

**Vermont Secretary of State  
Office of Professional Regulation**

**Twenty-Eighth Annual Report  
on  
Professional Licensing**



**Deborah L. Markowitz, Secretary of State**

**Christopher D. Winters, Director**

**As of: November 2009**

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Office of Professional Regulation**

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**Published by:**

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**A note to the reader:**

This Director's Annual Report for the Office of Professional Regulation (OPR, Office) covers Fiscal Year 2009 - July 1, 2008 through June 30, 2009. It contains a series of reports from different units within the office, as well as a summary of the activity of the regulatory programs for the 44 professions supported and managed by OPR. You will also find tables and charts providing a detailed report on the activities, revenues, and expenditures for all regulatory programs administered under the jurisdiction of OPR.

Because of the implementation of a new licensing system in February 2009 and the migration of millions of numbers and fields of data from at least three systems into one, this year's annual report pulls data from both the legacy sources and our new system. Our current data is now more accurate and useful than ever before, but we have come across instances where the old data does not reconcile with the new. We have done our best to include accurate information in this report across all systems and through the transitional period.

As we become better versed in the reporting functions of the new system and consistently collect the additional useful data allowed by eLicense, we plan to include more robust reports going forward. Information relating to specific professions can be accessed via our web page: <http://www.vtprofessionals.org> Comments and suggestions are welcome. Write or call the Director, Office of Professional Regulation, Secretary of State, National Life Bldg., North FL2, Montpelier, Vermont 05620-3402, (802) 828-1505 or e-mail to [opr@sec.state.vt.us](mailto:opr@sec.state.vt.us).

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This report contains information regarding the following professions:

Accountants Acupuncturists Alcohol & Drug Counselors Architects Athletic Trainers Audiologists Auctioneers Barbers & Cosmetologists Body Piercers Boxing Chiropractors Crematoriums Dental Examiners Dietitians Electrologists	Professional Engineers Funeral Service Hearing Aid Dispensers Land Surveyors Marriage & Family Therapists Clinical Mental Health Counselors Midwives, Licensed Motor Vehicle Racing Naturopaths Nursing Nursing Home Administrators Occupational Therapists Opticians Optometrists Osteopathic Physicians and Surgeons	Pharmacists Physical Therapists Private Investigative/Security Svcs Psychoanalysts Psychologists Psychotherapists, Non-licensed Radiologic Technologists Real Estate Appraisers Real Estate, Brokers & Salespersons Respiratory Care Practitioners Social Workers, Clinical Speech Language Pathologists Tattooists Veterinarians
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## **Director's Report Fiscal Year 2009**

Fiscal year 2009 has been my fourth as Director of the Office of Professional Regulation. An overhaul of our computer licensing system consumed most of our resources for the fiscal year, including an incredible effort from nearly every one of our 30 staff members who were part of the implementation team.

As I reflect on my four years as Director, I see that we have moved forward on a number of fronts, with changes both large and small, all of them critical to a functional office, well-supported licensing boards, and a professional regulation system that achieves the goal of public protection. Some significant achievements include:

- Implementation of the eLicense system
- Consolidation of staff in a professional office
- Active, engaged leadership
- Implementation of standard procedures for licensing and discipline
- High quality and timely investigations
- Improved web pages with more transparency
- Improved inspections program
- Excellent working relationships with legislative committees
- Board member and advisor annual trainings

All of the above achievements, in addition to the many small steps we have also taken, are in moving toward the **TEN GOALS** I have established as part of our public protection mission:

- Goal #1: Efficient, effective and user-friendly application processes
- Goal #2: Easy public access to information about professions and licensees
- Goal #3: Swift, objective, professional and thorough investigations
- Goal #4: A fair, expeditious and well-respected disciplinary process
- Goal #5: Courteous and accessible staff
- Goal #6: A proactive inspections program with a focus on education and prevention in addition to enforcement
- Goal #7: Excellent service and support to empower the Boards and Advisors who regulate the various professions
- Goal #8: Responsible financial management of the budgets supporting the regulatory programs we implement
- Goal #9: Proactive educational initiatives to address public protection issues before they become a problem
- Goal #10: Clear communication about standards for licensure and practice, this office, and its mission

### **Why Professional Regulation Matters**

On any given day, we all use the services of licensed professionals. We trust that our nurses are competent, our pharmacists follow federal law, our real estate brokers are ethical, and our accountants are well-versed in the latest accounting principles, to name a few examples. If you use the services of a chiropractor, cosmetologist, psychologist, dentist, engineer, land surveyor, or real estate appraiser, you've placed your money and sometimes your health in the hands of a licensed professional regulated by the Office of Professional Regulation (OPR).

The goal of licensure is to assure public protection from incompetent or unethical professionals. When professions are regulated, minimal competency is assured. The public is usually spared the distress and practical hazard of

dealing with unqualified practitioners. This is done by assuring that applicants for licensure are qualified, complainants of unprofessional conduct are investigated, and standards of practice are defined. When complaints about licensed professionals are received from the public, the professional regulation system investigates, prosecutes and disciplines the licensee if it's warranted. Disciplinary action against a licensee can include sanctions such as a reprimand, restrictions on the ability to practice, a monetary penalty or even revocation of a professional's license. These actions protect the public and help to cleanse the profession of incompetent, unethical, and dishonest practitioners. It also serves notice on others that Vermont will not tolerate these practitioners.

I have seen and experienced the very real effects of professional regulation. We have investigated and prosecuted abuse of the elderly in nursing homes, pharmacists with substance abuse problems, fraudulent real estate brokers, dentists performing substandard work, tattooists spreading infections with their equipment, and funeral directors converting prepaid funeral funds for their own personal use.

In my 13 years at OPR, I have seen the incredible abuses of confidence and the damage that unethical licensed professionals can inflict upon unsuspecting patients and clients. I have also seen the kind of damage professional regulation can avert and the public protection solution it provides after the fact.

That is why professional regulation is important.

We are fortunate to have so many outstanding licensed professionals in Vermont and I am honored to have worked with hundreds of them in my career. The problem practitioners are truly the exception and not the rule. Professional regulation plays a critical role in helping those professions maintain high standards, and in keeping Vermonters safe.

### **The ELicense Project**

Overall, we spent more than 18 months planning and implementing the eLicense solution. I am proud to report that it has been a tremendous success. Technology projects of this scope and scale have a low success rate. When you factor in that the project team consisted of OPR and Secretary of State's Office staff members with little experience in projects of this size or nature, the odds against success become even more daunting. The team had to clean and migrate millions of bits of data from three legacy systems into the new system and tie them together in a relational database. The team had to envision what the end product would be and then configure the hundreds of thousands of moving parts to make it a reality.

Continuous meetings, countless emails, and many, many late nights added up to a successful "Go Live" of the new system on February 9, 2009. The eLicense system is a giant leap forward in professional regulation for Vermont. In addition to learning the technical aspects of building such a system, we also took the opportunity to analyze our business processes to search for efficiencies. We questioned long-standing practices that no longer made sense. We reviewed the legal obligations for each profession to make sure we were in compliance. We created workflows and revised forms for each of the hundreds of license types we issue. The project has achieved far-reaching improvements well beyond what you'd expect from a new computer program.

We are now reaping the rewards of those many months of hardship. We now have a modern, adaptable licensing system that will serve the office for many years to come, and may become a model for licensing in other parts of state government. Because it is so highly configurable, it is constantly evolving to assist us in becoming more efficient and allowing us to collect and disperse even more information as we carry out our public protection duties.

Those team members from the Office of Professional Regulation and the Secretary of State's Business and IT office deserve to be recognized for their amazing efforts put forth in addition to their regular duties. Their dedication was inspiring at a time when state government is so often criticized.

## **The Importance of Good Customer Service**

As we continue to use our new eLicensing system, we keep identifying areas for improvement. eLicense allows us to automatically generate correspondence, or develop new ways to use email and online applicant status to streamline our workloads. Our goal is to become as efficient as possible to continue to improve our responsiveness and timeliness. We are the gateway to professional practice for some 55,000 licensees and we understand how important it is that we not be an impediment to access to practice in this state and what that means for our economy, our health care system, and Vermont businesses and individuals. Less time spent pushing paper and typing letters means quicker processing and more time spent on customer service.

Providing quality customer service means that we help each individual in a responsive and respectful manner. We frequently have help customers with conflicting interests (complainant and respondent) or customers who are not familiar with the regulations surrounding professional licensure in this state, and so it is often difficult to make the experience a pleasant one. We must constantly balance the needs of public protection with the needs of licensed professionals so that the activities of the licensees are not unduly restricted.

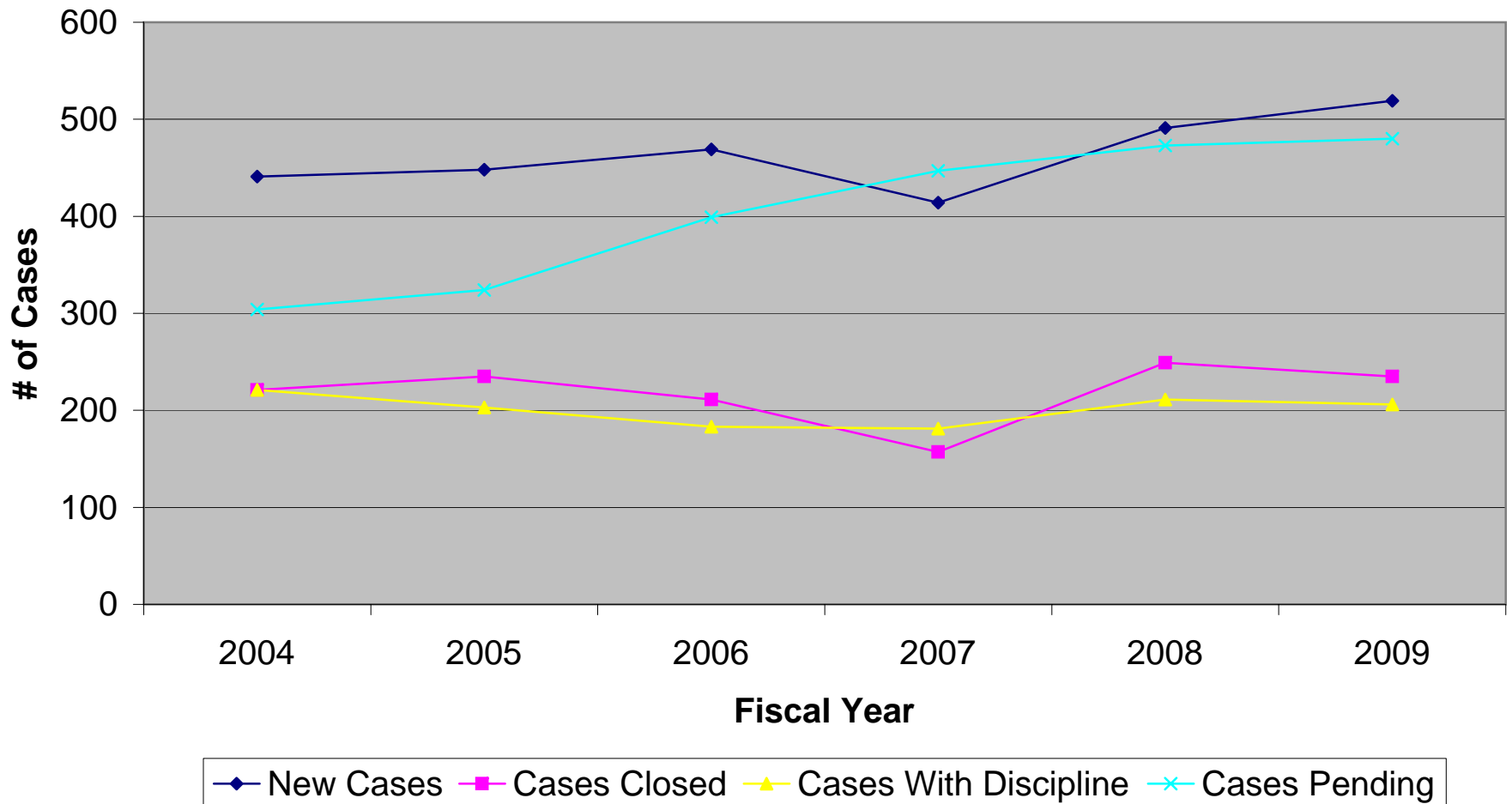
## **Gratitude**

I remain ever so fortunate to have the support and leadership of Secretary of State Markowitz, the hundreds of Board members and advisors who volunteer their time to help protect Vermonters, and the House and Senate Government Operations Committees as we strive to accomplish our public protection goals. With new technology in place, I look forward to amplifying the great service and efficiencies the public has come to expect from this office and hope it can serve as a model for other state agencies.

Respectfully submitted,

Christopher D. Winters, Director  
Office of Professional Regulation

# Appendix A: Complaint Activity Overview For Fiscal Years 2004 through 2009

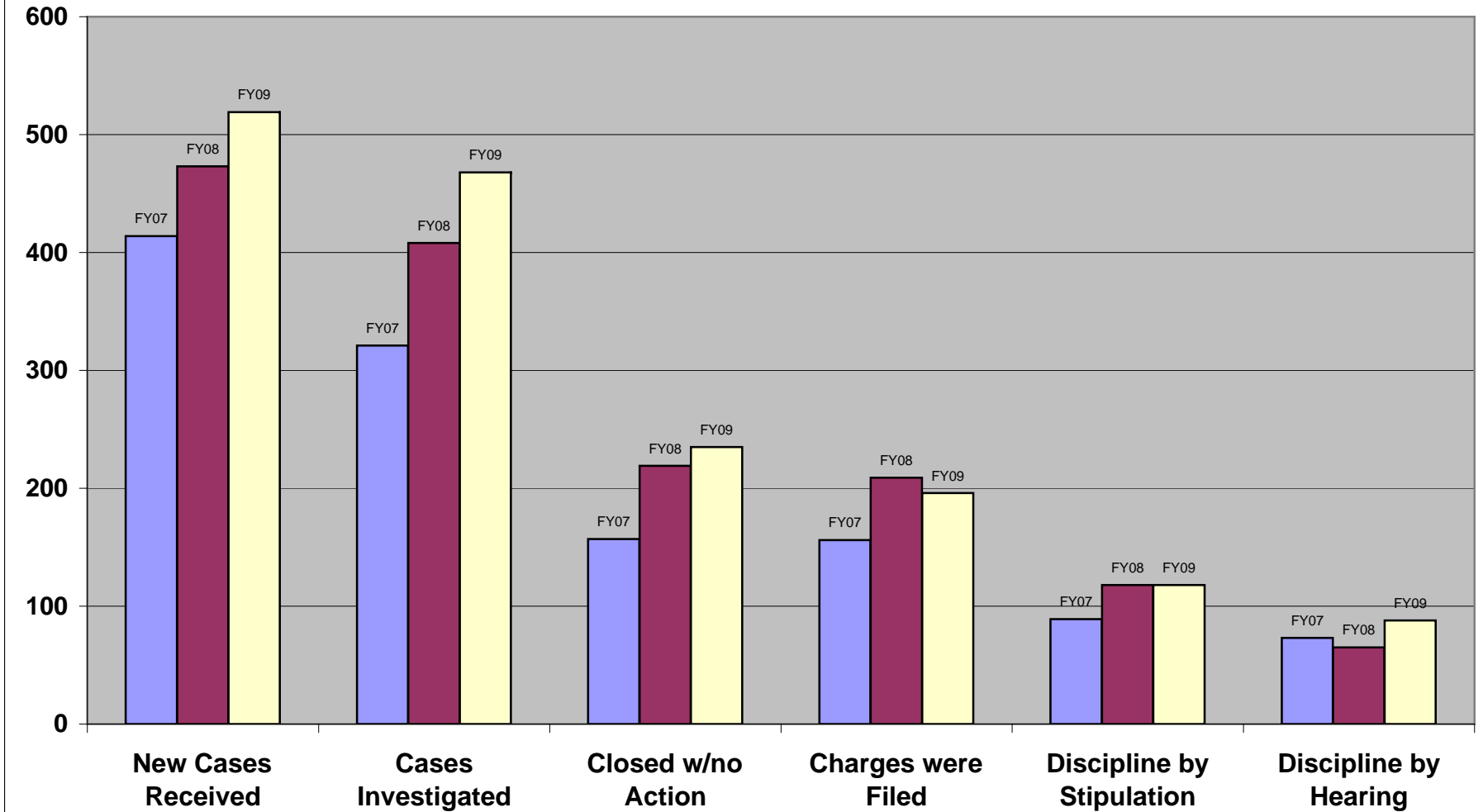


## Appendix B: Complaint Activity for Fiscal Year 2009

	New Cases Received	Cases Investigated	Closed without Discipline	Charges Filed	Charges Dismissed	Summary Suspension	Discipline Imposed by Stipulation	Discipline Imposed after Hearing
Accountant	7	10	6	1	3	0	3	4
Acupuncturist	0	2	2	0	0	0	0	0
Allied Mental Health	9	6	4	2	0	0	2	3
Architect	3	2	3	0	0	0	0	1
Athletic Trainer	0	0	0	0	0	0	0	0
Auctioneer	1	3	2	0	0	0	0	0
Audiologist	0	0	0	0	0	0	0	0
Boxing	0	0	0	0	0	0	0	0
Chiropractor	4	2	1	0	0	0	0	0
Barber/Cosmetologist	35	39	23	10	3	0	14	3
Drug/Alcohol Counselor	2	4	2	1	0	0	0	1
Dentist	21	19	16	3	2	0	3	0
Dietitian	0	0	0	0	0	0	0	0
Electrologist	0	0	0	0	0	0	0	0
Engineer, Professional	8	6	3	2	0	0	2	2
Funeral Service	5	12	1	0	0	0	0	1
Hearing Aid Dispenser	1	1	0	0	0	0	0	0
Land Surveyor	5	5	5	7	1	0	0	1
Midwife, Licensed	1	2	1	0	0	0	0	0
Motor Vehicle Racing	0	0	0	0	0	0	0	0
Naturopathic Physician	1	1	0	0	0	0	0	0
Nursing	282	169	84	136	11	18	61	46
Nursing Home Administrator	8	5	1	0	0	0	0	1
Occupational Therapist	2	3	1	1	0	0	1	0
Optician	0	0	0	0	0	0	0	0
Optometry	1	2	0	1	0	0	0	0
Osteopathic Physician	2	2	2	0	0	0	0	1
Pharmacist/Pharmacy	57	87	28	0	1	2	11	0
Physical Therapist	7	4	0	0	0	0	1	0
Private Detective/Security	5	13	5	4	0	0	6	0
Psychoanalyst	0	0	0	0	0	0	0	0
Psychologist	3	6	8	0	0	0	0	1
Radiologic Technologist	2	3	2	1	0	0	1	0
Real Estate Appraiser	7	3	5	3	0	0	0	0
RE Broker/Salesperson	7	24	12	8	1	0	7	19
Respiratory Care Therapist	3	4	0	4	0	0	2	1
Social Worker, Clinical	5	4	1	3	1	0	1	0
Tattooist/Body Piercer	13	11	9	3	0	1	2	2
Veterinarian	12	14	8	6	1	0	1	1
<b>Totals</b>	<b>519</b>	<b>468</b>	<b>235</b>	<b>196</b>	<b>24</b>	<b>21</b>	<b>118</b>	<b>88</b>



## Appendix C: Historical Data - Detail of Complaint Activity for Fiscal Years 2007 through 2009

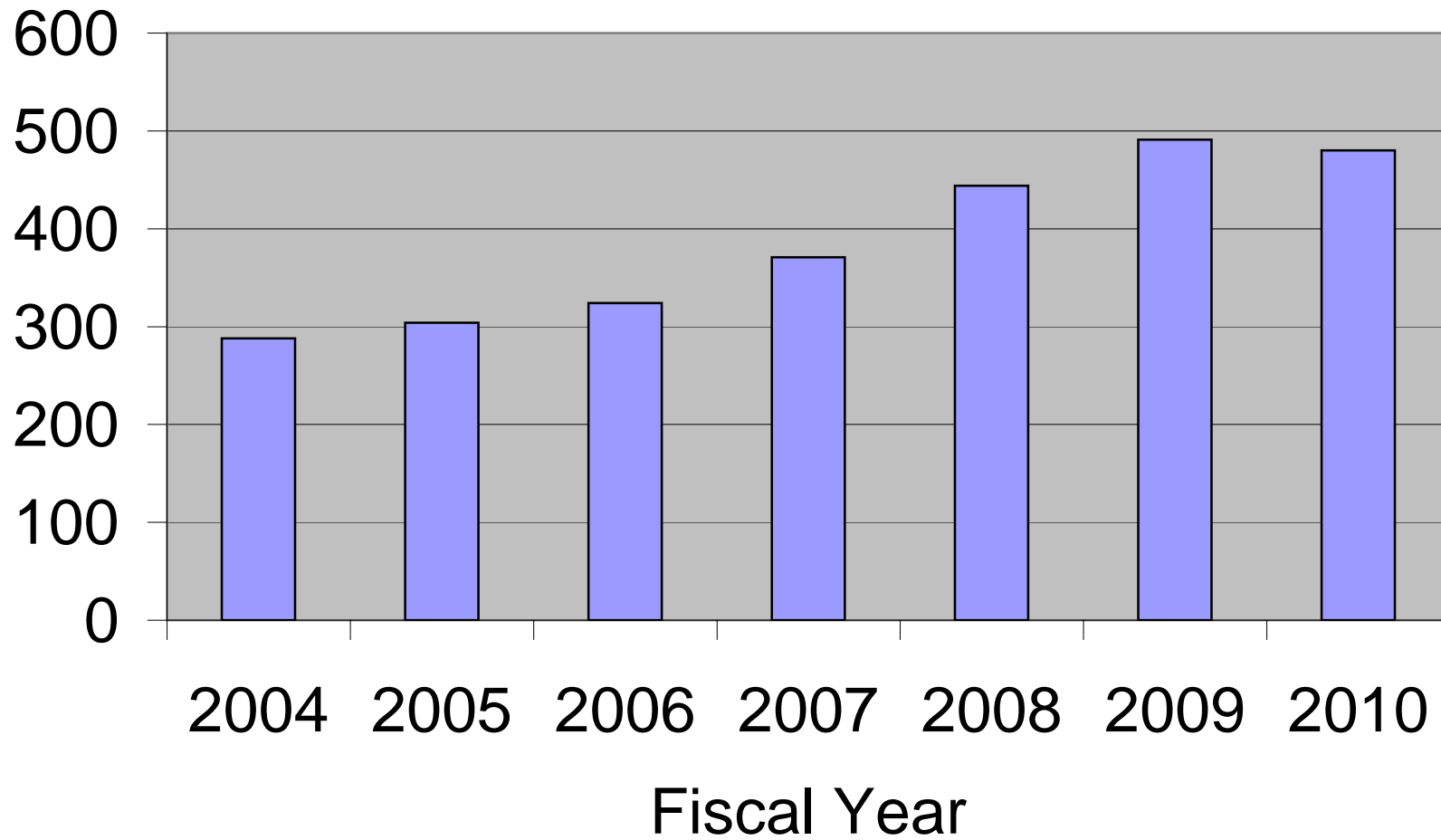


## Appendix D: Historical Data of Pending Cases at the Start of the Fiscal Year

	2004	2005	2006	2007	2008	2009	2010
Accountant	10	1	4	9	18	3	8
Acupuncturist	0	0	4	3	3	4	0
Allied Mental Health	5	5	11	3	9	12	12
Architect	4	1	3	6	4	3	2
Athletic Trainer	0	0	0	1	0	0	0
Auctioneer	3	1	2	1	1	4	2
Audiologist	NR	NR	0	0	0	0	0
Boxing	0	0	0	0	0	0	0
Chiropractor	7	0	4	1	1	0	5
Cosmetologist	10	6	4	24	31	53	49
Drug/Alcohol Counselor	4	5	2	6	4	5	5
Dentist	37	25	29	14	16	11	18
Dietitian	0	0	0	0	0	0	0
Electrologist	0	0	0	0	0	1	0
Engineer, Professional	6	2	6	5	8	4	2
Funeral Service	8	8	7	6	9	20	19
Hearing Aid Dispenser	0	0	1	0	0	0	0
Land Surveyor	2	1	2	3	6	8	9
Midwife, Licensed	2	5	3	4	4	5	1
Motor Vehicle Racing	0	0	0	0	0	0	0
Naturopathic Physician	0	0	0	0	1	0	0
Nursing	99	102	94	115	125	143	209
Nursing Home Administrator	3	4	2	4	6	4	11
Occupational Therapist	1	1	0	2	0	1	1
Optician	1	0	0	0	0	2	0
Optometry	2	1	3	1	0	2	0
Osteopathic Physician	3	5	6	4	4	5	2
Pharmacist/Pharmacy	12	25	39	28	65	84	50
Physical Therapist	0	0	0	4	4	2	3
Private Detective/Security Services	3	20	11	20	21	29	4
Psychoanalyst	1	1	1	2	1	0	0
Psychologist	6	4	4	2	1	2	3
Radiologic Technologist	1	2	8	3	4	6	2
Real Estate Appraiser	13	15	15	21	14	11	8
Real Estate Broker/Salesperson	28	51	49	61	55	33	25
Respiratory Care Therapist	NR	0	3	2	4	7	3
Social Worker, Clinical	4	5	1	6	5	3	7
Tattooist/Body Piercer	2	2	1	6	4	9	7
Veterinarian	9	6	4	2	10	14	13
<b>TOTAL</b>	<b>288</b>	<b>304</b>	<b>323</b>	<b>369</b>	<b>438</b>	<b>490</b>	<b>480</b>

NR = Not a Regulated profession at that time

### Appendix E: Historical Data Pending Cases at the Start of the Fiscal Year



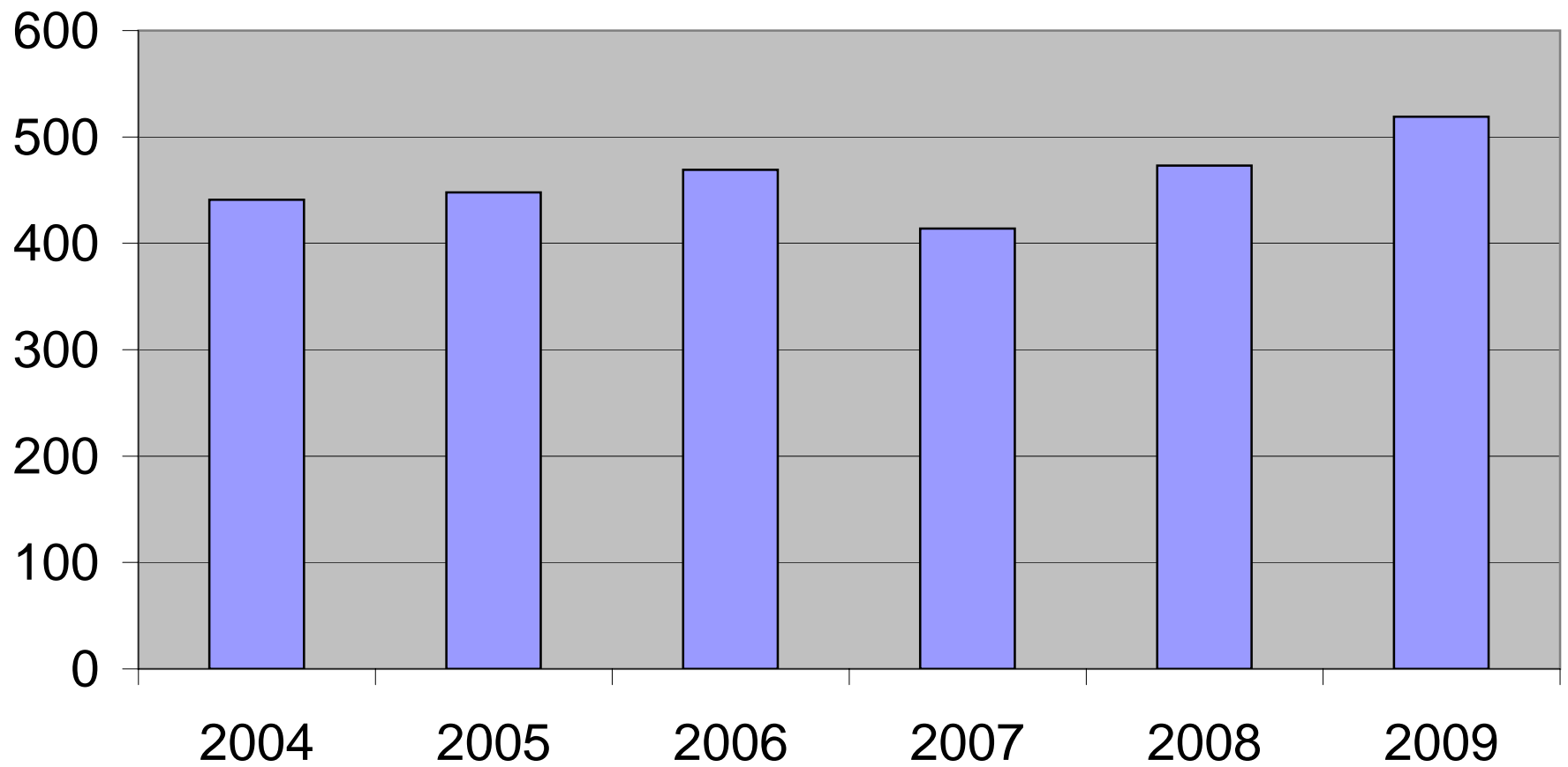
**Appendix F: Historical Data of New Cases Received  
For Fiscal Years 2004 through 2009**

	2004	2005	2006	2007	2008	2009
Accountant	0	8	12	21	12	7
Acupuncturist	0	5	1	4	2	0
Allied Mental Health	7	8	2	8	14	9
Architect	1	6	9	1	3	3
Athletic Trainer	0	0	1	0	1	0
Auctioneer	3	3	1	0	5	1
Audiologist	NR	1	1	0	0	0
Boxing	0	0	0	0	0	0
Chiropractor	3	6	3	2	2	4
Cosmetologist	23	12	34	31	50	35
Drug /Alcohol Counselor	6	4	5	2	4	2
Dentist	29	32	26	13	18	21
Dietitian	0	0	0	0	0	0
Electrologist	0	0	2	0	1	0
Engineer, Professional	4	7	6	6	1	8
Funeral Service	5	2	1	3	15	5
Hearing Aid Dispenser	0	1	0	0	0	1
Land Surveyor	4	9	6	6	5	5
Midwife, Licensed	4	1	4	0	1	1
Motor Vehicle Racing	0	0	0	0	0	0
Naturopathic Physician	1	0	0	1	0	1
Nursing	174	139	160	129	149	282
Nursing Home Administrator	5	3	3	4	4	8
Occupational Therapist	1	1	3	0	2	2
Optician	2	0	0	0	0	0
Optometrist	3	3	1	1	1	1
Osteopathic Physician	5	9	5	4	3	2
Pharmacist/Pharmacy	27	57	46	78	75	57
Physical Therapist	1	3	3	7	1	7
Private Detective/Security Services	25	8	17	12	23	5
Psychoanalyst	0	0	1	0	0	0
Psychologist	10	8	6	6	9	3
Radiologic Technologist	2	9	2	2	4	2
Real Estate Appraiser	15	9	14	4	7	7
Real Estate Broker/Salesperson	56	69	66	39	26	7
Respiratory Care Therapist	NR	4	0	4	5	3
Social Worker, Clinical	6	2	6	4	3	5
Tattooist/Body Piercer	3	2	14	7	12	13
Veterinarian	16	15	6	12	15	12
<b>TOTAL</b>	<b>441</b>	<b>448</b>	<b>467</b>	<b>411</b>	<b>473</b>	<b>519</b>

NR = Not a Regulated profession at that time

## Appendix G: Historical Data

### New Cases Received For Fiscal Year 2004 through 2009

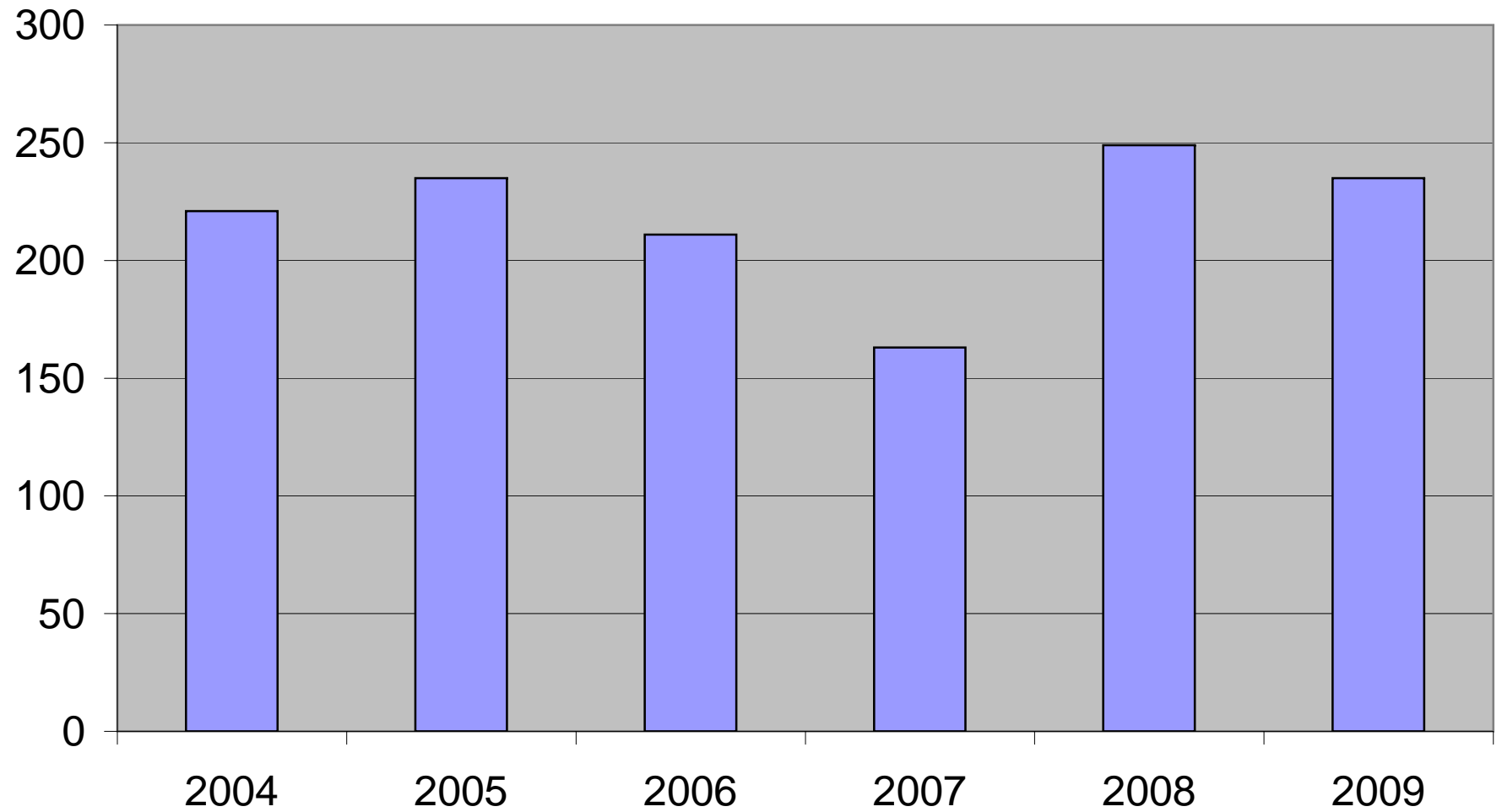


**Appendix H: Historical Data - Conduct Cases Concluded Without Discipline  
For Fiscal Years 2004 through 2009**

	2004	2005	2006	2007	2008	2009
Accountant	8	1	4	2	21	6
Acupuncturist	0	1	0	2	0	2
Allied Mental Health	4	1	8	2	9	4
Architect	4	3	3	2	3	3
Athletic Trainer	0	0	0	1	0	0
Auctioneer	3	2	1	0	1	2
Audiologist	NR	1	1	0	0	0
Boxing	0	0	0	0	0	0
Chiropractor	5	1	3	2	1	1
Cosmetologist	16	11	5	5	14	23
Drug/Alcohol Counselor	4	5	0	1	2	2
Dentist	19	20	25	6	12	16
Dietitian	0	0	0	0	0	0
Electrologist	0	0	2	0	0	0
Engineer, Professional	4	4	3	0	4	3
Funeral Service	4	2	2	0	4	1
Hearing Aid Dispenser	0	0	0	0	0	0
Land Surveyor	5	3	8	3	2	5
Midwife, Licensed	0	3	3	0	0	1
Motor Vehicle Racing	0	0	0	0	0	0
Naturopathic Physician	1	1	2	0	1	0
Nursing	44	32	45	43	45	84
Nursing Home Administrator	3	2	1	1	3	1
Occupational Therapist	0	1	0	2	1	1
Optician	3	1	0	0	1	0
Optometrist	4	1	1	2	1	0
Osteopathic Physician	3	7	4	3	2	2
Pharmacist/Pharmacy	14	23	28	25	30	28
Physical Therapist	1	1	2	5	3	0
Private Detective/Security Services	6	3	4	4	12	5
Psychoanalyst	0	0	0	0	1	0
Psychologist	9	7	5	3	8	8
Radiologic Technologist	1	0	3	0	1	2
Real Estate Appraiser	14	7	5	7	6	5
Real Estate Broker/Salesperson	20	67	30	28	39	12
Respiratory Care Therapist	NR	1	1	1	2	0
Social Worker	3	5	1	4	2	1
Tattooist/Body Piercer	2	2	4	5	5	9
Veterinarian	17	16	7	4	10	8
<b>TOTAL</b>	<b>221</b>	<b>235</b>	<b>211</b>	<b>163</b>	<b>246</b>	<b>235</b>

NR = Not a Regulated profession at that time

**Appendix I: Historical Data - Conduct Cases Concluded Without Discipline For Fiscal Years 2004 through 2009**



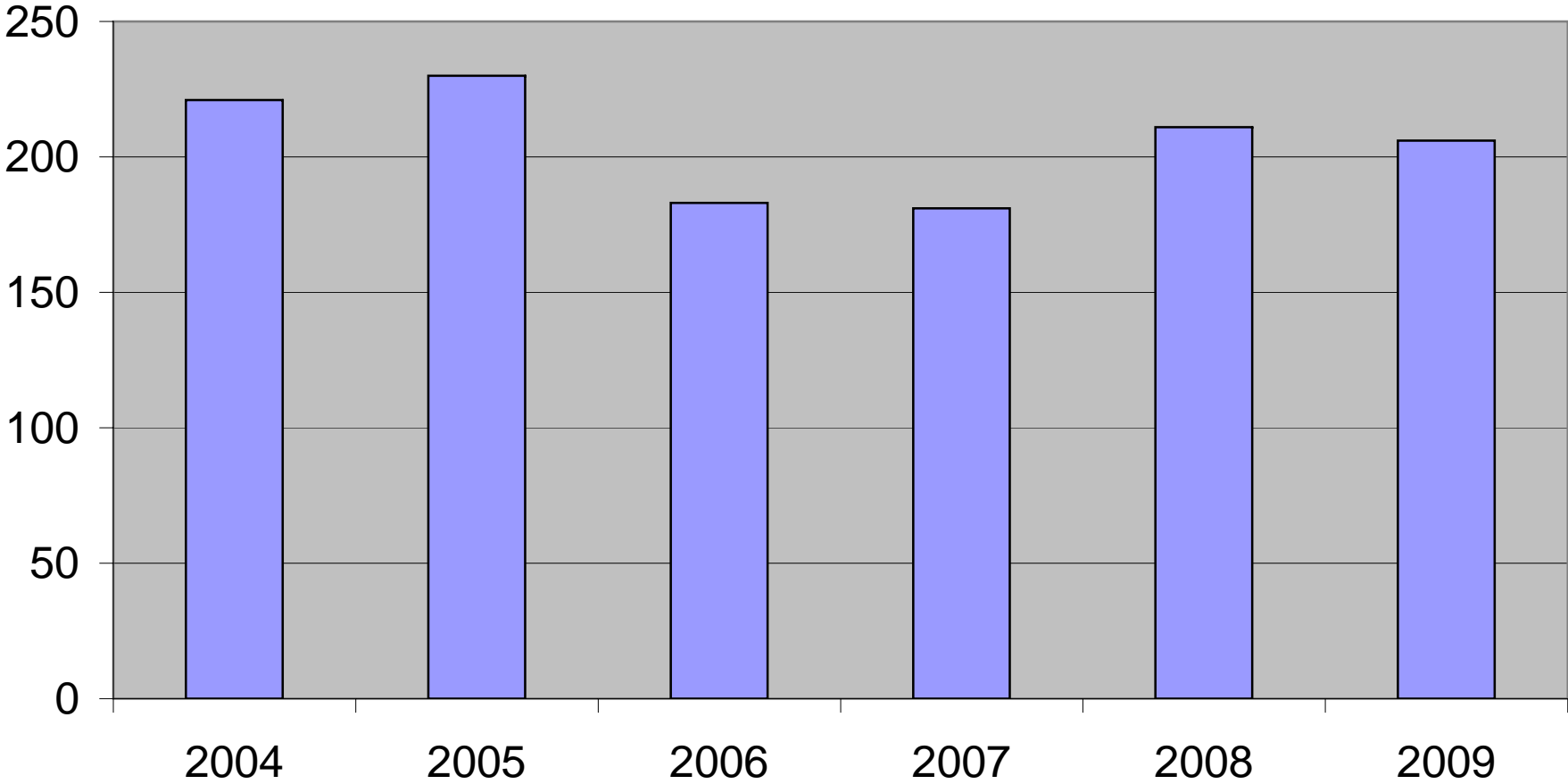
**Appendix J: Historical Data - Conduct Cases Concluded  
With Disciplinary Action for Fiscal Years 2004 through 2009**

	2004	2005	2006	2007	2008	2009
Accountant	1	4	2	9	8	7
Acupuncturist	0	0	2	2	0	0
Allied Mental Health	3	1	2	1	4	5
Architect	0	1	2	1	1	1
Athletic Trainer	0	0	0	0	1	0
Auctioneer	2	0	1	0	1	0
Audiologist	NR	0	0	0	0	0
Boxing	0	1	0	0	0	0
Chiropractor	5	1	2	0	2	0
Cosmetologist	12	3	9	14	15	17
Drug/Alcohol Counselor	1	2	1	3	1	1
Dentist	22	8	13	5	12	3
Dietitian	0	0	0	0	0	0
Electrologist	0	0	0	0	0	0
Engineer, Professional	4	1	2	2	1	4
Funeral Service	1	2	0	0	0	1
Hearing Aid Dispenser	0	0	1	0	0	0
Land Surveyor	0	3	1	0	1	1
Midwife, Licensed	1	0	0	0	0	0
Motor Vehicle Racing	0	0	0	0	0	0
Naturopathic Physician	0	0	0	0	0	0
Nursing	127	115	92	95	104	107
Nursing Home Administrator	1	3	0	0	3	1
Occupational Therapist	1	1	0	0	0	1
Optician	0	0	0	0	0	0
Optometrist	0	0	1	0	0	0
Osteopathic Physician	0	1	3	1	0	1
Pharmacist/Pharmacy	12	20	18	16	27	11
Physical Therapist	0	2	0	2	0	1
Private Detective/Security Services	2	14	3	3	6	6
Psychoanalyst	0	0	0	0	0	0
Psychologist	3	1	3	5	1	1
Radiologic Technologist	0	3	3	2	1	1
Real Estate Appraiser	4	4	2	2	4	0
Real Estate Broker/Salesperson	13	9	12	10	10	26
Respiratory Care Therapist	NR	0	0	1	0	3
Social Worker, Clinical	2	1	0	1	3	1
Tattooist/Body Piercer	2	1	5	6	4	4
Veterinarian	2	1	3	0	1	2
<b>TOTAL</b>	<b>221</b>	<b>203</b>	<b>183</b>	<b>181</b>	<b>211</b>	<b>206</b>

NR = Not a Regulated profession at that time



**Appendix K: Historical Data - Conduct Cases  
Concluded With Disciplinary Action for Fiscal Years  
2004 - 2009**



**Appendix L: Licensees By Profession  
For Fiscal Years 2006 through 2009**

Profession	FY06	FY07	FY08	FY09
Accountants, Certified Public	1,101	1,160	1,153	1,076
Accountants, Registered Public	7	7	7	6
Accountancy Firms	276	288	280	255
Acupuncturist	117	151	138	154
Acupuncturist - Detoxification Technician	PNR	PNR	7	8
Architects	1,095	1,021	1,132	1,087
Athletic Trainers	97	103	120	113
Auctioneers	231	209	222	210
Barbers	107	142	147	141
Barber Shops	77	72	73	73
Boxing	0	0	0	1
Chiropractic	259	239	250	244
Cosmetologists	2,890	3,043	2,947	3,158
Cosmetolgy Shops	761	799	774	817
Cosmetology Schools	4	4	4	4
Crematory Establishments	10	9	9	9
Cosmetology - Manicurists	235	254	244	260
Cosmetology - Estheticians	116	137	151	172
Dentists	512	530	480	454
Dental Hygienists	659	700	672	636
Dental Assistants - Certified	115	124	112	93
Dental Assistants - Traditional	643	737	665	553
Dietitians	93	106	100	115
Electrologist	29	29	31	25
Electrolysis Shops	26	24	25	21
Engineers, Professional	3,271	3,689	3,457	3,879
Engineering Interns	1,619	1,699	1,789	1,874
Funeral Directors	133	135	124	123
Funeral Establishments	61	61	60	58
Funeral, Removal Personnel	68	73	74	63
Embalmers	98	98	92	86
Hearing Aid Dispensers	38	38	38	33
Land Surveyors	238	231	238	224
Marriage & Family Therapists	30	36	40	44
Mental Health Counselor, Clinical	506	505	548	556
Midwife, Licensed	23	21	27	25
Motor Vehicle Racing	12	14	15	17
Naturopathic Physician	118	130	154	154
Nurses, Registered	11,465	12,007	17,287	16,814
Nurses, Licensed practical	2,035	2,222	2,107	2,409
Nurse Assistants	5,450	4,415	5,463	4,820
Nurse Practitioner	521	479	536	488
Nursing Home Administrator	73	79	63	78
Occupational Therapists	273	305	279	328
Occupational Therapist Assistants	80	89	86	108

**Appendix L: Licensees By Profession  
For Fiscal Years 2006 through 2009**

Profession	FY06	FY07	FY08	FY09
Opticians	108	104	92	101
Optician Trainee	76	38	15	21
Optometry	106	108	97	111
Osteopaths	105	104	113	114
Osteopath Limited Temporary	6	12	10	7
Pharmacists	881	904	898	908
Pharmacy, Institutional	18	18	17	17
Pharmacy, Retail	141	174	135	139
Pharmacy, Wholesale Drug Outlet	482	553	533	484
Pharmacy, Drug Research Programs	1	1	1	1
Pharmacy, Non-Resident Pharmacy	212	260	277	258
Pharmaceutical Manufacturer	1	1	1	2
Pharmacy Technicians	935	1,138	1,354	1,082
Physical Therapists	968	918	983	1,000
Physical Therapists Assistants	184	168	186	192
Private Detective Agency	45	31	38	43
Security Guard Agency	18	20	22	17
Detective/Security Agency	19	16	17	17
Guard/Detective Employees	1,002	674	900	672
Psychoanalysts	109	76	79	62
Psychologist - Master	205	209	204	212
Psychologist - Doctorate	341	365	357	387
Psychotherapists	342	359	563	779
Radiography	581	506	585	546
Radiation Therapy	45	41	48	51
Radiation, Nuclear Medicine	70	58	75	62
Radiation, Limited Licensure	17	14	16	12
Real Estate Appraiser-State Licensed	84	68	68	52
Real Estate Appraiser-Cert Residential	110	107	131	126
Real Estate Appraiser-Cert General	124	125	140	133
Real Estate Appraiser-Trainee	52	36	22	5
Real Estate Brokers	1,247	1,303	1,190	1,214
Real Estate Salespersons	1,312	1,401	1,251	1,259
Real Estate Offices	424	481	551	609
Respiratory Care Practitioner	294	268	332	299
Clinical Social Workers	744	799	808	895
Tattooist	50	48	60	67
Body Piercing & Tattooist Operator	72	70	72	81
Body Piercing & Tattooist Shop	77	76	75	18
Veterinarians	569	490	567	542
<b>TOTALS</b>	<b>47,749</b>	<b>48,356</b>	<b>55,103</b>	<b>54,463</b>

PNR = Previously Not Regulated

**Appendix M: New License/Certification/Registration Activity Data  
for Fiscal Years 2006 through 2008**

Type of License	Fiscal Year 2006				Fiscal Year 2007				Fiscal Year 2008			
	Exam	Endorsed	Registered	Total	Exam	Endorsed	Registered	Total	Exam	Endorsed	Registered	Total
Accountant, Certified	23	44	1	68	27	44	0	71	28	40	1	69
Accountant, Registered	0	0	0	0	0	0	0	0	0	0	0	0
Accountancy Firm	0	0	19	19	0	0	16	16	0	0	18	18
Acupuncturist	8	6	0	14	5	10	0	15	4	4	2	10
Acupuncture Detox Tech.	0	0	0	0	0	0	0	0	0	0	0	0
Architect	16	58	0	74	15	73	0	88	18	58	0	76
Athletic Trainers	13	7	0	20	5	4	0	9	2	3	7	12
Auctioneers	6	8	0	14	0	7	1	8	0	6	0	6
Barber	0	7	0	7	2	2	0	4	0	2	0	2
Barber Shop	0	0	4	4	0	0	4	4	0	0	1	1
Boxing Promoter	0	0	0	0	0	0	0	0	0	0	0	0
Boxing Referee	0	0	0	0	0	0	0	0	0	0	0	0
Boxing Judge	0	0	0	0	0	0	0	0	0	0	0	0
Professional Seconds	0	0	0	0	0	0	0	0	0	0	0	0
Boxing Boxer	0	0	0	0	0	0	0	0	0	0	0	0
Boxing Manager	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractic	6	6	0	12	6	8	0	14	4	8	0	12
Cosmetologist	74	56	0	130	94	48	0	142	76	52	0	128
Crematory Est.	0	0	0	0	0	0	0	0	0	0	0	0
Esthetician	18	17	0	35	15	7	0	22	12	9	0	21
Manicurist	2	19	0	21	4	10	0	14	8	14	0	22
Cosmetology Shop	0	0	75	75	0	0	52	52	0	0	60	60
Cosmetology School	0	0	0	0	0	0	0	0	0	0	0	0
Dentist	6	1	12	19	11	2	0	13	17	2	10	29
Dental Hygienist	27	6	0	33	30	11	0	41	22	10	0	32
Dental Assistant0Certified	12	0	0	12	10	0	0	10	11	0	0	11
Dental Assistant0Traditional	0	0	86	86	0	0	69	69	0	0	72	72
Dietitians	4	5	0	9	0	1	0	1	0	1	3	4
Electrologist	17	3	0	20	0	0	0	0	1	0	1	2
Electrolysis Shops	0	0	8	8	0	0	1	1	0	0	1	1
Engineer, Professional	24	110	0	134	63	163	0	226	25	187	0	212
Engineer Intern	14	0	0	14	141	0	0	141	89	0	0	89
Funeral Director	2	2	0	4	1	2	0	3	3	0	0	3
Funeral Embalmers	2	1	0	3	0	0	0	0	0	0	0	0
Funeral, Removal Personnel	14	0	0	14	0	0	7	7	0	0	7	7
Funeral Establishment	0	0	0	0	0	0	0	0	0	0	0	0
Hearing Aid Dispenser	2	0	0	2	0	0	0	0	2	1	0	3
Land Surveyor	5	2	0	7	2	7	0	9	2	7	0	9
Marriage & Family Therapist	0	0	0	0	4	2	0	6	2	3	0	5
Mental Health Counselor	20	1	0	21	20	6	0	26	19	12	0	31
Midwife, Licensed	0	0	8	8	1	3	0	4	0	0	4	4
Motor Vehicle Racing	0	0	0	0	0	0	2	2	0	0	4	4
Naturopathic Physician	10	6	0	16	12	16	0	28	10	8	0	18
Registered Nurse	1,212	802	0	2,014	2,928	1,109	0	4,037	3,618	848	0	4,466
Licensed Practical Nurse	118	108	0	226	158	115	0	273	258	98	0	356
License Nurse Assistant	626	122	0	748	582	118	0	700	734	141	0	875
Nursing Home Admin.	2	0	0	2	2	3	0	5	2	3	0	5
Occupational Therapist	10	22	0	32	7	27	0	34	7	14	0	21
Occupational Therapy Assist	0	10	0	10	2	4	0	6	2	3	0	5

**Appendix M: New License/Certification/Registration Activity Data  
for Fiscal Years 2006 through 2008**

Type of License	Fiscal Year 2006				Fiscal Year 2007				Fiscal Year 2008			
	Exam	Endorsed	Registered	Total	Exam	Endorsed	Registered	Total	Exam	Endorsed	Registered	Total
Optician	4	1	0	5	6	1	0	7	1	0	0	1
Optician Trainee	0	0	9	9	0	0	17	17	0	0	3	3
Optometry	3	2	0	5	2	1	0	3	2	2	0	4
Osteopaths	1	9	0	10	1	16	0	17	1	4	0	5
Pharmacists	17	20	0	37	24	31	0	55	17	23	0	40
Pharmacy0Institutional Outlet	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy 0 Institutional	0	0	1	1	0	0	0	0	0	0	0	0
Pharmacy 0 Retail	0	0	4	4	0	0	35	35	0	0	9	9
Wholesale Drug Distributor	0	0	0	0	0	0	85	85	0	0	85	85
Pharmacy 0 Drug Research	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy 0 Non0Resident	0	0	71	71	0	61	0	61	0	0	74	74
Pharmacy 0 Technician	0	0	231	231	0	0	187	187	0	0	479	479
Physical Therapist	7	40	0	47	9	33	0	42	11	27	0	38
Physical Therapy Assistant	2	7	0	9	2	5	0	7	4	7	0	11
Detective Agency, Private	0	0	2	2	0	0	4	4	0	0	5	5
Security Agency, Private	0	0	1	1	0	0	3	3	0	0	3	3
Combination Agency	0	0	0	0	0	0	0	0	0	0	1	1
Guard/Detective Employee	0	0	247	247	0	0	180	180	0	0	221	221
Psychoanalyst	3	0	0	3	0	2	2	4	0	1	3	4
Psychologists Doctorate	5	9	5	19	7	8	0	15	7	6	0	13
Psychologists Master	5	0	0	5	7	0	0	7	9	0	0	9
Psychotherapist, Non0licensed	0	0	59	59	0	0	104	104	0	0	132	132
Radiography	38	19	0	57	33	18	0	51	31	20	0	51
Radiation Therapy	5	2	0	7	3	0	0	3	3	3	0	6
Nuclear Medicine, Radiology	3	7	0	10	2	5	0	7	7	7	0	14
Limited Licensure, Radiology	0	0	0	0	1	0	0	1	0	0	0	0
Real Estate Appraiser, State	13	5	0	18	4	4	0	8	9	1	0	10
Real Estate Appraiser	6	5	0	11	6	4	0	10	22	3	0	25
Real Estate Appraiser General	2	4	0	6	3	9	0	12	4	7	0	11
Real Estate Appraiser0Trainee	20	1	0	21	0	0	0	0	0	0	1	1
Real Estate Broker	82	19	0	101	34	17	0	51	25	12	4	41
Real Estate Salesperson	259	25	0	284	163	16	1	180	105	16	4	125
Real Estate Office	38	5	0	43	0	4	36	40	0	0	48	48
Respiratory Care Practitioner	10	54	0	64	13	42	0	55	13	35	7	55
Social Worker, Clinical	39	19	0	58	15	31	0	46	36	27	0	63
Tattooist Operator	0	0	7	7	0	2	5	7	0	1	7	8
Tattooist Shop	0	0	2	2	0	0	3	3	0	0	1	1
Body Piercing Operator	0	0	1	1	0	0	2	2	0	0	1	1
Body Piercing Shop	0	0	0	0	0	0	0	0	0	0	0	0
Body Piercing/Tattooist Opera	0	0	2	2	0	0	1	1	0	0	1	1
Body Piercing/Tattooist Shop	0	0	3	3	0	0	1	1	0	0	0	0
Veterinary	20	18	0	38	18	16	0	34	17	15	0	32
TOTALS	2,875	1,700	858	5,433	4,500	2,128	818	7,446	5,300	1,751	1,280	8,331

NR=Not Regulated

**Appendix N: Receipts/Expenditures By Profession  
For Fiscal Years 2007 through 2009**

	Fiscal Year 07		Fiscal Year 08		Fiscal Year 09	
	Receipts	Expenditures	Receipts	Expenditures	Receipts	Expenditures
Accountancy	45,135	90,982	147,640	151,232	31,045	99,621
Architect	159,820	76,925	11,510	65,419	163,845	54,095
Barber/Cosmetology	43,435	200,122	363,238	272,737	50,060	287,017
Chiropractic	88,765	36,747	3,935	36,148	85,960	24,964
Dental	25,655	133,259	307,560	144,137	24,695	115,454
Engineer	269,931	134,609	183,015	171,436	243,285	120,976
Funeral Service	15,605	37,886	78,110	42,981	4,800	54,270
Land Surveyor	90,250	39,085	3,240	41,942	88,690	26,585
Mental Health, Allied*	122,850	50,057	27,135	66,202	165,630	81,295
Nursing	2,578,858	851,535	1,644,880	1,090,264	2,613,063	1,429,738
Optometry	52,025	25,229	1,020	22,373	53,315	12,557
Osteopath	73,845	35,293	8,670	29,398	78,571	15,991
Pharmacy	107,431	238,674	477,948	299,106	121,245	312,892
Private Detective	111,170	91,153	34,225	70,682	121,750	88,793
Psychology	8,580	65,339	129,340	62,059	8,355	52,626
Radiologic Tech.	92,000	43,238	12,700	44,444	76,860	37,647
Real Estate Appraiser	123,630	66,078	32,215	72,053	114,345	36,447
Real Estate Comm.	39,785	219,317	466,455	250,585	35,000	192,764
Veterinary	125,915	49,478	14,750	58,409	131,275	52,104
Advisor Groups	341,535	311,314	307,449	329,937	371,011	266,861
Administrative Penalties <sup>†</sup>	***	***	***	***	25,125	43,089
GRAND TOTAL	4,516,220	2,796,320	4,255,035	3,321,544	4,607,925	3,405,786

\*Includes Mental Health Counselor, Marriage Family Therapist, Psychotherapist

\*\*These Boards became Advisor Groups during the FY 07 period.

<sup>†</sup> Administrative Penalties Paid during the fiscal year as part of a disciplinary action

\*\*\* Administrative Penalties have not been reported in this format in previous fiscal years

Advisor Groups include the following professions: Acupuncturists, Athletic Trainers, Auctioneers, Crematories, Dietitians, Electrologists, Hearing Aid Dispensers, Midwives, Naturopathic Physicians, Nursing Home Admin., Occupational Therapists, Optician, Physical Therapists, Psychoanalysts, Respiratory Care Therapists, Social Workers, Tattooists, and Body Piercers. The operational costs of these professions is combined pursuant to Title 3, § 124.

**Appendix O: Roster of Board/Commission/Advisor Members  
As of November 2009**

**Board of Public Accountancy**

Ms. Pamela J. Douglass	Member	9/1/2000	12/31/2009
Ms. Claire L Lavoie	Member	5/2/2001	12/31/2009
Mr. Cairn G. Cross	Member	1/2/2006	12/31/2010
Mr. John C Borch	Member	4/9/2009	12/31/2013
Mr. Lee M. Spivey Jr.	Member	4/9/2009	12/31/2013

**Acupuncturist Advisors**

Daniel A. Sachs	Member	1/1/2008	7/31/2013
Ms. Elizabeth Fukushima	Member	1/1/2008	12/31/2013

**Allied Mental Health Practitioners Board**

Ms. Marilyn Louise Turcotte	Member	1/1/1998	12/31/2008
Mr. Paul J Sahba	Chair	6/4/2003	12/31/2010
Ms. Marjorie Ann Trombly	Member	2/20/2007	12/31/2010
Mr. Edmund Fischer	Member	5/8/2007	12/31/2010
Tammy Lee Austin	Member	9/16/2009	12/31/2009

**Board of Architects**

Mr. Edward Wolfstein	Chair	6/13/2001	12/31/2009
Mr. Frank M Guillot	Member	6/5/2007	12/31/2012
Mr. Arnold John Aho	Member	4/14/2009	12/31/2013
Ms. Janet Stackpole	Member	4/14/2009	12/31/2013
Ingrid Nichols	Member	6/19/2009	12/31/2013
Jennifer R. Arbuckle	Member	6/19/2009	12/31/2013

**Athletic Trainer Advisors**

Todd Neuharth	Member	5/17/2005	5/17/2008
Mr. Zafir George Bludevich	Member	9/29/2009	1/31/2014

**Auctioneer Advisors**

Thomas M Broughton	Member	7/1/2006	10/31/2011
Duane E Merrill	Member	8/1/2007	7/31/2012

**Board of Barbers & Cosmetologists**

Dolores Martineau	Member	12/22/1999	12/31/2009
Mr. Gregory Josselyn	Member	5/12/2000	12/31/2009
Ms. Josephine Thomas	Member	2/25/2005	12/31/2009
Ms. Madonna D Commo	Member	10/10/2008	12/31/2012
Ms. Ruth M Comeau	Member	2/26/2009	12/31/2013

**Boxing Advisors**

Mr. Richard H. Bernstein	Member	3/9/1993	4/30/2008
Edwin D Patterson	Member	4/1/2007	3/31/2012

**Board of Chiropractic**

Mr. Sean Mahoney	Member	9/22/1999	12/31/2009
Ms. Denise Natale	Member	4/26/2001	12/31/2011
Mr. Charles Foster	Chair	2/13/2004	12/31/2008
Ms. Anne Valliere	Member	10/1/2004	12/31/2011
Ms. Jean Peterson	Member	6/25/2009	12/31/2011

**Appendix O: Roster of Board/Commission/Advisor Members  
As of November 2009**

**Clinical Social Worker Advisors**

Ms. Maureen Claire Wilson	Member	7/28/2003	7/27/2013
Gale H Golden	Member	4/14/2009	5/1/2014

**Alcohol and Drug Abuse Counselor Advisors**

Mr. William R Cote	Member	1/1/2001	1/31/2011
Carolyn A. Prescott	Member	1/1/2005	1/31/2011

**Board of Dental Examiners**

Ms. Gertrude Hodge	Member	4/12/2000	12/31/2013
Ms. Linda G. Retchin	Member	2/20/2001	12/31/2010
Dr. Richard Avery Dickinson	Member	2/26/2003	12/31/2012
Mr. Raymond McCandless	Member	8/4/2003	12/31/2012
Dr. John C Langfeldt	Member	1/1/2005	12/31/2009
Ms. Rena Katz Chernick	Member	1/14/2005	12/31/2009
Dr. John Francis Lavoie	Chair	1/12/2006	12/31/2010
Dr. Edward P. Pantzar	Member	2/15/2007	12/31/2011
Dr. Katherine Ann Silloway	Member	1/21/2009	12/31/2013

**Electrology Advisors**

Ms. Nancy Cameron	Member	8/1/2005	7/31/2010
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**Board of Funeral Service**

Mr. Paul S Guare	Member	6/4/1999	12/31/2009
Mr. John T Coffin	Chair	5/21/2001	12/31/2010
Mr. Lyndon B Mann	Member	2/20/2007	12/31/2009
Mr. Peter Beck	Member	2/20/2007	12/31/2009
Mrs. Ercel Harvey	Member	4/3/2009	12/31/2009

**Board of Land Surveyors**

Mr. Larry A Walter	Member	8/15/1998	8/20/2008
Mr. Albert W Harris	Member	6/12/2001	12/31/2009
Mr. Shane B Clark	Member	1/9/2003	12/31/2013
Ms. Dorothy Hayden	Member	12/15/2003	12/31/2010
Mr. Timothy John Ruggles	Member	1/23/2004	12/31/2009
Mr. Jonathan R. Abts	Member	1/26/2007	12/31/2010
Mr. Charles E Rockwell	Member	2/25/2009	12/31/2013

**Motor Vehicle Racing Advisors**

Mr. Harmon Dragon	Member	12/31/2006	12/31/2011
Mr. Bernard Champney	Member	1/1/2007	12/31/2012
Mr. Wayne Demar	Member	1/1/2008	12/31/2013



**Appendix O: Roster of Board/Commission/Advisor Members  
As of November 2009**

**Board of Nursing**

Mr. Alan Weiss	Member	6/28/2001	12/31/2009
Mr. Kenneth Wayne Bush	Member	2/1/2005	12/31/2009
Ms. Deann P Welch	Member	3/10/2006	12/31/2010
Mr. William G White Jr.	Member	10/29/2007	12/31/2011
Ms. Deborah Lee Robinson	Member	11/20/2007	12/31/2011
Ms. Jeanine Marie Carr	Member	1/1/2008	12/31/2012
Ms. Sandra J Norton	Member	1/9/2008	12/31/2012
Ms. Donarae B Metcalf	Member	1/9/2008	12/31/2012
Ms Ellen Williams Leff	Member	2/25/2009	12/31/2013
Mr. John W Todd	Member	9/14/2009	12/31/2013

**Occupational Therapist Advisors**

Ms. Pauline H Migneault	Member	5/5/2005	12/13/2013
Mr. John Joseph Barry	Member	1/1/2008	12/31/2013

**Board of Private Investigative & Security Services**

Mr. James R Eckhardt	Member	3/8/2007	12/31/2009
Mrs. Stacey Nelson	Member	4/2/2007	12/31/2013
Mr. Michael Patrick Jennings	Member	2/27/2008	2/27/2012
Ms. Emma J Pudvah	Member	1/1/2009	12/31/2013
Mr. Robert E Edwards	Chair	5/29/2003	12/31/2010

**Board of Professional Engineering**

Mr. Michael H Quaid	Member	3/31/2003	12/31/2011
Ms. Bonnie Giuliani	Member	8/1/2004	12/31/2009
Mr. William E Atkinson	Member	11/27/2006	12/31/2011
Mr. Robert F Kischko	Member	1/1/2009	12/31/2013
Ms. Katherine E Hill	Member	1/1/2009	12/31/2013

**Board of Psychological Examiners**

Steven R Lewis	Chair	1/1/2002	12/31/2011
Richard W Root	Member	2/1/2005	12/31/2009
Ms. Vera Jones	Member	1/1/2007	12/31/2013
Ms. Deborah J. Wallis	Member	4/6/2007	12/31/2009
Mr. Michael Doyle	Member	12/3/2007	12/31/2011

**Psychoanalyst Advisors**

Mr. Michael J. Conforti	Member	1/1/1997	11/30/2011
Donald R Ferrell	Member	1/1/1997	11/30/2011

**Physical Therapist Advisors**

Leonie A Nelson	Member	2/1/2003	12/31/2013
David W Scribner	Member	7/1/2008	6/30/2013

**Board of Real Estate Appraisers**

Mr. Wayne Calderara	Member	8/4/2003	12/31/2010
Mr. Ken Miner	Member	9/8/2003	12/31/2009
Ms Ami C Milne-Allen	Chair	5/4/2005	12/3/2009
Anne K Bernhardt	Member	9/18/2006	12/31/2013
Mr Steve M Rocheleau	Member	1/28/2009	12/31/2013

**Appendix O: Roster of Board/Commission/Advisor Members  
As of November 2009**

**Real Estate Commission**

Ms. Tara Dowden	Member	2/28/2000	12/31/2009
Claire M. Porter	Member	9/24/2004	12/13/2011
Ms Maretta A Hostetler	Chair	10/22/2004	12/31/2009
Ms Elizabeth Alexandra Wilkel	Member	2/7/2005	12/31/2009
Herbert S Beggs	Member	3/21/2006	12/13/2010
Attorney Gloria Rice Esq.	Member	1/1/2009	12/31/2013
Ms. Michelle K Gosselin	Member	2/6/2009	12/31/2013

**Respiratory Care Advisors**

Mr. Gregory J. Ward	Member	4/16/2007	4/16/2012
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**Board of Radiologic Technology**

Ms. Carla A. White	Member	5/7/2004	12/31/2011
Mr. David Pascal Gervais	Member	6/6/2005	12/31/2009
Stephen M. Koller	Member	8/3/2005	12/31/2012
Ms. Donna Ann Holbrook	Member	10/6/2005	12/31/2012
Mr. Thomas J Harty	Member	1/26/2007	12/31/2012

**Board of Pharmacy**

Mr. Jeffrey P. Firlik	Member	3/24/2005	12/31/2009
Ms. Ann Maher Overton	Member	3/21/2006	12/21/2010
Ms. Emma J Pudvah	Member	1/9/2008	12/31/2012
Dr. Earl W. Pease	Member	1/9/2008	12/31/2012
Mr. Larry Labor	Member	4/10/2008	12/31/2010
Ms. Julia A. Eaton	Member	1/1/2009	12/31/2013
Mr. Steven M. Vincent	Member	1/1/2009	12/31/2013

**Tattooing/Body Piercing Advisors**

Ms. Anita Licata	Member	9/1/2004	8/30/2007
Walter W Henshaw	Member	8/1/2005	7/31/2010
Mr. Kenneth A Saxe	Member	5/1/2007	4/30/2012

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Dr. Robert L. Bergman	Member	5/9/2003	12/31/2012
Dr. Kristin Michelle Haas	Member	2/3/2004	12/31/2008
Ms. Terry York	Member	3/12/2007	12/31/2012
Dr. Mark A. Basol	Member	3/15/2009	12/31/2008