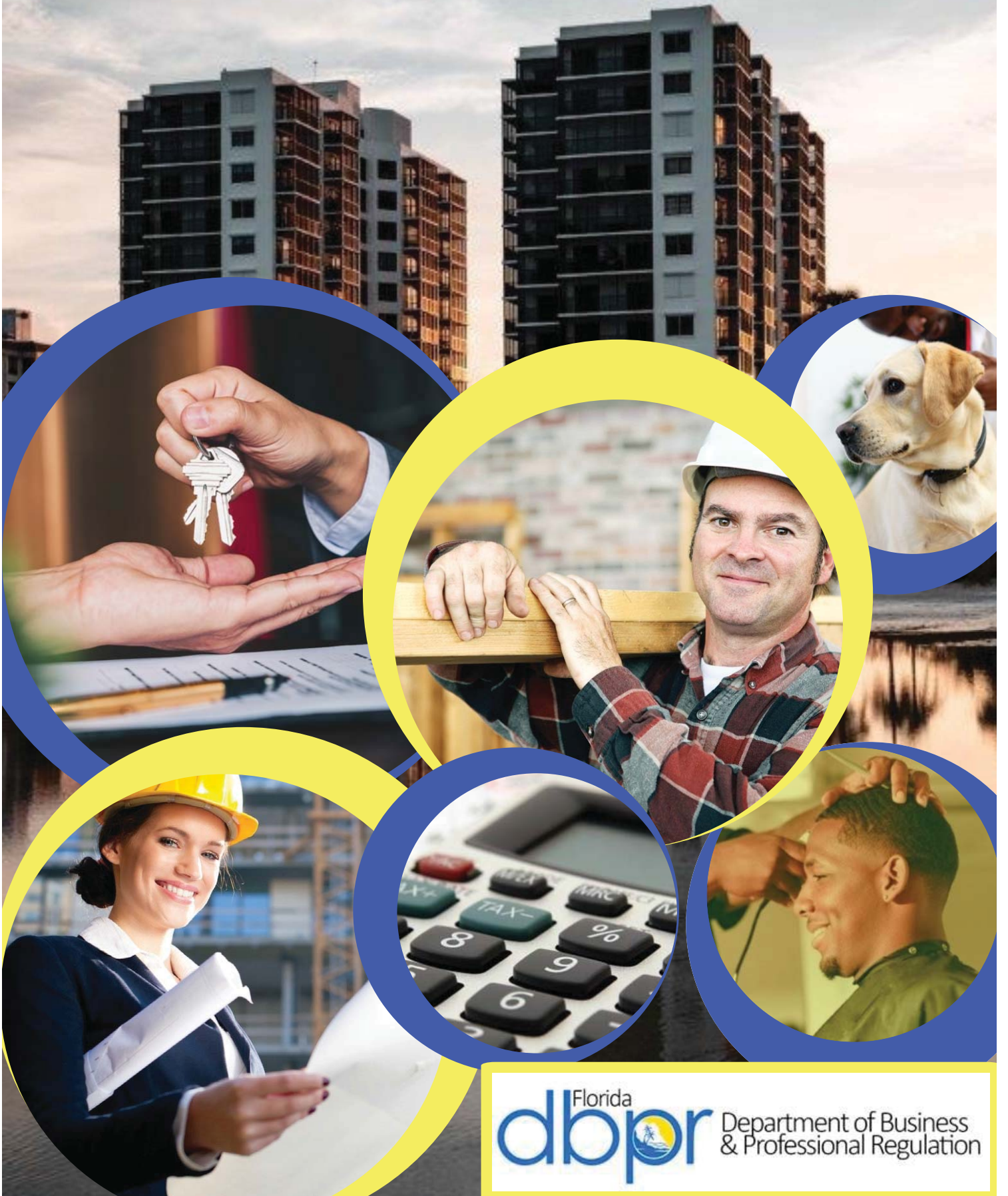


# Unlicensed Activity Annual Report

Fiscal Year 2019-2020



## Message from the Secretary

Dear Fellow Floridians,

The Florida Department of Business and Professional Regulation (Department) worked diligently during Fiscal Year 2019-2020 to achieve its mission to license efficiently and regulate fairly. Under the leadership of Governor DeSantis, we have aimed to improve efficiency and reduce burdensome regulations for the more than one million businesses and professionals licensed by the Department.

The 2020 legislative session saw the passage of the “The Occupational Freedom and Opportunity Act” (HB 1193). On June 30, 2020, Governor DeSantis signed this important bill to eliminate and reduce barriers of entry to certain professions and has been a priority over the past two years, since I was appointed to lead DBPR.

We are proud to have worked with the professional licensing boards and legislators on this bill. The impact will greatly reform occupational licensing and remove unnecessary burdens, reduce education requirements, remove duplicative business licenses and allows for endorsement and reciprocity with other states.

I am proud of our accomplishments this past fiscal year, as we strive to create an environment where businesses can thrive by streamlining processes and reducing excessive regulation. DBPR is committed to improving and serving our licensees and the State of Florida in the years to come.

Very Respectfully,

Halsey Beshears

## TABLE OF CONTENTS

<b>MESSAGE FROM THE SECRETARY</b>	<b>2</b>
<b>EXECUTIVE SUMMARY</b>	<b>4</b>
<b>SECTION ONE: FINANCIAL SUMMARY/OPERATIONAL BUDGET</b>	<b>5</b>
FINANCIAL SUMMARY	6
OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES	7
<b>SECTION TWO: PROGRAM EFFORTS</b>	<b>9</b>
UNLICENSED ACTIVITY PROGRAM EFFORTS	10
OFFICE OF COMMUNICATIONS EFFORTS	17
HURRICANE MICHAEL RESPONSE	18
COVID-19 RESPONSE	19
<b>SECTION THREE: COMPLAINT INFORMATION</b>	<b>28</b>
COMPLAINT ACCESS	29
<b>SECTION FOUR: FINANCIAL REPORTS</b>	<b>30</b>
UNLICENSED ACTIVITY FINANCIAL REPORTS	31

## 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 community, and through cooperation with multiple agencies throughout the State.

Unlicensed activity occurs within nearly every profession that is regulated by the Department. It 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. While there were no major hurricanes that made direct landfall in Florida during Fiscal Year 2019-2020, the Division's efforts to combat unlicensed activity related to previous storms, such as Hurricane Michael and Hurricane Irma, remained strong and vigilant. The emergence of the COVID-19 pandemic created unique challenges for the Unlicensed Activity Program in maintaining our mission for the State of Florida, all the while guarding the safety of employees and the citizens of Florida.

In accordance with the Fiscal Year 2019-2020 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 2019-2020 was \$2,260,928

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 2019-2020 Revenue	
Unlicensed Activity Fees	\$825,527.94
Citations	\$29,106.00
Fines and Costs	\$464,982.02
Interest Income	\$160,529.29
<b>Total</b>	<b>\$1,480,145.25</b>

### Appropriation

Fiscal Year 2019-2020 Appropriation by Division	
Division of Regulation	\$1,560,053
Division of Real Estate	\$500,000
Board of Professional Engineers	\$100,875
Division of Certified Public Accountants	\$100,000
<b>Total</b>	<b>\$2,260,928</b>

### Expenditures

From funds provided in Specific Appropriation Line 2019 Unlicensed Activities, \$1,538,499 was expended at the Department level as detailed in this report. Overall expenditures were less than the \$2,260,928 appropriation, resulting in the Professional Regulation Unlicensed Activity fund coming in under budget.

Fiscal Year 2019-2020 Summary Expenditures by Category	
Temporary Staff (OPS)	\$1,190,871.25
General Expense	\$347,628.20
<b>Grand Total</b>	<b>\$1,538,499.45</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. 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)	\$236,621	The Division of Real Estate has five investigators located throughout Florida that investigate consumer complaints alleging unlicensed real estate activity.
Staffing (Legal)	\$15,380	Office of the General Counsel for prosecution of violations of unlicensed activity.
Operations/Investigative Tools	\$8,881	Electronic equipment to assist with investigations.
Outreach	\$2,175	Educational items for outreach events and trade shows.
<b>Total:</b>	<b>\$263,057</b>	

## 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	\$43,353.00	<b>Staffing:</b> Including costs for investigative staff, fees for mailing, advertisements and general supplies.
<b>Total:</b>	\$43,353.00	



## OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

### DIVISION OF REGULATION

Total Budget Allocated: \$1,160,787.66

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	\$179,840.49	<b>Participation in Outreach Events and Presentations:</b> Including trade show registrations, travel expenses, public service announcements
	\$18,289.38 <i>Total = \$198,129.87</i>	<b>Unlicensed Activity Educational Items:</b> Including brochures and various educational materials
Enforcement	\$901,328.60	<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.
	\$17,285.19 <i>Total = \$918,613.79</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	\$44,044.00	<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>	<i>\$1,160,787.66</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 2019-2020, the Division focused its efforts on raising public awareness by participating in industry tradeshows and speaking engagements.

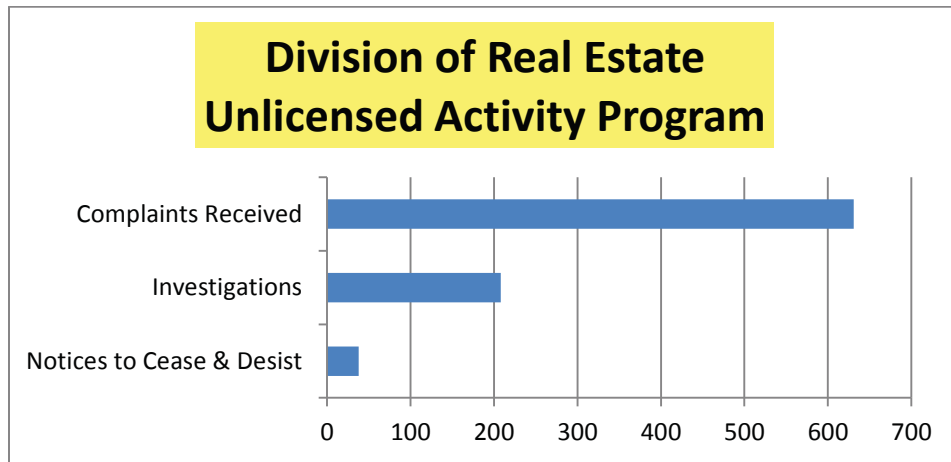
The majority of the unlicensed activity complaints filed with the Division concerned the improper use of the "certified public accountant" designation. These complaints were received from consumers, licensees, social media and proactive research by Board staff. During Fiscal Year 2019-2020, 63 unlicensed complaints were received, 27 of which 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, 31 Cease and Desist notifications were issued and 2 Unlicensed Activity Citations were issued. All unlicensed activity investigative reports are forwarded to the related State Attorneys' Offices for review once the investigation is complete. During Fiscal Year 2019-2020, there were 9 respondents prosecuted for ULA.

### Division of Real Estate

The Division of Real Estate's ("the Division") 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 2019-2020, there were 631 complaints alleging unlicensed real estate practice received, 210 were found legally sufficient, 208 investigations were completed and 38 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 2019-2020, the Division of Regulation conducted 323 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 20,000 individuals including citizens, licensees, professionals, local government’s state attorney offices, building department officials and law enforcement groups.



**Proactive Enforcement:**

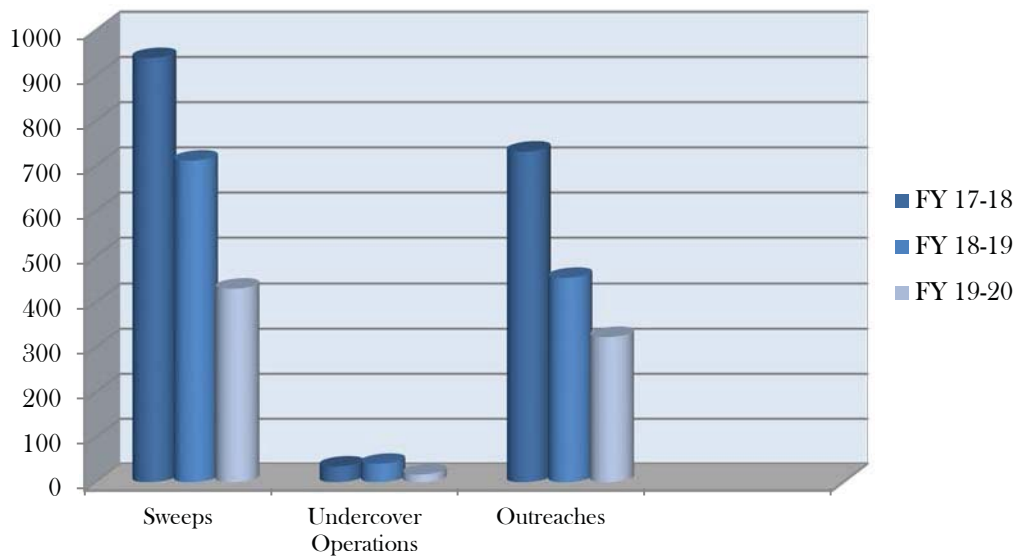
The Division takes strides to engage in proactive efforts through sweeps and enforcement operations. The goal of proactively seeking unlicensed activity is to protect the public from future harm.

The investigators conduct compliance checks (sweeps) in areas suspected of having unlicensed activity. In Fiscal Year 2019-2020, investigators performed 430 sweep operations. These sweep operations frequently include other agencies such as the Department of Financial Services, law enforcement or local building departments.

During Fiscal Year 2019-2020, the Division participated in 17 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 39 new unlicensed activity cases being opened, in addition to 21 arrests and the issuance of 24 Notices to Cease and Desist.

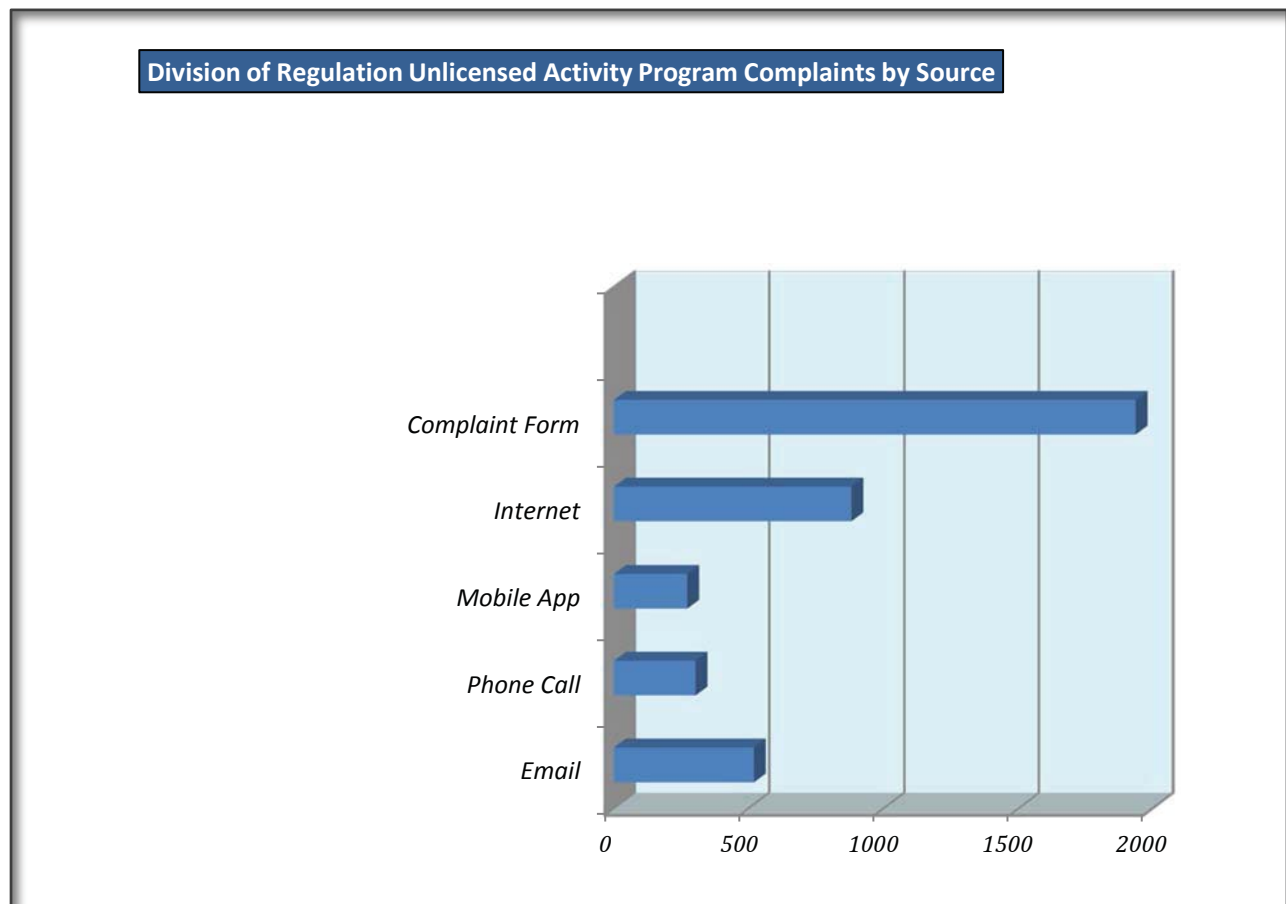


**Sweeps, Undercover Operations & Outreaches**



**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.



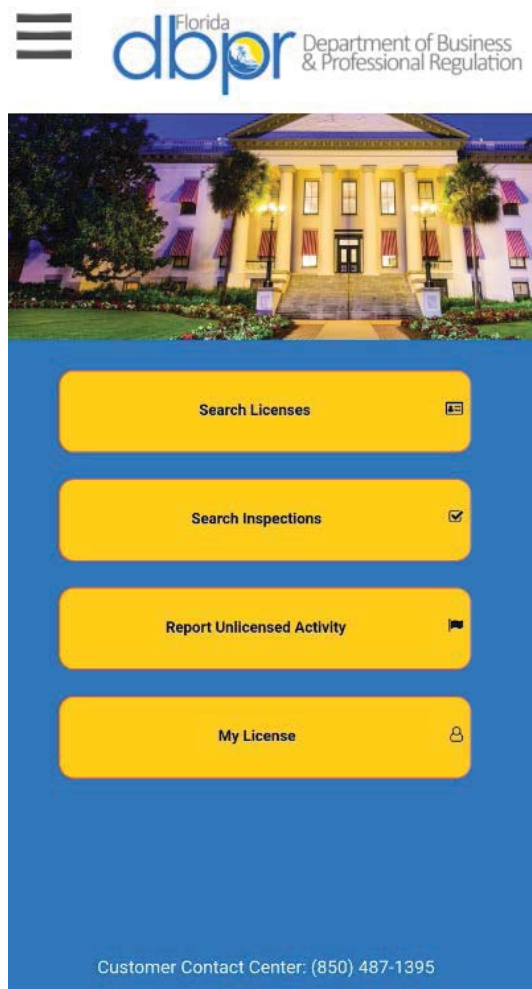
In addition, the Division received 3,470 complaints of unlicensed activity, of which 1,949 were found to be legally sufficient and resulted in further investigation. These investigations resulted in the issuance of 1,358 Notices to Cease and Desist, 127 citations and imposition of 603 Final Orders.



## 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](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 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 Suite 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 DBPR 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 2019-2020, over 1,200 requests were received and researched, resulting in over 2,483 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 2019-2020, over 302 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 2019-2020.

### 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 2019-2020, the total emails received were 2,691. 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 2019-2020, the Unlicensed Activity Unit initiated 271 complaints that were received via the DBPR Mobile App.



## Division of Regulation Hurricane Michael Response

After several years of increased tropical storm and hurricane activity, the 2019 Atlantic Hurricane Season ended with no major hurricanes making landfall in the State of Florida. While the state experienced effects from Hurricane Dorian and Tropical Storm Nestor in 2019, the influence of Hurricane Michael’s October 2018 landfall continued to be felt in Bay County and the surrounding areas.



During Fiscal Year 2019-2020, the Division of Regulation remained a presence in the counties impacted by Hurricane Michael. Unlicensed contractors continued to be a problem in these areas, often times absconding with consumer’s money or insurance funds, leaving the individual with no way to complete

the work. An investigator was hired specifically to work in the Panama City/Bay County area in order to reduce travel times from the nearby regional offices, increasing the number of proactive sweeps in the area and increasing the involvement with local law enforcement.

The Division continued its cooperation with local law enforcement, such as the Bay County Sheriff’s Office, as well as with the State Attorney’s office. These mutual efforts have resulted in 245 arrests for contracting without a license during a declared state of emergency. Additionally, there are nearly 90 outstanding warrants issued for individuals who have contracted without a license.



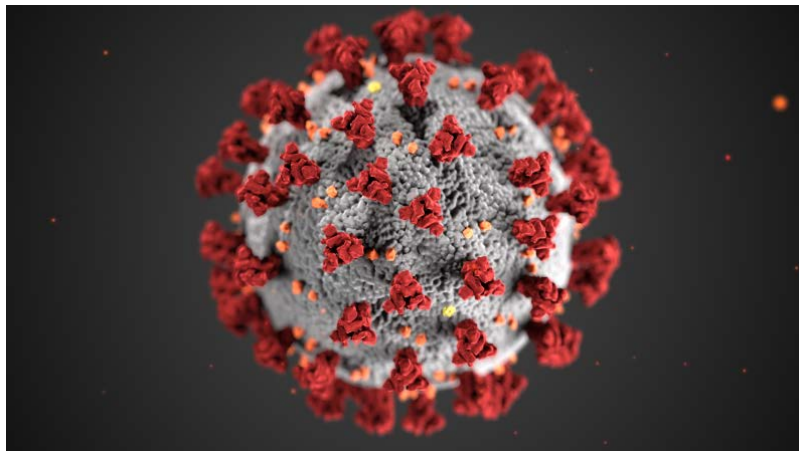
Hurricane Michael Response Statistics
104 Michael Related Sweeps
345 Sites Visited
210 License Checks
72 Notices to Cease & Desist
578 Cases Initiated



## Division of Regulation COVID-19 Response

As the Division of Regulation passed the halfway point of Fiscal Year 2019-2020, an unexpected challenge was presented by the COVID-19 Pandemic of 2020. While it was a public health emergency, its influence and impact touched all aspects of life and business in Florida.

On March 28, 2020, Governor Ron DeSantis issued Executive Order 20-91, which closed all non-essential businesses. Many businesses that were identified as non-essential were under the jurisdiction of DBPR and the Division of Regulation, which included cosmetology salons and barbershops. Furthermore, business activity that was considered essential, such as construction and electrical work, were now required to comply with additional safety and sanitation requirements.



*Image Courtesy www.cdc.gov*

There were considerable challenges presented by COVID-19 pandemic to the continued operations of the Unlicensed Activity Program. In order to protect the health and safety of both the citizens of Florida and staff members, limitations were placed for interactions with the public. These limitations impacted the Division's ability to perform outreach events, conduct proactive sweeps and enforcement operations, which in turn impacted the overall numbers for these activities related to prior fiscal years. Outreaches were limited to phone calls and virtual events, which

Staff members began working remotely in order to reduce the spread of the virus. This permitted continuity of operations while guarding the health and safety of the staff. The Unlicensed Activity Hotline remained active by allowing callers to leave messages for a call back. These calls were all returned within a 24-hour time period and allowed for safe interaction with the public. Complaints continued to be received through other means, such as email, the internet and through the DBPR Mobile App.

Complaints specifically related to COVID-19 were routed to the Unlicensed Activity email inbox. After review by a complaint analyst, they were sent to the field offices for investigation. During Fiscal Year 2019-2020, over 1,300 complaints were investigated related to COVID-19 violations.

## 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

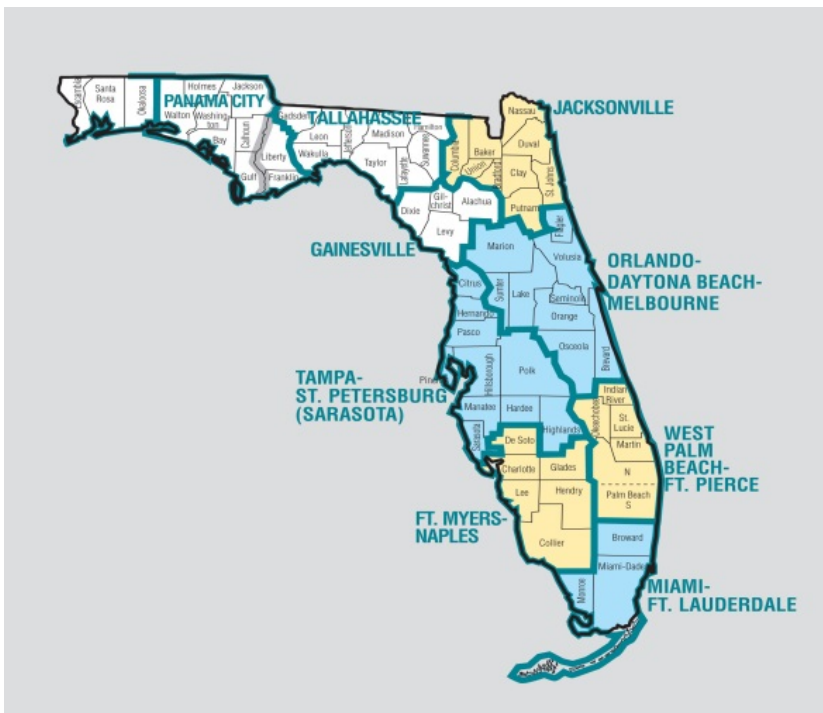
#### Unlicensed Activity Radio Hurricane Campaign September 1-December 31, 2019

##### **Purpose**

The Department partnered with the Florida Association of Broadcasters (FAB) 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](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)

## Contract Totals

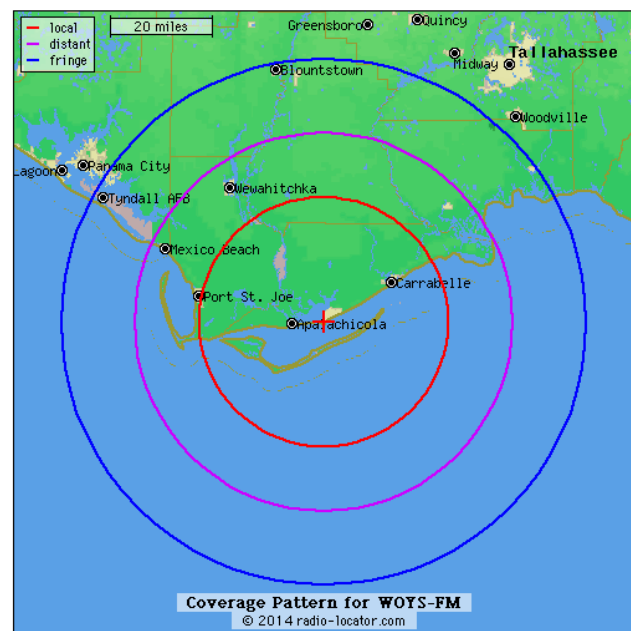
FY 19-20 Campaign Cost to DBPR	\$150,000
In-Kind Match by FAB	\$450,000
Total Campaign Value	\$600,000

## WOYS-FM Oyster Radio Campaign

The Department Advertiser with WOYS-FM radio in Apalachicola during FY 18-19, for Hurricane Michael recovery. The campaign ran into the FY 19-20 cycle with the production and airing of a 30 second Hurricane commercial addressing the hazards of Unlicensed Activity.

### 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](http://myfloridalicense.com) or download the *DBPR Mobile* app to your iPhone or Android device. Report unlicensed activity to DBPR by calling 866-532-1440.

## Contract Totals

WOYS Cost to DBPR for FY 19-20	\$500
<b>Total Campaign Cost</b>	<b>\$500</b>

## ULA Statewide Public Awareness Billboard Campaign

July 1, 2019- November 30, 2019

The Division of Regulation continued their billboard campaign from the previous fiscal year with the Florida Outdoor Advertising Association (FOAA) urging consumers to hire licensed contractors if their home suffered hurricane damage. The designs were distributed in the five Florida counties hit hardest by Hurricane Michael, including: Bay, Gulf, Jackson, Washington and Calhoun.

### Billboard design



### Company and Locations

Bulletin Postings: 14

### Billboard Campaign Strategy

<u>Product</u>	<u>Quantity</u>	<u>Total Cost</u>
Vinyl and digital bulletins	9 @ \$550 each	\$4,950.00
Poster bulletins	5 @ \$160 each	\$1,375.00
<b>TOTAL COST</b>		<b>\$6325.00</b>

### **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, 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](http://www.myfloridalicense.com/dbpr/documents/HurricaneGuide_web.pdf)) and was printed and distributed at various events attended by the Division of Regulation.

### **Better Business Bureau Partnership**

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

- [BBB and DBPR Team up to Prepare Floridians for 2020 Hurricane Season](#)

### 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.

- Total ULA social media posts – **104**

Total ULA Engagement July 2018- June 2019	
July 2019	116
August 2019	225
September 2019	976
October 2019	1142
November 2019	621
December 2019	528
January 2020	714
February 2020	330
March 2020	85
April 2020	47
May 2020	215
June 2020	536
<b>TOTAL:</b>	<b>5,535</b>

*\*\*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.

### STEPS TO PREVENT BECOMING THE VICTIM OF AN UNLICENSED ACTIVITY SCAM:

**KNOW WHAT SERVICES REQUIRE A STATE LICENSE.**  
A list of the businesses and professions licensed and regulated by the Florida Department of Business and Professional Regulation can be found at [www.myfloridalegation.com/licensesandboards](http://www.myfloridalegation.com/licensesandboards)

**VERIFY LICENSES BEFORE YOU HIRE OR SIGN A CONTRACT.**  
Always verify a professional's license online at [www.myfloridalegation.com](http://www.myfloridalegation.com), by calling 888-411-1288 or by downloading the free **DBPR Mobile app** through iTunes or the Google Play app store.

**USE YOUR BEST JUDGMENT WHEN SIGNING A CONTRACT & MAKING PAYMENTS.**  
NEVER pay cash in full before the work is completed and be realistic of what checks made payable to individuals, especially when dealing with a company. Can someone in writing, including a related description of the work to be completed, a completion date and the total cost.

**REPORT UNLICENSED ACTIVITY.**  
Report unlicensed activity by calling the Department's Unlicensed Activity Program at 1-888-332-1448, emailing [unlicensed@myfloridalegation.com](mailto:unlicensed@myfloridalegation.com) or by downloading the free **DBPR Mobile app** through iTunes or the Google Play app store.

### Construction Trades Requiring a State License

- Air-Conditioning
- Building Contractor
- Electrician
- General Contractor
- Home Inspection
- Mold-Related Services
- Plumber
- Pool/Spas
- Residential Contractor
- Roofing
- Sheet Metal
- Solar

**How to Report Unlicensed Activity**  
Unlicensed activity occurs when an individual offers to perform or performs services that require a state license and the individual does not hold the required license.  
Florida law allows you to report any suspected unlicensed activity to DBPR by emailing [Unlicensed@myfloridalegation.com](mailto:Unlicensed@myfloridalegation.com) or calling the Unlicensed Activity Hotline at 1-888-332-1448.

[www.myfloridalegation.com](http://www.myfloridalegation.com)

### STORM DAMAGE?

Find out how to get help from the State of Florida.

- CONTACT YOUR INSURANCE**  
Contact your insurance agent first to verify that your insurance covers the repairs before you sign a contract.
- VERIFY LICENSES BEFORE YOU HIRE OR SIGN A CONTRACT.**  
Check with your local building department for additional information on requirements for supplementary permits and licenses.  
Be wary of individuals who only possess an "occupational license," or otherwise flag an "occupational license" only when the person has just a few months in the field recently.
- USE YOUR BEST JUDGMENT WHEN SIGNING A CONTRACT & MAKING PAYMENTS.**  
NEVER pay cash in full before the work is completed and be realistic of what checks made payable to individuals, especially when dealing with a company.

[www.myfloridalegation.com](http://www.myfloridalegation.com)

### STORM-RELATED SERVICES REQUIRING A LICENSE

1. Roof repairs
2. New or replacement roof
3. Installing new windows
4. Plumbing repairs
5. Electrical repairs or rewiring

### SERVICES NOT REQUIRING A LICENSE

1. Trimming or removing a fallen tree
2. Removing debris
3. Placing a tarp on a roof

**dbpr** *Department of Business and Professional Regulation*

\*This list is not intended to be comprehensive, and any additional or detailed questions should be directed to the Department by calling 888-411-1288. Consumers should check with their local building department to determine if there are additional permitting and licensing requirements for their area.

### Warning Signs a Contractor May Not Be Licensed

Unlicensed contractors often target the uninformed and inexperienced, as well as the elderly.

- No license number in advertisement or posting. By law, contractors licensed by DBPR must include their license number in all advertising.
- They want all or most of the money up front and will only accept cash. They may also want you to write the check to them individually or to "cash".
- They give a post office box address instead of a street address.
- They show up in unmarked vehicles offering to do work and often have out-of-state tags.
- They try to convince you a permit is not necessary or that it's cheaper if you obtain it yourself.

[www.myfloridalegation.com](http://www.myfloridalegation.com)

### DBPR Mobile app

Download our free app

- ✓ Verify licenses by name or license number
- ✓ Report suspected unlicensed activity
- ✓ Search food service and lodging inspection results

Available on the **App Store** and **Google Play**

### Tips for Hiring a Contractor

- Before you hire a contractor, ask to see the contractor's license. Also, verify the license number with DBPR and check for any complaints.
- An occupational license does not qualify an individual to act as a contractor.
- Get a written estimate from several contractors. Make sure the estimate includes the work the contractor will do, the materials involved, the completion date and total cost.
- Beware of contractors who claim to be the fastest or the cheapest. Hiring them could result in poor workmanship, inferior materials or unfinished jobs.
- Check with your local building department for any local licensure requirements.

**dbpr**

### CONSUMERS SHOULD BE CAUTIOUS OF INDIVIDUALS WHO...

ADVERTISE WITHOUT A LICENSE NUMBER	USE HIGH-PRESSURE SALES TACTICS	DEMAND A FULL PAYMENT UP-FRONT
SOLECT DOOR-TO-DOOR	REQUEST CASH ONLY	LACK A WRITTEN CONTRACT

IF YOU SUSPECT UNLICENSED ACTIVITY IS TAKING PLACE, REPORT IT IMMEDIATELY BY CALLING THE UNLICENSED ACTIVITY HOTLINE AT 1-888-332-1448.

**dbpr**

### COMMON STORM-RELATED SERVICES THAT REQUIRE A STATE LICENSE FROM DBPR:

- ROOF REPAIRS/REPLACEMENTS
- WINDOW REPLACEMENTS
- ELECTRICAL REPAIRS OR REWIRING
- PLUMBING REPAIRS

**dbpr**

DISCLAIMER: This list is not intended to be comprehensive, and any additional or detailed questions should be directed to the Department by calling 888-411-1288. Consumers should check with their local building department to determine if there are additional permitting and licensing requirements for their area.

### DANGERS OF HIRING UNLICENSED CONTRACTORS

- Lack of education, insurance or qualifications of a licensed contractor.
- Typically perform substandard work, often resulting in an extensive financial loss to the property owner.
- Non-compliance with building codes.
- Possible criminal background.

**dbpr**

### Electrical and alarm contractor services requiring a DBPR license

- Most electrical work or wiring.
- Installing ceiling fans and light fixtures.
- Installing cable or satellite-television wiring.
- Installing or replacing electrical outlets and switches.
- Installing or monitoring burglar and fire-alarm systems.
- Installing computer-network wiring.
- Installing low-voltage landscape lighting.

Electrical jobs typically require a permit. Be sure to check with your local building department regarding permit requirements for all your projects.



## Section Three

### COMPLAINT INFORMATION

## Unlicensed Activity Complaints Annual Report Fiscal Year 2019-2020

	Complaints Received	Legally Sufficient	Cease and Desist Issued	ULA Citations Filed	Cases Received in Legal	Administrative Complaints Filed	Final Orders Filed
Accountancy	59	27	34	6	13	8	5
Asbestos	2	1	0	0	1	0	0
Athlete Agents	2	0	0	0	0	0	0
Auctioneers	14	6	6	0	8	1	0
Barbers	139	60	7	21	47	32	4
Boxing Commission	6	2	0	0	3	0	0
Building Code Admin. and Inspectors	6	1	0	0	1	0	0
Community Association Managers	89	33	6	1	26	4	2
Construction Industry	2186	1336	1011	20	1273	1013	466
Cosmetology	465	128	10	79	36	32	11
Electrical Contractors	446	336	293	6	329	263	113
Employee Leasing	0	0	0	0	0	0	0
Geologists	4	3	1	0	3	0	0
Harbor Pilots	0	0	0	0	0	0	0
Home Inspectors	10	3	3	0	3	2	1
Landscape Arch.	19	3	1	0	4	0	0
Mold-Related Services	42	23	14	0	25	17	2
Real Estate	631	210	38	0	208	27	19
Talent Agents	15	4	3	0	5	1	2
Veterinary Medicine	25	10	3	0	6	0	2
<b>Totals</b>	<b>4160</b>	<b>2186</b>	<b>1430</b>	<b>133</b>	<b>1991</b>	<b>1382</b>	<b>627</b>

- **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

**BARBERS BOARD  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 16,325	\$ 63,635
Fines	7,992	18,406
Investment Earnings	<u>11,134</u>	<u>7,055</u>
Total Revenues	<u>35,450</u>	<u>89,096</u>
 <b>EXPENSES</b>		
Board Administrative Office	-	-
Refunds	5	5
Service Charge to General Revenue	2,836	7,127
Investigations	34,036	31,453
General Counsel	<u>19,180</u>	<u>1,739</u>
Total Expenses	<u>56,056</u>	<u>40,325</u>
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	-	-
Total Transfers	-	-
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (20,606)	 48,771
<b>PRIOR PERIOD ADJUSTMENT</b>	-	-
<b>Transfer to General Revenue</b>	38,320	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	363,965	<u>315,194</u>
<b>ACCOUNT BALANCE, End of Period</b>	\$ 305,039	<u><u>\$ 363,965</u></u>

**FLORIDA BUILDING CODE ADMINISTRATORS AND INSPECTORS BOARD  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 9,325	\$ 10,260
Investment Earnings	<u>14,497</u>	<u>8,618</u>
Total Revenues	<u>23,822</u>	<u>18,878</u>
<b>EXPENSES</b>		
Investigations	3,375	2,829
Refunds	-	-
Service Charge to General Revenue	1,906	1,510
General Counsel	<u>-</u>	<u>-</u>
Total Expenses	<u>5,281</u>	<u>4,339</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	18,541	14,539
<b>TRANSFERS</b>		
Transfer to General Revenue	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>446,155</u>	<u>431,615</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 464,695</u></u>	<u><u>\$ 446,155</u></u>

**COMMUNITY ASSOCIATION MANAGERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<b><u>6/30/2020</u></b>	<b><u>6/30/2019</u></b>
Unlicensed Activity Fees	\$ 22,365	\$ 95,325
Fines	160	1,901
Investment Earnings	<u>8,784</u>	<u>5,201</u>
Total Revenues	<u>31,309</u>	<u>102,428</u>
 <b>EXPENSES</b>		
Investigations	19,690	21,445
General Counsel/Legal	-	-
Refunds	-	5
Service Charge to General Revenue	<u>2,505</u>	8,194
Total Expenses	<u>22,195</u>	<u>29,644</u>
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 9,114	 72,784
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>270,107</u>	<u>197,323</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 279,221</u></u>	<u><u>\$ 270,107</u></u>



**BOARD OF COSMETOLOGY  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 158,997	\$ 173,050
Fines	14,082	23,754
Investment Earnings	<u>120,979</u>	<u>71,190</u>
Total Revenues	<u>294,058</u>	<u>267,994</u>
 <b>EXPENSES</b>		
Investigations	71,869	87,400
Refunds	20	10
Service Charge to General Revenue	23,523	21,439
General Counsel	<u>14,866</u>	<u>1,579</u>
Total Expenses	<u>110,278</u>	<u>110,428</u>
 <b>TRANSFERS</b>		
Transfer (to)/from Operating Account	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	183,780	157,566
 <b>TRANSFER TO GENERAL REVENUE</b>	433,920	-
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>3,698,787</u>	<u>3,541,221</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 3,448,647</u></u>	<u><u>\$ 3,698,787</u></u>

**ELECTRICAL CONTRACTORS' LICENSING BOARD  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<b>6/30/2020</b>	<b>6/30/2019</b>
Unlicensed Activity Fees	\$ 25,720	\$ 49,320
Fines	99,987	114,001
Investment Earnings	<u>-</u>	<u>-</u>
Total Revenues	<u>125,707</u>	<u>163,321</u>
<b>EXPENSES</b>		
Unlicensed Activity	-	-
Investigations	218,139	262,678
Refunds	50	45
General Counsel/Legal	-	-
Service Charge to General Revenue	8,136	11,108
Interest Assessment	<u>23,955</u>	<u>24,430</u>
Total Expenses	<u>250,281</u>	<u>298,260</u>
<b>TRANSFERS</b>		
Transfer to Working Capital Fund		<u>-</u>
Total Transfers	-	<u>-</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	(124,574)	(134,939)
<b>TRANSFER FROM OPERATING</b>	667,366	500,000
<b>ACCOUNT BALANCE, Beginning of Period</b>	(667,366)	<u>(1,032,426)</u>
<b>ACCOUNT BALANCE, End of Period</b>	\$ (124,574)	<u>\$ (667,366)</u>

**BOARD OF LANDSCAPE ARCHITECTURE  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 535	\$ 605
Investment Earnings	<u>1,068</u>	<u>725</u>
Total Revenues	<u>1,603</u>	<u>1,330</u>
 <b>EXPENSES</b>		
Investigations	1,406	1,618
Refunds	-	-
General Counsel/Legal	-	-
Service Charge to General Revenue	<u>128</u>	<u>106</u>
Total Expenses	<u>1,535</u>	<u>1,724</u>
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	-	-
Total Transfers	-	-
 <b>CHANGE IN ACCOUNT BALANCE</b>	 68	 (395)
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 37,259	 <u>37,654</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 \$ 37,327	 <u>\$ 37,259</u>

**BOARD OF VETERINARY MEDICINE  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 4,550	\$ 5,725
Fines	(42)	51
Investment Earnings	6,437	4,060
	<hr/>	<hr/>
Total Revenues	10,945	9,836
	<hr/>	<hr/>
<b>EXPENSES</b>		
Investigations	6,470	19,700
General Counsel/Legal	4,888	1,124
Service Charge to General Revenue	874	787
Refunds	15	-
	<hr/>	<hr/>
Total Expenses	12,247	21,611
	<hr/>	<hr/>
<b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	-	-
	<hr/>	<hr/>
Total Transfers	-	-
	<hr/>	<hr/>
<b>CHANGE IN ACCOUNT BALANCE</b>	(1,302)	(11,775)
<b>TRANSFER TO GENERAL REVENUE</b>	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	204,443	216,218
	<hr/>	<hr/>
<b>ACCOUNT BALANCE, End of Period</b>	\$ 203,140	\$ 204,443
	<hr/> <hr/>	<hr/> <hr/>

**ASBESTOS UNIT  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u>6/30/2020</u>	<u>6/30/2019</u>
Unlicensed Activity Fees	\$ 150	\$ 170
Investment Earnings	<u>281</u>	<u>166</u>
Total Revenues	<u>431</u>	<u>336</u>
 <b>EXPENSES</b>		
Investigations	-	149
General Counsel/Legal	-	-
Refunds	15	15
Service Charge to General Revenue	<u>33</u>	<u>26</u>
Total Expenses	<u>48</u>	<u>190</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 383	 146
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 <u>8,727</u>	 <u>8,581</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 \$ 9,110	 \$ 8,727

**BOARD OF ARCHITECTURE AND INTERIOR DESIGN  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<b>6/30/2020</b>	<b>6/30/2019</b>
Unlicensed Activity Fees	\$ 6,750	\$ 89,000
Fines	26,503	26,089
Investment Earnings	<u>2,130</u>	<u>2,403</u>
Total Revenues	<u>35,384</u>	<u>117,492</u>
 <b>EXPENSES</b>		
Board Administrative Office	-	-
Refunds	-	-
Service Charge to General Revenue	2,831	9,399
Contracted Services	<u>121,999</u>	<u>120,248</u>
Total Expenses	<u>124,830</u>	<u>129,647</u>
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (89,446)	 (12,155)
<b>TRANSFER TO GENERAL REVENUE</b>	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>126,765</u>	<u>138,920</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u>\$ 37,319</u>	<u>\$ 126,765</u>



**BOARD OF PILOT COMMISSIONERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 55	\$ 505
Investment Earnings	<u>106</u>	<u>65</u>
Total Revenues	<u>161</u>	<u>570</u>
 <b>EXPENSES</b>		
Service Charge to General Revenue	<u>8</u>	<u>5</u>
Total Expenses	<u>8</u>	<u>5</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>	 152	 565
<b>PRIOR PERIOD ADJUSTMENT</b>	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>3,341</u>	<u>2,776</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u>\$ 3,493</u>	<u>\$ 3,341</u>

**BOARD OF AUCTIONEERS  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 11,385	\$ 1,020
Fines	-	53
Investment Earnings	<u>1,325</u>	<u>711</u>
Total Revenues	<u>12,710</u>	<u>1,784</u>
 <b>EXPENSES</b>		
Investigations	4,782	1,206
General Counsel/Legal	3,166	107
Refunds	-	-
Service Charge to General Revenue	1,017	<u>143</u>
Total Expenses	8,965	<u>1,456</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 3,745	 328
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 37,834	 <u>37,506</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 \$ 41,579	 <u>\$ 37,834</u>

**TALENT AGENTS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<b><u>6/30/2020</u></b>	<b><u>6/30/2019</u></b>
Unlicensed Activity Fees	\$ 2,105	\$ 370
Fines	<u>(31)</u>	<u>57</u>
Total Revenues	<u>2,074</u>	<u>427</u>
 <b>EXPENSES</b>		
Refunds	-	-
Investigations	4,079	7,178
General Counsel/Legal	3,518	3,372
Service Charge to General Revenue	(120)	(147)
Interest Assessment	<u>3,575</u>	<u>2,263</u>
Total Expenses	<u>11,052</u>	<u>12,665</u>
 <b>TRANSFERS</b>		
Transfer (to)/from Operating Account	-	<u>-</u>
Total Transfers	-	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (8,977)	 (12,238)
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 (108,519)	 <u>(96,281)</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 \$ (117,497)	 \$ <u><u>(108,519)</u></u>

**CONSTRUCTION INDUSTRY LICENSING BOARD  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<b>6/30/2020</b>	<b>6/30/2019</b>
Unlicensed Activity Fees	\$ 161,028	\$ 308,636
Fines	310,227	436,622
Investment Earnings	<u>-</u>	<u>-</u>
Total Revenues	<u>471,255</u>	<u>745,258</u>
 <b>EXPENSES</b>		
Investigations	1,017,781	1,189,382
General Counsel/Legal	636,790	72,150
Refunds	-	-
Service Charge to General Revenue	28,990	55,734
Interest Assessment	<u>108,878</u>	<u>48,587</u>
Total Expenses	<u>1,792,439</u>	<u>1,365,853</u>
 <b>TRANSFERS</b>		
Transfer from Operating Account		3,000,000
Transfer of Excess Cash to General Revenue	-	<u>-</u>
Total Transfers	-	<u>3,000,000</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (1,321,184)	 2,379,404
<b>ACCOUNT BALANCE, Beginning of Period</b>	444,894	<u>(1,934,510)</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 \$ (876,290)	 \$ <u><u>444,894</u></u>

**BOARD OF PROFESSIONAL ENGINEERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 11,695	\$ 227,195
Investment Earnings	<u>9,222</u>	<u>5,907</u>
Total Revenues	<u>20,917</u>	<u>233,102</u>
 <b>EXPENSES</b>		
Unlicensed Activity	-	-
FEMC Contracted Services	-	96,641
Refunds	-	10
Service Charge to General Revenue	<u>1,673</u>	<u>18,647</u>
Total Expenses	<u>1,673</u>	<u>115,298</u>
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	-	<u>-</u>
Total Transfers	-	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 19,243	 117,803
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	0	-
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 336,461	 <u>218,658</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 \$ 355,705	 <u>\$ 336,461</u>

**ATHLETE AGENTS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 300	\$ 270
Investment Earnings	<u>236</u>	<u>138</u>
Total Revenues	<u>536</u>	<u>408</u>
 <b>EXPENSES</b>		
Investigations	563	203
General Counsel/Legal	-	-
Service Charge to General Revenue	<u>43</u>	<u>33</u>
Total Expenses	<u>605</u>	<u>236</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	(70)	173
 <b>PRIOR PERIOD ADJUSTMENT</b>	-	-
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>7,497</u>	7,324
 <b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 7,427</u></u>	<u>\$ 7,497</u>



**BOARD OF PROFESSIONAL GEOLOGISTS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 4,805	\$ 3,765
Investment Earnings	<u>3,191</u>	<u>1,891</u>
Total Revenues	<u>7,996</u>	<u>5,656</u>
 <b>EXPENSES</b>		
Refunds	-	-
Investigations	1,688	68
Service Charge to General Revenue	<u>640</u>	<u>452</u>
Total Expenses	<u>2,327</u>	<u>520</u>
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	-	-
Total Transfers	-	-
 <b>CHANGE IN ACCOUNT BALANCE</b>	 5,668	 5,136
<b>PRIOR PERIOD ADJUSTMENT</b>	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	97,473	<u>92,337</u>
<b>ACCOUNT BALANCE, End of Period</b>	\$ 103,141	<u>\$ 97,473</u>

**HOME INSPECTORS LICENSING UNIT  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 5,781	\$ 25,160
Investment Earnings	<u>2,574</u>	<u>2,261</u>
Total Revenues	<u>8,355</u>	<u>27,422</u>
 <b>EXPENSES</b>		
Investigations	1,560	5,367
General Counsel/Legal	-	-
Refunds	-	25
Service Charge to General Revenue	<u>668</u>	<u>2,192</u>
Total Expenses	<u>2,228</u>	<u>7,583</u>
 <b>TRANSFERS</b>		
Transfer to General Revenue Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	6,127	19,838
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>117,349</u>	<u>97,511</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u>\$ 123,477</u>	<u>\$ 117,349</u>

**MOLD-RELATED SERVICES LICENSING UNIT  
UNLICENSED ACTIVITY ACCOUNT  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2020  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2019)**

<b>REVENUES</b>	<u><b>6/30/2020</b></u>	<u><b>6/30/2019</b></u>
Unlicensed Activity Fees	\$ 14,605	\$ 13,015
Fines & Penalties	2,929	5,804
Investment Earnings	<u>-</u>	<u>-</u>
Total Revenues	<u>17,534</u>	<u>18,819</u>
 <b>EXPENSES</b>		
Investigations	21,519	22,420
Refunds	-	20
Service Charge to General Revenue	1,342	1,480
Interest Assessment	<u>764</u>	<u>293</u>
Total Expenses	<u>23,624</u>	<u>24,213</u>
 <b>TRANSFERS</b>		
Transfer to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	(6,091)	(5,395)
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>(19,169)</u>	<u>(13,774)</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u>\$ (25,260)</u>	<u>\$ (19,169)</u>