

## ENFORCEMENT

| JANUARY 1 TO DECEMBER 31                       | 2014       | 2015       | 2016       | 2017       |
|--|------------|------------|------------|------------|
| <b>COMPLAINTS, MANDATORY REPORTS</b>           |            |            |            |            |
| Complaints                                     | 497        | 577        | 449        | 443        |
| Reports  | 150        | 135        | 196        | 218        |
| <b>TOTAL</b>                                   | <b>647</b> | <b>712</b> | <b>645</b> | <b>661</b> |
|  |            |            |            |            |
| Complaint files closed                         | NA         | 588        | 474        | 441        |
| Report files closed                            | NA         | 146        | 184        | 222        |
| <b>TOTAL</b>                                   | <b>726</b> | <b>734</b> | <b>661</b> | <b>663</b> |
|  |            |            |            |            |
| Complaint investigations open on 12/31         | NA         | 367        | 358        | 344        |
| Report investigations open on 12/31            | NA         | 68         | 73         | 88         |
| <b>TOTAL</b>                                   | <b>584</b> | <b>435</b> | <b>431</b> | <b>432</b> |
|  |            |            |            |            |
| <b>PUBLIC CHARGES &amp; CONSENT AGREEMENTS</b> | <b>40</b>  | <b>22</b>  | <b>24</b>  | <b>24</b>  |
|  |            |            |            |            |
| <b>DISCIPLINARY ACTIONS</b>                    |            |            |            |            |
| License revocation/surrender                   | 9          | 3          | 2          | 7          |
| License suspension                             | 1          | 1          | 0          | 4          |
| License probation                              | 7          | 12         | 8          | 4          |
| Civil penalty                                  | 16         | 17         | 17         | 11         |
| Public citation and warning                    | 26         | 21         | 23         | 17         |
| Practice restriction                           | 7          | 7          | 10         | 4          |
| <b>TOTAL FORMAL (PUBLIC) ACTIONS</b>           | <b>66</b>  | <b>61</b>  | <b>62</b>  | <b>47</b>  |
|  |            |            |            |            |
| Confidential letter about practice or conduct  | 123        | 105        | 89         | 76         |
|  |            |            |            |            |
| Licensees monitored by the Board on 12/31      | 191        | 196        | 67         | 61         |
|  |            |            |            |            |
| <b>PUBLIC LETTER TO CEASE AND DESIST</b>       | <b>2</b>   | <b>2</b>   | <b>0</b>   | <b>0</b>   |

## OVERVIEW OF COMPETENCY COMPLAINT PROCESS

