 1,400 site visits and conducted over 1,600 license checks. Additionally, the Division of Regulation participated in 10 undercover operations in Bay, Gulf and Jackson Counties which resulted in 32 arrests.



On November 9, 2018, DBPR joined the Citizen’s United Fighting Fraud, or CUFF, Task Force. CUFF was comprised of officers from the Bay County Sheriff’s Office, the State Attorney’s Office, 14th Judicial Circuit, the Florida Department of Law Enforcement, the Department of Business and Professional Regulation, the Panama City Police Department, and the Lynn Haven Police Department. This task force expedited cooperation between agencies in the identification, investigation and prosecution of unlicensed contractors. This increased cooperation between agencies has resulted in

over 180 arrests of individuals that were offering contracting services without a license during the state of emergency.

The Division participated in nearly 100 outreach events in the months that followed Hurricane Michael to promote education on what kinds of work requires a license, what to look for when hiring a contractor and how to contact DBPR for help. Reaching out to consumers and those affected by Hurricane Michael was the highest priority, but these educational efforts also extended to local building departments and local law enforcement.



Hurricane Michael Response Statistics
202 Michael Related Sweeps
1,454 Sites Visited
1,680 License Checks
196 Notices to Cease & Desist
348 Cases Initiated

Office of Communications

Background

The Office of Communications partners with the Unlicensed Activity Program to highlight the Division of Regulation’s work. Communications staff issues press releases, responds to media requests and promotes the Division’s efforts on social media. The Office of Communications assists with media contracts and serves as a liaison to local government public-information officers.

Proactive Efforts

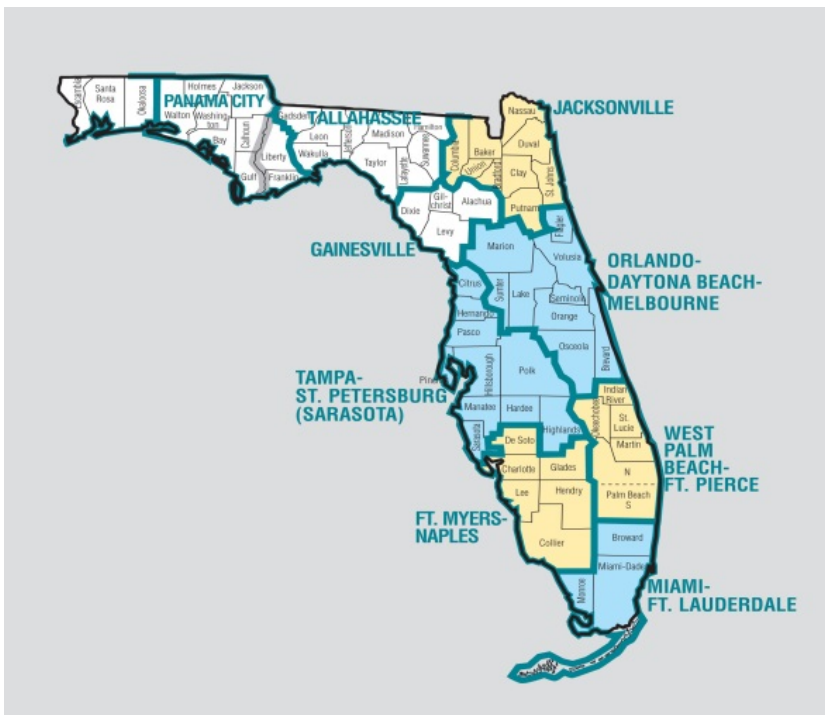
Unlicensed Activity Radio Hurricane and Natural Disaster Campaign July 1 - November 30, 2018

Purpose

The Department partnered with the Florida Association of Broadcasters for a mixed media campaign with television and radio. The messages, seen on the next page, warn consumers about the dangers of hiring an unlicensed contractor, especially after a natural disaster, such as a hurricane.

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. That's 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... 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. That's 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... myfloridalicense.com

Contract Totals

THE FLORIDA ASSOCIATION OF BROADCASTERS' 

PUBLIC EDUCATION PROGRAM

 NON-COMMERCIAL SUSTAINING ANNOUNCEMENTS

FLORIDA DEPARTMENT OF BUSINESS & PROFESSIONAL REGULATION

Hurricane Unlicensed Activity Media Campaign


PERFORMANCE SUMMARY
JULY 1 - NOVEMBER 30, 2018

- Total Investment: \$220,000**
ROI: 6.6
Total Airtime Value: \$1,460,811
Total Spot Count: 26,819

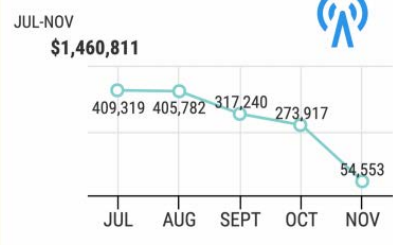
**Percentage of Total Value in Spanish Language: 30%*

Total Contract Amount: \$220,000
Guaranteed Minimum Campaign Value: \$880,000

Markets SERVED
10



Monthly AIRTIME Breakdown



Month	Airtime Value
JUL	\$1,460,811
AUG	409,319
SEPT	405,782
OCT	317,240
NOV	273,917
NOV	54,553

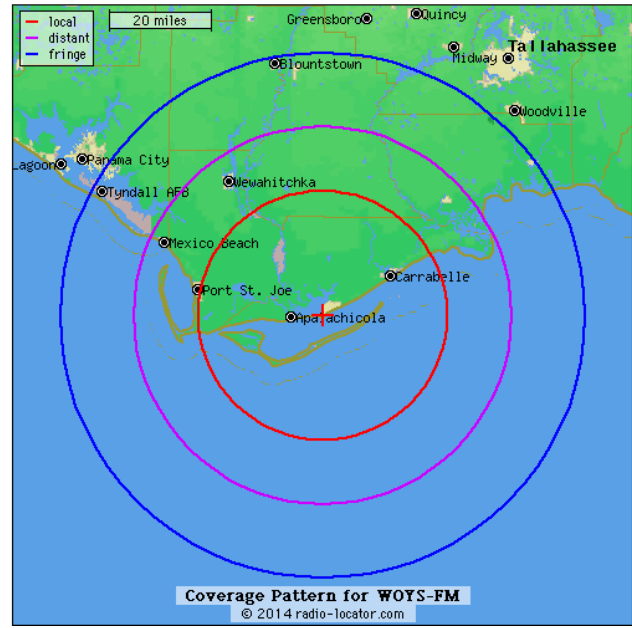
THE FLORIDA ASSOCIATION OF BROADCASTERS IS PROUD TO BE YOUR PARTNER IN GETTING YOUR MESSAGE TO THE CITIZENS OF FLORIDA

Hurricane Michael Recovery Radio Campaign

Following Hurricane Michael's Landfall in October 2019, the Department Adverstised with WOYS-FM radio in Apalachicola from March 1- June 30, 2019. The Department's radio message, seen below, focused on messaging to those Floridians recovering in the hurricane zone.

Broadcast Range (see map)

- Apalachicola
- Port St. Joe
- Mexico Beach
- Carrabelle
- St. George Island
- Panama City



Message: The following message is brought to you by the Florida Department of Business and Professional Regulation and this radio station. Hurricanes can cause severe damage to your home or property. If you need storm repairs, be sure to hire only Florida-licensed contractors. Remember to check references, get everything in writing and **don't** pay everything upfront. To verify your contractors are licensed, visit myfloridalicense.com or download the *DBPR Mobile* app to your iPhone or Android device. Report unlicensed activity to DBPR by calling 866-532-1440.

ULA Statewide Public Awareness Billboard Campaign

July 1, 2018- June 30, 2019

In response to Hurricane Michael, the Division of Regulation launched a billboard campaign urging consumers to hire licensed contactors if their home suffered hurricane damage. The designs were distributed in in fourteen locations statewide.

Billboard design



Company and Locations

Bulletin Postings: 14

Billboard Campaign Strategy

Campaign Strategy

Vinyl/Digital Bulletins: (total of 14):

**Does not include the additional donation of available space on digital billboards by participating FOAA member companies.*

(Est. display period of 1-2 months for each bulletin during the 6-month campaign timeframe)

3 @ 14' x 48' bulletins	\$1,600.00 each x 3 bulletins	\$ 4,800.00
3 @ 12' x 40' bulletins	\$1,500.00 each x 3 bulletins	\$ 4,500.00
3 @ 10'6" x 36' bulletins	\$1,400.00 each x 3 bulletins	\$ 4,200.00
		\$ 13,500.00

Poster Panels (total of 5):

(Est. display period of 4 weeks for each poster panel)

\$435.00 each x 5 poster panels = **\$ 2,175.00**

TOTAL CAMPAIGN COST: \$15,675.00

Additional Proactive Efforts

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

DBPR Hurricane Guide

The Office of Communications created the DBPR Hurricane Guide and distributed it to the public via social media.



DBPR's comprehensive Hurricane Guide covers hurricane preparedness, what to do as a storm approaches, disaster recovery and other helpful hurricane-related resources.

The guide is offered as a free PDF download (http://www.myfloridalicense.com/dbpr/documents/HurricaneGuide_web.pdf) and was printed and distributed at various events attended by the Division of Regulation.

The Bottom Line newsletter

The Bottom Line is a monthly e-newsletter sent to over 18,000 subscribers including licensees, consumers and industry leaders. *The Bottom Line* features news, hot topics and other useful information related to DBPR's regulated businesses and professions. At this time, the newsletter has been discontinued.

- [July 2018-Construction Industry Licensing Board](#)

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*:

- 2019 Disaster Preparedness Guide for Elders – [2019 Disaster Preparedness Guide for Elders](#)

Better Business Bureau Partnership

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

- [BBB & DBPR Team Up Again to Attack Unlicensed Activity in Florida](#)

Hurricane PSA Video

The Office of Communications used the audio from the English hurricane radio PSA to create a video to share to social media.



DBPR Hurricane PSA English

Social Media

DBPR utilizes social media to regularly to inform consumers of the importance of hiring licensed contractors. Social media is especially valuable when reacting to natural disasters, such as Hurricane Michael in October 2018.

- Total ULA social media posts – **114**

Total ULA Engagement July 2018- June 2019	
July 2018	67
August 2018	28
September 2018	118
October 2018	2147
November 2018	1856
December 2018	1107
January 2019	956
February 2019	330
March 2019	85
April 2019	120
May 2019	245
June 2019	66
TOTAL:	7,125

***Engagement is the total amount of likes, shares and comments on Facebook as well as re-tweets, likes and replies on Twitter*

Unlicensed Activity Infographics

The Office of Communications created several info graphics and distributed them to the public through social media. Infographics communicate DBPR's messages quickly and efficiently.

They are also offered as free downloads on the [DBPR Newsroom](#) page.



Press Releases

The Office of Communications sent three press releases regarding unlicensed activity during the 2018 - 2019 fiscal year:

- [DBPR Secretary Signs Emergency Order to Aid in Hurricane Michael Recovery](#)
- [More Small Businesses Damaged by Hurricane Michael Qualify for Emergency Bridge Loan Program](#)
- [Operation Freelancer Yields Dozen Arrests for Unlicensed Contracting](#)

Section Three

COMPLAINT INFORMATION

Unlicensed Activity Complaints Annual Report Fiscal Year 2018-2019

	Complaints Received	Legally Sufficient	Cease and Desist Issued	ULA Citations Filed	Cases Received in Legal	Administrative Complaints Filed	Final Orders Filed
Accountancy	61	36	42	7	13	2	4
Asbestos	2	0	0	0	0	0	0
Athlete Agents	2	0	0	0	0	0	0
Auctioneers	11	6	1	0	2	1	0
Barbers	202	108	7	67	34	21	26
Boxing Commission	9	2	0	0	4	0	1
Building Code Admin. and Inspectors	9	3	0	0	3	0	0
Community Association Managers	92	43	7	11	17	2	1
Construction Industry	2657	1711	1177	38	1472	921	688
Cosmetology	464	147	19	89	49	23	19
Electrical Contractors	541	381	317	5	382	254	207
Employee Leasing	0	0	0	0	1	0	0
Geologists	2	0	0	0	0	0	0
Harbor Pilots	0	0	0	0	0	0	0
Home Inspectors	13	5	2	0	4	4	4
Landscape Arch.	15	2	2	0	1	0	0
Mold-Related Services	69	44	23	0	23	10	10
Real Estate	556	144	10	0	209	60	45
Talent Agents	21	10	3	0	6	2	0
Veterinary Medicine	28	12	4	0	13	2	0
Totals	4816	2654	1614	217	2233	1302	1005

- **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.

Section Four

UNLICENSED ACTIVITY FINANCIAL REPORTS

**DIVISION OF CERTIFIED PUBLIC ACCOUNTING
BOARD OF ACCOUNTANCY
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018 & 2017)**

REVENUES	6/30/2019	6/30/2018	6/30/2017
Unlicensed Activity Fees	\$ 9,925	\$ 11,240	\$ 91,995
Fines	223	-	(2,489)
Investment Earnings	<u>3,236</u>	<u>3,207</u>	<u>2,584</u>
Total Revenues	<u>13,384</u>	<u>14,447</u>	<u>92,091</u>
 EXPENSES			
Unlicensed Activity	68,831	48,839	-
General Counsel/Legal	-	-	-
Refunds	10	-	-
Service Charge to General Revenue	<u>1,070</u>	<u>1,156</u>	<u>7,367</u>
Total Expenses	<u>69,910</u>	<u>49,995</u>	<u>7,367</u>
 TRANSFERS			
Transfer (to)/from Operating Account	<u>-</u>	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>	<u>-</u>
 CHANGE IN ACCOUNT BALANCE	 (56,526)	 (35,548)	 84,724
 PRIOR PERIOD ADJUSTMENT	 -	 -	 -
 ACCOUNT BALANCE, Beginning of Period	 <u>205,507</u>	 <u>241,055</u>	 <u>156,331</u>
 ACCOUNT BALANCE, End of Period	 <u>\$ 148,981</u>	 <u>\$ 205,507</u>	 <u>\$ 241,055</u>

DIVISION OF PROFESSIONAL REGULATION
BOARD OF ARCHITECTURE AND INTERIOR DESIGN
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	6/30/2019	6/30/2018
Unlicensed Activity Fees	\$ 89,000	\$ 5,910
Fines	26,089	21,556
Investment Earnings	2,403	2,000
Total Revenues	117,492	29,466
EXPENSES		
Board Administrative Office	-	84,080
Refunds	-	-
Service Charge to General Revenue	9,399	2,357
Contracted Services	120,248	-
Total Expenses	129,647	86,437
TRANSFERS		
Transfer of Excess Cash to General Revenue	-	-
Total Transfers	-	-
CHANGE IN ACCOUNT BALANCE	(12,155)	(56,971)
TRANSFER TO GENERAL REVENUE	-	-
ACCOUNT BALANCE, Beginning of Period	138,920	195,891
ACCOUNT BALANCE, End of Period	\$ 126,765	\$ 138,920

DIVISION OF PROFESSIONAL REGULATION
ASBESTOS UNIT
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 170	\$ 115
Investment Earnings	<u>166</u>	<u>124</u>
Total Revenues	<u>336</u>	<u>239</u>
EXPENSES		
Investigations	149	-
General Counsel/Legal	-	-
Refunds	15	10
Service Charge to General Revenue	<u>26</u>	<u>18</u>
Total Expenses	<u>190</u>	<u>28</u>
CHANGE IN ACCOUNT BALANCE	146	211
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>8,581</u>	<u>8,370</u>
ACCOUNT BALANCE, End of Period	<u>\$ 8,727</u>	<u>\$ 8,581</u>

DIVISION OF PROFESSIONAL REGULATION
ATHLETE AGENTS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 270	\$ 1,530
Investment Earnings	<u>138</u>	<u>99</u>
Total Revenues	<u>408</u>	<u>1,629</u>
EXPENSES		
Investigations	203	463
General Counsel/Legal	-	-
Service Charge to General Revenue	<u>33</u>	<u>130</u>
Total Expenses	<u>236</u>	<u>594</u>
CHANGE IN ACCOUNT BALANCE	173	1,036
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>7,324</u>	<u>6,288</u>
ACCOUNT BALANCE, End of Period	<u>\$ 7,497</u>	<u>\$ 7,324</u>

DIVISION OF PROFESSIONAL REGULATION
FLORIDA BOARD OF AUCTIONEERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 1,020	\$ 12,560
Fines	53	-
Investment Earnings	<u>711</u>	<u>578</u>
Total Revenues	<u>1,784</u>	<u>13,138</u>
EXPENSES		
Investigations	1,206	10,987
General Counsel/Legal	107	-
Refunds	-	-
Service Charge to General Revenue	<u>143</u>	<u>1,051</u>
Total Expenses	<u>1,456</u>	<u>12,038</u>
CHANGE IN ACCOUNT BALANCE	328	1,100
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>37,506</u>	<u>36,406</u>
ACCOUNT BALANCE, End of Period	<u>\$ 37,834</u>	<u>\$ 37,506</u>

**DIVISION OF PROFESSIONAL REGULATION
 BARBERS BOARD
 UNLICENSED ACTIVITY ACCOUNT
 STATEMENT OF REVENUE AND EXPENDITURES
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)**

REVENUES	6/30/2019	6/30/2018
Unlicensed Activity Fees	\$ 63,635	\$ 47,550
Fines	18,406	15,987
Investment Earnings	7,055	4,783
Total Revenues	89,096	68,320
EXPENSES		
Board Administrative Office	-	14
Refunds	5	50
Service Charge to General Revenue	7,127	5,462
Investigations	31,453	36,537
General Counsel	1,739	-
Total Expenses	40,325	42,062
TRANSFERS		
Transfer of Excess Cash to General Revenue	-	-
Total Transfers	-	-
CHANGE IN ACCOUNT BALANCE	48,771	26,258
PRIOR PERIOD ADJUSTMENT	-	-
Transfer to General Revenue	-	24,400
ACCOUNT BALANCE, Beginning of Period	315,194	313,336
ACCOUNT BALANCE, End of Period	\$ 363,965	\$ 315,194

DIVISION OF PROFESSIONAL REGULATION
FLORIDA BUILDING CODE ADMINISTRATORS AND INSPECTORS BOARD
OPERATING ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Fees and Charges	\$ 39,713	\$ 37,837
Licenses	29,275	18,775
Building Permit Surcharge	5,114,432	4,477,928
Fines	5,334	(43)
Investment Earnings	313,918	176,813
Refunds	-	741
Other Revenues	<u>630</u>	<u>49,792</u>
Total Revenues	<u>5,503,302</u>	<u>4,761,844</u>
EXPENSES		
Board Office		
Board Administrative Office	188,792	227,981
Refunds	3,559	18,994
Service Charge to General Revenue	466,514	379,432
Professional Regulation Division		
Investigations	13,625	2,015
Testing and Continuing Education	497,473	427,072
Attorney General's Office	75,501	58,439
Service Operations		
Central Intake/Licensure	131,320	170,507
Call Center	45,450	52,947
Revenue Bank Charges	582	827
Department Administrative Costs		
Administration	98,940	38,572
Information Technology	44,136	54,579
General Counsel/Legal	16,145	46,863
Total Expenses	<u>1,582,036</u>	<u>1,478,229</u>
Excess (Deficiency) of Revenues Over (Under) Expenses	<u>3,921,265</u>	<u>3,283,614</u>
TRANSFERS		
Transfer to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 CHANGE IN ACCOUNT BALANCE	 3,921,265	 3,283,614
 TRANSFER TO CILB RECOVERY FUND		
 ACCOUNT BALANCE, Beginning of Period	 <u>13,045,111</u>	 <u>9,761,497</u>
 ACCOUNT BALANCE, End of Period	 <u><u>\$ 16,966,376</u></u>	 <u><u>\$ 13,045,111</u></u>

DIVISION OF PROFESSIONAL REGULATION
COMMUNITY ASSOCIATION MANAGERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 95,325	\$ 26,111
Fines	1,901	1,561
Investment Earnings	<u>5,201</u>	<u>2,961</u>
Total Revenues	<u>102,428</u>	<u>30,632</u>
EXPENSES		
Investigations	21,445	32,868
General Counsel/Legal	-	-
Refunds	5	75
Service Charge to General Revenue	<u>8,194</u>	<u>2,445</u>
Total Expenses	<u>29,644</u>	<u>35,388</u>
TRANSFERS		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	72,784	(4,756)
ACCOUNT BALANCE, Beginning of Period	<u>197,323</u>	<u>202,079</u>
ACCOUNT BALANCE, End of Period	<u>\$ 270,107</u>	<u>\$ 197,323</u>

**DIVISION OF PROFESSIONAL REGULATION
CONSTRUCTION INDUSTRY LICENSING BOARD
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)**

REVENUES	6/30/2019	6/30/2018
Unlicensed Activity Fees	\$ 308,636	\$ 168,534
Fines	436,622	162,340
Investment Earnings	-	-
Total Revenues	745,258	330,874
EXPENSES		
Investigations	1,189,382	1,054,524
General Counsel/Legal	72,150	32,224
Refunds	-	-
Service Charge to General Revenue	55,734	24,490
Interest Assessment	48,587	24,743
Total Expenses	1,365,853	1,135,982
TRANSFERS		
Transfer from Operating Account	3,000,000	-
Transfer of Excess Cash to General Revenue	-	-
Total Transfers	3,000,000	-
CHANGE IN ACCOUNT BALANCE	2,379,404	(805,107)
ACCOUNT BALANCE, Beginning of Period	(1,934,510)	(1,129,403)
ACCOUNT BALANCE, End of Period	\$ 444,894	\$ (1,934,510)

DIVISION OF PROFESSIONAL REGULATION
BOARD OF COSMETOLOGY
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	6/30/2019	6/30/2018
Unlicensed Activity Fees	\$ 173,050	\$ 625,204
Fines	23,754	17,128
Investment Earnings	<u>71,190</u>	<u>54,429</u>
Total Revenues	<u>267,994</u>	<u>696,761</u>
EXPENSES		
Investigations	87,400	86,388
Refunds	10	245
Service Charge to General Revenue	21,439	55,721
General Counsel	<u>1,579</u>	<u>-</u>
Total Expenses	<u>110,428</u>	<u>142,354</u>
TRANSFERS		
Transfer (to)/from Operating Account	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	157,566	554,407
TRANSFER TO GENERAL REVENUE	-	274,250
ACCOUNT BALANCE, Beginning of Period	<u>3,541,221</u>	<u>3,261,064</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 3,698,787</u></u>	<u><u>\$ 3,541,221</u></u>

DIVISION OF PROFESSIONAL REGULATION
ELECTRICAL CONTRACTORS' LICENSING BOARD
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 49,320	\$ 26,005
Fines	114,001	56,143
Investment Earnings	<u>-</u>	<u>-</u>
Total Revenues	<u>163,321</u>	<u>82,148</u>
EXPENSES		
Unlicensed Activity	-	-
Investigations	262,678	317,984
Refunds	45	45
General Counsel/Legal	-	-
Service Charge to General Revenue	11,108	5,429
Interest Assessment	<u>24,430</u>	<u>14,243</u>
Total Expenses	<u>298,260</u>	<u>337,701</u>
TRANSFERS		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	(134,939)	(255,553)
TRANSFER FROM OPERATING	500,000	-
ACCOUNT BALANCE, Beginning of Period	<u>(1,032,426)</u>	<u>(776,874)</u>
ACCOUNT BALANCE, End of Period	<u>\$ (667,366)</u>	<u>\$ (1,032,426)</u>

**DIVISION OF PROFESSIONAL REGULATION
BOARD OF EMPLOYEE LEASING COMPANIES
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)**

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 285	\$ 2,975
Fines	136	-
Investment Earnings	<u>852</u>	<u>622</u>
Total Revenues	<u>1,273</u>	<u>3,597</u>
 EXPENSES		
Investigations	406	893
Refunds	-	-
General Counsel	-	-
Service Charge to General Revenue	<u>102</u>	<u>288</u>
Total Expenses	<u>508</u>	<u>1,181</u>
 TRANSFERS		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 CHANGE IN ACCOUNT BALANCE	 765	 2,416
 PRIOR PERIOD ADJUSTMENT	 -	 -
 ACCOUNT BALANCE, Beginning of Period	 <u>43,361</u>	 <u>40,945</u>
 ACCOUNT BALANCE, End of Period	 <u>\$ 44,125</u>	 <u>\$ 43,361</u>

DIVISION OF PROFESSIONAL REGULATION
BOARD OF PROFESSIONAL ENGINEERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	6/30/2019	6/30/2018
Unlicensed Activity Fees	\$ 227,195	\$ 18,745
Investment Earnings	<u>5,907</u>	<u>3,961</u>
Total Revenues	<u>233,102</u>	<u>22,706</u>
EXPENSES		
Unlicensed Activity	-	-
FEMC Contracted Services	96,641	100,875
Refunds	10	-
Service Charge to General Revenue	<u>18,647</u>	<u>1,816</u>
Total Expenses	<u>115,298</u>	<u>102,691</u>
TRANSFERS		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	117,803	(79,986)
TRANSFERS		
Transfer of Excess Cash to General Revenue	-	16,900
ACCOUNT BALANCE, Beginning of Period	<u>218,658</u>	<u>315,544</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 336,461</u></u>	<u><u>\$ 218,658</u></u>

DIVISION OF PROFESSIONAL REGULATION
BOARD OF PROFESSIONAL GEOLOGISTS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 3,765	\$ 7,580
Investment Earnings	<u>1,891</u>	<u>1,285</u>
Total Revenues	<u>5,656</u>	<u>8,865</u>
EXPENSES		
Refunds	-	5
Investigations	68	-
Service Charge to General Revenue	<u>452</u>	<u>709</u>
Total Expenses	<u>520</u>	<u>714</u>
TRANSFERS		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	5,136	8,151
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>92,337</u>	<u>84,186</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 97,473</u></u>	<u><u>\$ 92,337</u></u>

DIVISION OF PROFESSIONAL REGULATION
HOME INSPECTORS LICENSING UNIT
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	6/30/2019	6/30/2018
Unlicensed Activity Fees	\$ 25,160	\$ 21,625
Investment Earnings	<u>2,261</u>	<u>1,298</u>
Total Revenues	<u>27,422</u>	<u>22,923</u>
EXPENSES		
Investigations	5,367	3,489
General Counsel/Legal	-	-
Refunds	25	-
Service Charge to General Revenue	<u>2,192</u>	<u>1,834</u>
Total Expenses	<u>7,583</u>	<u>5,323</u>
TRANSFERS		
Transfer to General Revenue Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	19,838	17,599
ACCOUNT BALANCE, Beginning of Period	<u>97,511</u>	<u>79,912</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 117,349</u></u>	<u><u>\$ 97,511</u></u>

DIVISION OF PROFESSIONAL REGULATION
BOARD OF LANDSCAPE ARCHITECTURE
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 605	\$ 450
Investment Earnings	<u>725</u>	<u>569</u>
Total Revenues	<u>1,330</u>	<u>1,019</u>
 EXPENSES		
Investigations	1,618	4,414
Refunds	-	10
General Counsel/Legal	-	-
Service Charge to General Revenue	<u>106</u>	<u>81</u>
Total Expenses	<u>1,724</u>	<u>4,505</u>
 TRANSFERS		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 CHANGE IN ACCOUNT BALANCE	 (395)	 (3,486)
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>37,654</u>	<u>41,140</u>
ACCOUNT BALANCE, End of Period	<u>\$ 37,259</u>	<u>\$ 37,654</u>

DIVISION OF PROFESSIONAL REGULATION
MOLD-RELATED SERVICES LICENSING UNIT
UNLICENSED ACTIVITY ACCOUNT
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 13,015	\$ 14,870
Fines & Penalties	5,804	1,511
Investment Earnings	-	-
Total Revenues	<u>18,819</u>	<u>16,381</u>
EXPENSES		
Investigations	22,420	18,037
Refunds	20	-
Service Charge to General Revenue	1,480	1,294
Interest Assessment	293	209
Total Expenses	<u>24,213</u>	<u>19,539</u>
TRANSFERS		
Transfer to General Revenue	-	-
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	(5,395)	(3,159)
ACCOUNT BALANCE, Beginning of Period	<u>(13,774)</u>	<u>(10,615)</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ (19,169)</u></u>	<u><u>\$ (13,774)</u></u>

DIVISION OF PROFESSIONAL REGULATION
BOARD OF PILOT COMMISSIONERS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 505	\$ 55
Investment Earnings	<u>65</u>	<u>43</u>
Total Revenues	<u>570</u>	<u>98</u>
 EXPENSES		
Service Charge to General Revenue	<u>5</u>	<u>3</u>
Total Expenses	<u>5</u>	<u>3</u>
 TRANSFERS		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 CHANGE IN ACCOUNT BALANCE	 565	 94
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>2,776</u>	<u>2,682</u>
ACCOUNT BALANCE, End of Period	<u>\$ 3,341</u>	<u>\$ 2,776</u>

DIVISION OF PROFESSIONAL REGULATION
TALENT AGENTS
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 370	\$ 2,160
Fines	<u>57</u>	<u>-</u>
Total Revenues	<u>427</u>	<u>2,160</u>
EXPENSES		
Refunds	-	-
Investigations	7,178	16,239
General Counsel/Legal	3,372	-
Service Charge to General Revenue	(147)	64
Interest Assessment	<u>2,263</u>	<u>1,362</u>
Total Expenses	<u>12,665</u>	<u>17,665</u>
TRANSFERS		
Transfer (to)/from Operating Account	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	(12,238)	(15,505)
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>(96,281)</u>	<u>(80,776)</u>
ACCOUNT BALANCE, End of Period	<u>\$ (108,519)</u>	<u>\$ (96,281)</u>

DIVISION OF PROFESSIONAL REGULATION
BOARD OF VETERINARY MEDICINE
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 5,725	\$ 44,215
Fines	51	-
Investment Earnings	<u>4,060</u>	<u>3,084</u>
Total Revenues	<u>9,836</u>	<u>47,299</u>
EXPENSES		
Investigations	19,700	25,113
General Counsel/Legal	1,124	16,587
Service Charge to General Revenue	787	3,783
Refunds	<u>-</u>	<u>15</u>
Total Expenses	<u>21,611</u>	<u>45,498</u>
TRANSFERS		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
CHANGE IN ACCOUNT BALANCE	(11,775)	1,800
TRANSFER TO GENERAL REVENUE	-	-
ACCOUNT BALANCE, Beginning of Period	<u>216,218</u>	<u>214,417</u>
ACCOUNT BALANCE, End of Period	<u>\$ 204,443</u>	<u>\$ 216,218</u>

DIVISION OF REAL ESTATE
FLORIDA REAL ESTATE APPRAISAL BOARD
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 1,980	\$ 2,025
Investment Earnings	<u>2,816</u>	<u>2,104</u>
Total Revenues	<u>4,796</u>	<u>4,129</u>
EXPENSES		
Division Administration ULA	-	-
Investigations	-	-
General Counsel/Legal	484	-
Refunds	10	15
Service Charge to General Revenue	<u>383</u>	<u>329</u>
Total Expenses	<u>877</u>	<u>344</u>
CHANGE IN ACCOUNT BALANCE	3,919	3,785
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>149,124</u>	<u>145,340</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 153,043</u></u>	<u><u>\$ 149,124</u></u>

DIVISION OF REAL ESTATE
FLORIDA REAL ESTATE COMMISSION
UNLICENSED ACTIVITY ACCOUNT
STATEMENT OF REVENUE AND EXPENDITURES
FOR THE TWELVE MONTHS ENDING JUNE 30, 2019
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2018)

REVENUES	<u>6/30/2019</u>	<u>6/30/2018</u>
Unlicensed Activity Fees	\$ 247,670	\$ 259,230
Investment Earnings	<u>65,619</u>	<u>53,862</u>
Total Revenues	<u>313,289</u>	<u>313,092</u>
EXPENSES		
Board Admin	-	-
General Counsel/Legal	75,575	395,597
Investigations	342,039	307,721
Refunds	250	250
Service Charge to General Revenue	<u>25,043</u>	<u>25,027</u>
Total Expenses	<u>442,907</u>	<u>728,596</u>
TRANSFERS		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>248,500</u>
Total Transfers	<u>-</u>	<u>248,500</u>
CHANGE IN ACCOUNT BALANCE	(129,618)	(664,004)
PRIOR PERIOD ADJUSTMENT	-	-
ACCOUNT BALANCE, Beginning of Period	<u>3,437,054</u>	<u>4,101,058</u>
ACCOUNT BALANCE, End of Period	<u><u>\$ 3,307,436</u></u>	<u><u>\$ 3,437,054</u></u>