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The *Enforcement Progress Report* represents the Department of Consumer Affairs (DCA)'s commitment to consumer protection; it is also an effort to increase transparency and awareness of all enforcement actions currently underway at DCA. The department will issue the *Enforcement Progress Report* on a monthly basis to document progress on enforcement reform.

The report will now highlight significant events in the life of the Consumer Protection Enforcement Initiative (CPEI). In some instances, you will be able to click on the links to access more detailed information, press releases, reports and/or video content.

Governor Schwarzenegger has mandated that all healing arts boards at the DCA are to overhaul the enforcement and disciplinary processes and the department is heeding this call. DCA will continue to make changes to ensure consumer protection is the number one priority for all of its health-related boards.

Although DCA will continue to issue this monthly report, enforcement progress from BRN and the other healing arts boards will now be highlighted on a quarterly basis, beginning with the April 2010 volume.

This volume includes a brief biography of the new Chief for DCA's Division of Investigation and an overview of the division.

This volume provides links to the Web cast of the last public meeting held by the Board of Registered Nursing; to the logo and latest legislative update on DCA's Consumer Protection Enforcement Initiative; and an update from healing arts boards on their efforts to achieve enforcement compliance.

Division of Investigation

- Emory J. "Jack" Hagan has been appointed Chief of DCA's Division of Investigation. Hagan was most recently a Special Agent with the California Department of Justice, a position to which he returned after three years as Commanding General of the California State Military



Reserve, part of the California Military Department. He has also been Deputy Director of the Governor's Office of Homeland Security and for more than 27 years was an officer in the United State Marine Corps.

- The Division of Investigation (DOI) provides investigative services for the department and its consumers and is DCA's law enforcement arm. DOI undertakes numerous functions that DCA's boards and bureaus are unequipped or not authorized to perform because they are not backed by law enforcement power.

Among other functions, DOI staff:

- Conduct sting operations and make arrests;
- Engage in undercover investigations;
- Carry out search warrants;
- Refer criminal cases to the District Attorney's Office;
- Execute special operations, such as personal security details, comprehensive background checks, and sensitive internal affairs maneuvers;
- Obtain legal evidence using computer forensics and electronic surveillance; and
- Monitor suspicious activity with electronic surveillance.

DOI also supports the boards and bureaus with enforcement training, which will gain increasing importance starting in April 2010, when DCA's Enforcement Academy begins its first regular cycle.

Board of Registered Nursing Public Meeting

Watch the video of the January 13 – 14, 2010 public meeting of the Board of Registered Nursing:

<http://www.dca.ca.gov/publications/multimedia/index.shtml>

The Board of Registered Nursing also conducted a public meeting on February 25, 2010.



Consumer Protection Enforcement Initiative — Logo and Legislative Update

- The Consumer Protection Enforcement Initiative (CPEI) now has a distinctive logo to identify it. The logo, soon to be posted on the Web sites of DCA’s healing arts boards, will direct viewers to more detailed information on the initiative and to updates as they become available.

Access this link for the logo and related information:

http://www.dca.ca.gov/about_dca/cpei/index.shtml



- Some of the enforcement challenges facing DCA’s healing arts boards involve legislative change. The department has been working closely with the Legislature to initiate such change.

On February 17, 2010, Senator Negrete McLeod introduced DCA’s proposal as Senate Bill 1111, which has now made its way into the legislative process.

Beginning in February, DCA also began meeting with external stakeholders who have a vested interest in the outcome of SB 1111.

These meetings will continue as SB 1111 moves through the legislative process and as the department works with stakeholders, consumer groups, and representatives of the healing arts boards to ensure protection both to consumers and to licensees in good standing.

Among other significant improvements resulting from the bill’s passage would be reduction of the average enforcement completion timeline, from 36 months to between 12 and 18 months.

This link gives specifics of SB 1111:

[SB 1111](#)

Compliance Update from Healing Arts Boards

- The Occupational Therapy, Optometry, and Acupuncture Boards have submitted their fingerprint regulations to the Office of Administrative



- Law (OAL). The Acupuncture Board has scheduled a public hearing for April 14, 2010.
- The Board of Pharmacy and the Dental Board have launched their live fingerprint automation process.

Future Actions

Meaningful enforcement reform will be instituted when changes are made to the structural procedures of the investigation and disciplinary processes and streamlined efficiencies are implemented. Many of the structural changes can occur only through legislative action. The Department of Consumer Affairs continues to mandate that all healing arts boards are operating their enforcement programs as efficiently and effectively as possible. As the department executes its enforcement reform, this document will be updated to reflect its progress.

Your Suggestions for Further Improvements

The Department of Consumer Affairs is committed to implementing changes that will make it a model for enforcement across the nation. We welcome any input you may have to help us reach that goal. Please email your suggestions to enforcementsuggestions@dca.ca.gov.