# Annual Report Fiscal Year 2020

# BOARD OF CHIROPRACTIC EXAMINERS



Department of Commerce, Community and Economic Development

# Division of Corporations, Business and Professional Licensing

This annual performance report is presented in accordance with Alaska statute AS 08.01.070(10).

Its purpose is to report the accomplishments, activities, and the past and present needs of the licensing program.

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#### Identification of the Board

Board Member	Duty Station	Date Appointed	Term Expires
<b>Brian Larson, DC, DACBSP</b> Board President	Soldotna, AK	Mar 01, 2017	Mar 01, 2021
<b>Jonathan Vito, DC</b> Board Vice-President	Anchorage, AK	Mar 01, 2017	Mar 01, 2021
James Morris, DC Board Secretary	Dutch Harbor, AK	Mar 01, 2018	Mar 01, 2022
<b>John Lloyd, DC</b> Chiropractor	Anchorage, AK	Mar 01, 2020	Mar 01, 2024
<b>Vacant</b> Public Member	City Location	Mar 01, 2020	Mar 01, 2024

#### **Identification of Staff**

#### **Thomas Bay – Licensing Examiner**

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing Post Office Box 110806 Juneau, Alaska 99811-0806 (907) 465-2588

#### Andy Khmelev – Acting Records & Licensing Supervisor

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing Post Office Box 110806 Juneau, Alaska 99811-0806 (907) 465-2550

#### Jasmin Bautista – Investigator

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing 550 West 7<sup>th</sup> Avenue, Suite 1500 Anchorage, Alaska 99501-3567 (907) 269-8026

#### Jun Maiquis – Regulations Specialist

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing Post Office Box 110806 Juneau, Alaska 99811-0806 (907) 465-2537

#### Sher Zinn – Regulations Specialist

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing Post Office Box 110806 Juneau, Alaska 99811-0806 (907) 465-1049

#### **Narrative Statement**

The Board of Chiropractic Examiners consists of five members appointed by the governor of Alaska. We presently have four licensed chiropractors and one seat for a public member which is currently vacant. We have said our goodbyes to Dr. Jeff Reinhardt, Board Vice-President, and John Wayne Aderhold, public member, due to the fulfillment of their terms on the board and we have welcomed a newly appointed board member, Dr. John Lloyd, in March of this year. Dr. Jonathan Vito and Dr. James Morris have accepted their nominations as Vice President and Secretary respectively. Our regulatory board acts as a governmental body under the authority of Alaska statutes. Its purpose serves a dual role in protecting the public and promoting ethical and responsible practice. Our mission is to foster higher professional standards relative to the practice of chiropractic in Alaska, consistent with the best interest of the health, welfare and safety of the Public. We strive to protect the public without creating unnecessary barriers to qualified practitioners.

This board is responsible for establishing minimum educational and competency standards, as well as regulating chiropractic practice within the state. The board continues to propose changes to update regulations as needed. We, as a board, are committed to providing efficient and effective regulatory oversight, guiding our profession into the future.

This board has a utilization review committee to review and determine sensibility or appropriateness of care provided and fees charged for services rendered by licensees to patients. This committee currently consists of three licensed chiropractors and one public member. They are prepared and waiting to serve as needed. We encourage members of the public to come forward with complaints about value of services, without a criminal component, to request a Utilization Review.

This board, in addition to regular board business, met four times to address emergency situations, two of which were COVID-19 related, that could not wait until the next scheduled board meeting. This board offered the State Chiropractic Examination as usual, but converted to offering the examination in two locations due to the regulations project that was signed into law, which got rid of the face-to-face interview requirement. This has allowed incoming chiropractors an easier path to getting licensed. It is a goal of this board to make the State Chiropractic Examination available nationwide.

Senate Bill 69, setting forth statutory recognition of Certified Chiropractic Assistants, Interns and Preceptors was signed into law on May 17th, 2016. Due to the added logistical business stresses caused by COVID-19, we proceeded with an extension of the deadline for compliance for this statue from 8/23/2020 to 2/23/2020. The six-month extension will give some added relief to businesses burdened by an additional workload because of COVID-19.

More challenges to the chiropractic practice in the state occurred this year, with the first reported case of COVID-19 in Anchorage on March 11th. Senate Bill 241 has allowed various Alaska state boards to respond quickly to allow for dealing with scope of practice and licensing issues. Ever changing state mandates regarding the practice of chiropractic ensued and the board has been diligent in navigating the process. The state mandates have recognized chiropractic as an essential health care profession with consideration that primary health delivery for urgent and emergent health care was a needed service, particularly in rural areas. Urgent and emergent health care, as related to chiropractic, has been essential in working to keep patients from seeking care in clinics and emergency rooms, and has caused significant less stress and burden to the System.

Our licensing examiner, Thomas Bay, has been with us for just over his second year of service in this capacity and continues to provide the board with outstanding support as well as being the contact point for the public for both information and licensing process. Thomas is an asset to our board and is an exemplary example of a public servant representing Alaska government. Thomas does an outstanding job of looking forward to the needs of this board and especially license applicants, being proactive and respectful, efficient and exercising the uncommon trait of common sense. We look forward to a continued relationship with meeting the need of our population and chiropractic community.

Yours in Health,

James Morris, DC Board Secretary

#### **Budget Recommendations for FY 2021**

The Budget Recommendations section anticipates the board's fiscal priorities for the upcoming year. Please complete all parts of this section with details about anticipated meetings, conferences, memberships, supplies, equipment, to other board requests. Meeting expenses that are being funded through third-party reimbursement or direct booking must be identified separately from expenses paid through license fees (receipt-supported services or RSS). Be sure to explain any items listed as "other" so they may be tracked appropriately. Page 3

**Board Meeting Date** Location # Board # Staff August 21<sup>st</sup>, 2020 4 - 5 1 Originating from Juneau - Videoconference □ Airfare: \$0.00 □ Hotel: \$0.00 \$0.00 □ Ground: □ Other: \$0.00 \$0.00 **Total Estimated Cost:** 

Board Meeting Date	Location	# Board	# Staff
November 13 <sup>th</sup> , 2020 (tentative)	Originating from Juneau - Videoconference	4 - 5	1
□ Airfare:			\$0.00
🗆 Hotel:			\$0.00
🗖 Ground:			\$0.00
D Other:			\$0.00
Total Estimated Cost:			\$0.00

Board Meeting Date	Location	# Board	# Staff
February 12 <sup>th</sup> , 2020 (tentative)	Anchorage	4 – 5 (1 is vacant)	1
図 Airfare: 図 Hotel: 図 Ground: Taxi/Milea 図 Other: Meals/Per	0		\$2,000.00 \$600.00 \$200.00 \$360.00
Total Estimated Cost: Prices are e	stimated for 5 board members. Public Memb	er is currently vacant.	\$3,160.00

#### **Budget Recommendations for FY 2021**

The Budget Recommendations section anticipates the board's fiscal priorities for the upcoming year. Please complete all parts of this section with details about anticipated meetings, conferences, memberships, supplies, equipment, to other board requests. Meeting expenses that are being funded through third-party reimbursement or direct booking must be identified separately from expenses paid through license fees (receipt-supported services or RSS). Be sure to explain any items listed as "other" so they may be tracked appropriately.

Board Meeting Date	Location	# Board	# Staff
April 30 <sup>th</sup> , 2020 (tentative)	Originatin from Juneau - Videoconference	4 - 5	1
□ Airfare:			\$0.00
🗆 Hotel:			\$0.00
Ground:			\$0.00
D Other:			\$0.00
Total Estimated Cost:			\$0.00

Travel Required to Per Not applicable	form Examinations		
Date	Location	# Board	# Staff
November 2020	TBD – Based off last location (LA, CA)	2	0
Description of meeting an	d its role in supporting the mission of th	ne Board:	
to receive the honorarium.	s. Costs are before reimbursement. This will only	y be an option if board	
🗷 Airfare:			
🗷 Hotel:			\$950.00
TT Cround			\$1,600.00
🗷 Ground:			\$1,600.00 \$250.00
□ Conference:			\$1,600.00 \$250.00 \$0.00
□ Conference: ☑ Other:			\$1,600.00 \$250.00
□ Conference: ☑ Other:	(break out all sections):		\$1,600.00 \$250.00 \$0.00

#### **BOARD OF CHIROPRACTIC EXAMINERS** Fiscal Year 2020 Annual Report Budget Recommendations for FY 2021 (continued) (Rank in order of importance) **Out-of-State Meetings and Additional In-State Travel** □ #1 Rank in Importance □ Not Applicable or Location # Board # Staff Date Oct 8<sup>th</sup>-11<sup>th</sup>, 2020 2 Lake Tahoe, NV 1 Description of meeting and its role in supporting the mission of the Board: FCLB & NBCE District Meeting: A meeting with other state boards within the district to know more about the current issues and concerns of the public and chiropractors within the district. License Fees Third-Party **Third-Party Direct** Total Expenditure (RSS) Reimbursement Booked \$0.00 Airfare: \$1,700.00 \$0.00 \$1,700.00 \$2,250.00 \$0.00 \$0.00 \$2,250.00 E Hotel: Ground: \$270.00 \$0.00 \$0.00 \$270.00 **E** Conference: \$885.00 \$0.00 \$0.00 \$885.00 🗷 Other \$630.00 \$0.00 \$0.00 \$630.00 Meals/Per Diem Describe "Other" (break out all sections): Net Total: \$5,735.00 \$0.00 \$0.00 \$5,735.00

Out-of-State Meeti #2 Rank in Importance	-	onal In-State Travel		
Date		Location	# Board	# Staff
Unknown at this tim	e West	t Palm Beach, Florida	2	1
Description of meeting	Description of meeting and its role in supporting the mission of the Board:			
FCLB & NBCE Annual Conference Meeting: A meeting with other state boards within the district to know more about the current issues and concerns of the public and chiropractors within the district. No hotel/location has been confirmed. All expenditures, except for Airfare, are based off of previous year's conference in Denver, CO. Airfare has been changed to the airport in West Palm Beach, Florida.				
Expenditure	License Fees (RSS)	Third-Party Reimbursement	Third-Party Direct Booked	Total

Expenditure	(RSS)	Reimbursement	Direct Booked	Total
🗷 Airfare:	\$3,100.00	\$0.00	\$0.00	\$3,100.00
🗷 Hotel:	\$3,000.00	\$0.00	\$0.00	\$3,000.00
🗷 Ground:	\$450.00	\$0.00	\$0.00	\$450.00
🗷 Conference:	\$1,350.00	\$0.00	\$0.00	\$1,350.00
🗷 Other	\$1,197.00	\$0.00	\$0.00	\$1,197.00
Describe "Othe	r" (break out all sections	): Meals/Per Die	m	
Net Total:	\$9,097.00	\$0.00	\$0.00	\$9,097.00

### BOARD OF CHIROPRACTIC EXAMINERS

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#### Budget Recommendations for FY 2021 (continued)

Not Applicable	□ Resources	Examinations
🗷 Membership	□ Training	□ Other
Product or Service	Provider	Cost Per Event
Membership Dues	Dues FCLB \$1,152.00	
Description of item and its role in supp	porting the mission of the Board:	
This is the required membership fee with the F other state boards. Cost unknown at this point	CLB. Membership with the FCLB helps sustain an or . Last year's cost was \$1,152.00.	pen relationship with the
Non-Travel Budget Requests		
🗷 Not Applicable		Examinations
		🗖 Other
Membership	□ Training	
Product or Service	Provider	Cost Per Event
Product or Service	Provider	
Product or Service Description of item and its role in supp	Provider	Cost Per Event \$0.00
	Provider porting the mission of the Board: Cost Per Eve	Cost Per Event \$0.00
Product or Service Description of item and its role in supp	Provider	Cost Per Event \$0.00
Product or Service Description of item and its role in supp Other Items with a Fiscal Impact	Provider porting the mission of the Board: Cost Per Eve	Cost Per Event \$0.00

#### **BOARD OF CHIROPRACTIC EXAMINERS**

Fiscal Year 2020 Annual Report

#### Budget Recommendations for FY 2021 (continued)

Summary of FY 2021 Fiscal Requests	
Board Meetings and Teleconferences:	\$3,160.00
Travel for Exams:	\$3,394.00
Out-of-State and Additional In-State Travel:	\$14,832.00
Dues, Memberships, Resources, Training:	\$1,152.00
Total Potential Third-Party Offsets:	-\$0.00
Other:	\$0.00
Total Requested:	\$22,538.00

#### Legislation Recommendations Proposed Legislation for FY 2021

#### □ No Recommendations

The Board has no recommendations for proposed legislation at this time.

#### **E** Recommendations

The Board has the following recommendations for proposed legislation:

1) AS 08.01.050 (d): Add Board of Chiropractic Examiners to current list of healthcare boards eligible to contract resources needed to address abuse of alcohol, drugs, or other substances to licensed professionals.

#### 2) Add the following activities into the chiropractic scope of practice:

- **a.** Acupuncture, with appropriate training.
- **b.** Injection, dispensation, or prescription of supplements and other medications that are not controlled substances if the agent is used in a manner consistent with standards adopted by the board in regulation.
- **3)** Clarify that a licensee may perform chiropractic only if the services are within the scope of the licensee's education, training, and experience as established by regulations adopted by the board, including but not limited to dry needling, acupuncture, suturing, injections and/or mediations.

#### **Regulation Recommendations Proposed Legislation for FY 2021**

#### □ No Recommendations

The Board has no recommendations for proposed regulations at this time.

#### **E** Recommendations

The Board has the following recommendations for proposed regulations:

1) The board would like to modify its current deifinition of prescription drugs as defined in 12 AAC 16.990(b)(1).

2) The board would like to modify its current definition of surgery as defined in 12 AAC 16.990(b)(2).

- 3) The board would like to create a new definition for nutrition and/or nutritional substances.
- **4)** The board would like to add to 12 AAC 16.042 a provision for the board to extend internships after graduation of new doctors, on a case by case basis, the ability to work under the general supervision of the preceptor, while waiting for NBCE Part 4 test scores to become available to be licensed.
- 5) The board would like to extend the date deadline for chiropractic clinical assistants, with 2,000 hours or more of experience to complete the requirements as set out by the Certified Chiropractic Clinical Assistant programs, from 08/23/2020 to 2/23/2021 due to time contraint issue related to COVID-19.

#### **Goals and Objectives**

#### Part I

#### FY 2020's goals and objectives, and how they were met:

#### Goal 1:

Carry out assigned duties of the board: The board met four times in FY 2020. The board met three times by videoconference and once in-person in Anchorage. The board administered jurisprudence exams. The staff and board were able to review and approve applications in a generally timely manner, but distance between Alaska and chiropractic schools where most applicants are applying from always poses a logistical challenge. The board reviewed all investigative memorandums.

#### Goal 2:

Provide information regarding board activities to the profession and the public: The board made time available in every meeting for public input and encourages its licensees and the public to attend scheduled meetings and provide comment. All meeting agendas and minutes were posted on the board's website to make available to the public the topics discussed, and actions taken by the board.

#### Goal 3:

Continue affiliation with the Alaska Chiropractic Society (ACS) to work cooperatively in the best interest of the profession and the public: The board worked closely with the ACS in completing many projects, including, but not limited to, their SB69 regulations project and COVID-19 related guidance to licensees.

#### Goal 4:

Assess and evaluate regulations: The board completed regulation work on SB69. It was written into the chiropractic regulations and became official on February 23rd, 2020. The board has set forth a regulations project to address current definitions of surgery, prescription drugs, and nutritional substances, as well as update current regulations.

#### Goal 5:

Assess and evaluate the review process available through the Utilization Review Committee: There were no complaints submitted to the Utilization Review Committee to review.

#### Goal 6:

Continue affiliation with the Federation of Chiropractic Licensing Boards (FCLB). The National Board of Chiropractic Examiners (NBCE), the Association of Chiropractic Board Administrators (ACBA), and the Council on Chiropractic Education (CCE) as well as the Council on Licensure, Enforcement and Regulation (CLEAR) and the Federation of Association of Regulatory Boards (FARB): This board had no presence at the FCLB/NBCE Annual meeting or the NBCE Part IV board examinations. The FCLB/NBCE annual meeting was canceled due to COVID-19 and board members could not afford to go to the NBCE Part IV board examinations because Alaska does not allow for board members to receive the honorarium. Dr. Larson and Thomas Bay did attend the 2019 FCLB District IV meeting in Coeur d'Alene, ID, in October. The focus during the district meeting was on sharing how other state boards in the region are dealing with issues such as interdisciplinary practice, opioid addiction, regulation projects and scope of practice, etc. This board has a strong budget. For the sake of training, continuity and efficiency, we need to have a board member and our examiner attending these meetings.

#### Goal 7:

The board will endeavor, through the legislative process, to add the Board of Chiropractic Examiners to relevant centralized and non-centralized statutes that enhance the profession and administrative efficiency. The board will continue the process to clarify the scope of practice chiropractic in the areas of core methodology, ancillary therapies, and address the possible inclusion of additional therapies to the chiropractic profession in Alaska. The board will promote the inclusion of access to resources for its members in the areas of alcohol, drugs and other substances.

#### **Goals and Objectives**

#### Part II FY 2021's goals and objectives, and proposed methods to achieve them. Describe any strengths, weaknesses, opportunities, threats and required resources:

#### Goal 1:

#### Carry out assigned duties of the board:

**Objective 1:** Conduct a minimum of three board meetings this year with different regional locations in the state to allow for public attendance and meeting transparency. We will hold four regularly scheduled board meetings, three of which will be telephonic and one in person. Ideally, this "live" meeting will be in Juneau while the legislature is in session so this board may be available to elected leadership, but may be limited to Anchorage to minimize total travel.

**Objective 2:** Continue timely processing of applications and licensing of chiropractic physicians.

**Objective 3:** Continue to monitor investigative reports, monitor disciplinary actions, and provide professional direction to division investigative staff regarding disciplinary actions, probation matters, criminal history record information, and chiropractic practice.

**Objective 4**: Utilize the National Board of Chiropractic Examiners (NBCE) Special Purposes Examination for Chiropractic (SPEC) and Ethics & Boundaries examination (E&B) in memorandum of agreements.

**Objective 5:** Continue to review and process continuing education credit approval in a timely manner.

**Objective 6:** Continue to administer the jurisprudence examination as part of licensure. Consider utilizing NBCE services to administer the jurisprudence examination at certified testing centers in Alaska and nationwide, saving time and expense for applicants, and relieving the Department of Commerce of the responsibility of hosting those tests at a state office four times per year.

#### Goal 2:

#### Provide information regarding board activities to the profession and the public:

**Objective 1:** Inform licensees of any pending regulation changes in the customary manner.

**Objective 2:** Provide a public comment period during each meeting. This is scheduled per public meeting law for each board meeting.

**Objective 3:** Address concerns presented by licensees and the public at each meeting.

**Objective 4:** Provide copies of agendas and/or minutes of the meetings to all who request them.

**Objective 5:** Continue to work with other licensing boards, at both the district and national level. Without the ability to travel for national and district meetings, this becomes a non-reality. This board, which operates well within its budget must have the opportunity for the volunteers who serve on the board to interact with district and national level boards to best serve the needs of the board in keeping current, obtaining training, and being alert and attentive to the commission to protect the public.

Objective 6: Continue to address the reporting requirements for domestic violence and sexual assault.

**Objective 7:** Seek and support efforts to educate the governor, state legislators, and the public regarding the benefit of chiropractic care as a health care option, and the particular opportunities to efficiently recover from work injuries (Workers Comp), and deal with pain without opiate prescriptions.

**Objective 8:** Raise awareness regarding public health, emergency training, hazardous material, and OSHA requirements. **Objective 9:** Ensure current information is available on the board website through regular updates by staff and regular monitoring by board members.

#### CONTINUED ON FOLLOWING PAGE

#### Goals and Objectives (continued)

#### **Part II** (continued) FY 2021's goals and objectives, and proposed methods to achieve them. Describe any strengths, weaknesses, opportunities, threats and required resources:

#### Goal 3:

Continue affiliation with the Alaska Chiropractic Society (ACS) to work cooperatively in the best interest of the public and the profession:

**Objective 1:** Encourage regular Alaska Chiropractic Society participation at board meetings.

**Objective 2:** Support the Alaska Chiropractic Society in its efforts to provide information to the profession and the public. **Objective 3:** Support the Alaska Chiropractic Society in pursuit of statutory changes or additions that expand the scope of chiropractic practice to provide better portal-of-entry service for the public and for those who wish to utilize their chiropractic physician efficiently as their primary care physician.

#### Goal 4:

#### Assess and evaluate regulations:

**Objective 1:** Continue to assess and evaluate continuing education requirements for quality, relevance, and application of scientific chiropractic research and practice.

**Objective 2:** Continue to assess and evaluate radiological safety, professional ethics and boundaries, public health, and emergency training.

**Objective 3:** Proactively make recommendations through regulation and recommend changes to statute to anticipate changes in the health industry.

#### Goal 5:

#### Assess and evaluate the review process available through the Utilization Review Committee:

**Objective 1:** Direct appropriate inquiries to the committee for review and recommendations. **Objective 2:** Keep the committee roster fully staffed with three chiropractic physicians and one public member at all times. This committee is fully staffed and ready to serve as may be required.

**Objective 3:** Maintain a list of alternate committee members to fill vacancies or recusals as needed.

#### CONTINUED ON FOLLOWING PAGE

Goals and Objectives (continued)

#### Part II (continued) FY 2021's goals and objectives, and proposed methods to achieve them. Describe any strengths, weaknesses, opportunities, sthreats and required resources:

#### Goal 6:

Continue affiliation and improve interaction with the Federation of Chiropractic Licensing board (FCLB), The National Board of Chiropractic Examiners (NBCE), the Association of Chiropractic Board Administrators (ACBA), and the Council on Chiropractic Education (CCE) as well as the Council on Licensure, Enforcement, and Regulation (CLEAR) and the Federation of Association of Regulatory Boards (FARB:)

**Objective 1:** Provide attendance of a board member and the examiner to the district and annual meetings of the FCLB and NBCE, to provide input and obtain information at both national and state levels regarding the practice of chiropractic in Alaska. This was not fully accomplished due to COVID-19 this year.

**Objective 2:** Continue working with the FCLB on maintaining a listing of Alaskan chiropractic physicians on the National Database (CIN-BAD).

**Objective 3:** Promote attendance of board members to the semi-annual NBCE Part IV Examinations and Part IV Examination Review Committee meetings of the NBCE to provide input and obtain information on the Exams required for chiropractic licensure in Alaska and other states. The prior governor banned the receipt of the professional honorarium offered by the NBCE to cover the personal travel and time these doctors invest without compensation from the State to participate in this testing process. We formally request the ban on personal gifts or gratuities, specifically in relation to professional honorariums for travel and time spent by volunteer professional members of boards be lifted. This represents no cost for the State of Alaska, increases the interaction of Alaska professional board members with the NBCE board and license testing process. All other states allow their professionals to receive this financial remuneration for time and expenses directly related to the board and national testing process.

**Objective 4:** Promote the attendance of the licensing examiner at the annual meetings of the ACBA and the FCLB to provide input and obtain information at both national and state levels, regarding matters impacting regulation and licensure of Alaskan chiropractic physicians.

#### Goal 7:

## The board will endeavor, through the legislative process, to add the Board of Chiropractic Examiners to relevant centralized and non-centralized statutes that enhance the profession and its administrative efficiency:

**Objective 1:** The board will pursue inclusion in AS 08.01.050(d) for the purpose of providing licensed chiropractic physicians the resources needed to address abuse of alcohol, drugs or other substances.

**Objective 2:** The board will pursue authority under AS 08.20 to create an additional scope of practice status for chiropractic physicians who pursue additional training and certifications to utilize non-narcotic drugs, ancillary therapies and procedures beyond chiropractic core methodology and commonly used by other Alaskan health care professionals and specialists. The pursuit will be with direct consultation with the Department of Law.

BOARD OF CHIROPRACTIC EXAMINERS Fiscal Year 2020 Annual Report		
Sunset Audit Recom	nmendations	
Date of Last Legislative Audit:	July 24, 2013	
Board Sunset Date:	June 30, 2022	

Audit Recommendation:	The Office of the Governor should make Board appointments in compliance with statutory requirements.
Action Taken:	As this recommendation was for the Office of the Governor, neither the Board nor Division have the authority to take any action. However, currently, every seat on the Board is filled through March 1, 2020.
Next Steps:	None
Date Completed:	March 1, 2016

Audit Recommendation:	The Division of Corporations, Business and Professional Licensing's Director should continue efforts to improve the investigative case management system's integrity and confidentiality.
Action Taken:	Negoiated the GLS contract in 2016 and will continue to use the system through 2020, under the current contract, with process improvements. The Division supervisors, staff and the investigations unit participate in annual training. Additionally, the Director updated the policy and procedures for handling affirmative responses to professional fitness questions in 2011, and with the assistance of the Chief Investigator, further clarified the business process in 2016.
Next Steps:	We are working with GLS to refine data fields to more accurate capture the information required.
Date Completed:	2016