

Annual Report Fiscal Year 2011

INVESTIGATIONS

July 2011



**DIVISION OF CORPORATIONS, BUSINESS
AND PROFESSIONAL LICENSING**

This Annual Performance Report is presented in accordance with Alaska Statute 08.01.070(1) and Alaska Statute 37.07.080(b). Its purpose is to report the accomplishments, activities, and the past and present needs of the licensing program.

During FY 2011, the Investigative Unit received a total of 1120 requests for review. Requests originated from members of the public or from licensees and were based on the need for determination of jurisdiction or evidence of a violation of the statutes and regulations.

Of the requests received in FY 2011:

- 436 (39%) were closed
- 604 (54%) are in an open status
- 76 (7%) are in a complaint status
- 4 (<1%) have a probation status

Requests Received in FY11 (By Board)

Regulation of Construction Contractors	366
Board of Nursing	138
Medical Board	86
Real Estate Commission	84
Nurse Aide Registry	69
Business Licensing	66
Big Game Commercial Services Board	58
Board of Registration for Architects, Engineers and Land Surveyors	56
Tobacco	36
Board of Pharmacy	26
Board of Barbers and Hairdressers	12
Board of Dental Examiners	11
Board of Chiropractic Examiners	10
Board of Social Work Examiners	9
Physician Assistants	9
Board of Professional Counselors	9
Regulation of Electrical Administrators	7
Board of Veterinary Examiners	7
Regulation of Collection Agencies	6
Regulation of Mechanical Administrators	6
Board of Certified Direct-Entry Midwives	6
Board of Public Accountancy	5
Regulations of Morticians	5
Board of Examiners in Optometry	5

Board of Physical Therapy and Occupational Therapy	5
Board of Certified Real Estate Appraisers	4
Board of Marine Pilots	4
Regulation of Nursing Home Administrators	4
Regulation of Acupuncturists	3
Regulation of Audiologists, Hearing Aid Dealers and Speech-Language Pathologists	3
Regulation of Home Inspectors	2
Regulation of Dispensing Opticians	1
Board of Marital and Family Therapy	1
Board of Psychologist and Psychological Associate Examiners	1

During FY11, the Investigative Unit closed 853 requests overall, including those made prior to FY11. Of those cases:

- 572 (67%) resulted in corrective action
- 188 (22%) warranted no action
- 93 (11%) could have warranted action but were closed due to case age, lack of investigative resources, minor violation, or other cause

Closed	795	Complaint	57
Abandoned License Application	6	Advisement Letter	3
Administrative Fine Paid	46	Closed - Case Opened	3
Advisement Letter	123	Closed as Complaint	2
Application Withdrawn	2	Compliance	1
Case Age	8	Incomplete Complaint	1
Closed - Case Opened	15	License Action	1
Closed as Complaint	3	No Action - Insufficient Evidence	5
Compliance	103	No Action - Lack of Jurisdiction	1
Criminal Prosecution	2	No Action - No Violation	40
Declined by AG	2	Other (See Abstract)	2
Incomplete Complaint	18	Referred to Other Agency	5
Lack of Investigative Resources	56		
License Action	235	Probation	1
No Action - Insufficient Evidence	24	License Action	1
No Action - Lack of Jurisdiction	6		
No Action - Minor Offense	5		
No Action - No Violation	79		
No Action - Unfounded	13		
Other (See Abstract)	30		
Probation Completed	8		
Referred to Other Agency	4		