

**NEW HAMPSHIRE
OFFICE OF PROFESSIONAL LICENSURE AND
CERTIFICATION (OPLC)**



**ANNUAL REPORT
JULY 1, 2019–JUNE 30, 2020**



GOVERNOR AND EXECUTIVE COUNCIL

Governor Christopher T. Sununu

Honorable Michael J. Cryans, Executive Councilor, District One
Honorable Andru Volinsky, Executive Councilor, District Two
Honorable Russell E. Prescott, Executive Councilor, District Three
Honorable Theodore L. Gatsas, Executive Councilor, District Four
Honorable Debora B. Pignatelli, Executive Councilor, District Five

Office of Professional Licensure and Certification

Mission Statement

The principal mission of the New Hampshire Office of Professional Licensure and Certification is to safeguard the public health, safety, welfare, environment and the public trust of the citizens of the State of New Hampshire.

EXECUTIVE MANAGEMENT TEAM



Table of Contents

Governor and Executive Council	Page: 2
Office of Professional Licensure and Certification	
Mission Statement	Page: 2
Executive Management Team	Page: 2
Executive Summary	Page: 4
Significant Updates	Page: 5
Division of Administration	Page: 11
Division of Technical Professions	Page: 13
Accountancy	Page: 15
Architects	Page: 16
Court Reporters	Page: 17
Electricians	Page: 18
Engineers	Page: 19
Family Mediators	Page: 20
Foresters	Page: 21
Geologists	Page: 22
Guardians ad Litem	Page: 23
Home Inspectors	Page: 24
Land Surveyors	Page: 25
Landscape Architects	Page: 26
Manufactured Housing	Page: 27
Manufactured Housing Installations	Page: 28
Natural Scientists	Page: 29
Real Estate Appraisers	Page: 30
Real Estate	Page: 31
Septic System Evaluators	Page: 32
Division of Health Professions	Page: 33
Acupuncture Licensing	Page: 35
Alcohol and Drug Use Professionals	Page: 36
Allied Health Professionals	Page: 37
Athletic Trainers	Page: 38
Genetic Counselors	Page: 38
Occupational Therapy	Page: 39
Physical Therapy	Page: 39
Recreational Therapy	Page: 40
Respiratory Care Practitioners	Page: 41
Speech-Language Pathology	Page: 41
Barbering, Cosmetology and Esthetics	Page: 43
Body Art Practitioners	Page: 44
Chiropractic Examiners	Page: 45
Dental Examiners	Page: 46
Dietitians	Page: 48
Electrologists	Page: 49
Funeral Directors and Embalmers	Page: 50
Hearing Care Providers	Page: 51
Massage Therapists	Page: 52
Medical Imaging and Radiation Therapy	Page: 53
Medical Technicians	Page: 54
Medicine	Page: 55
Mental Health Practice	Page: 57

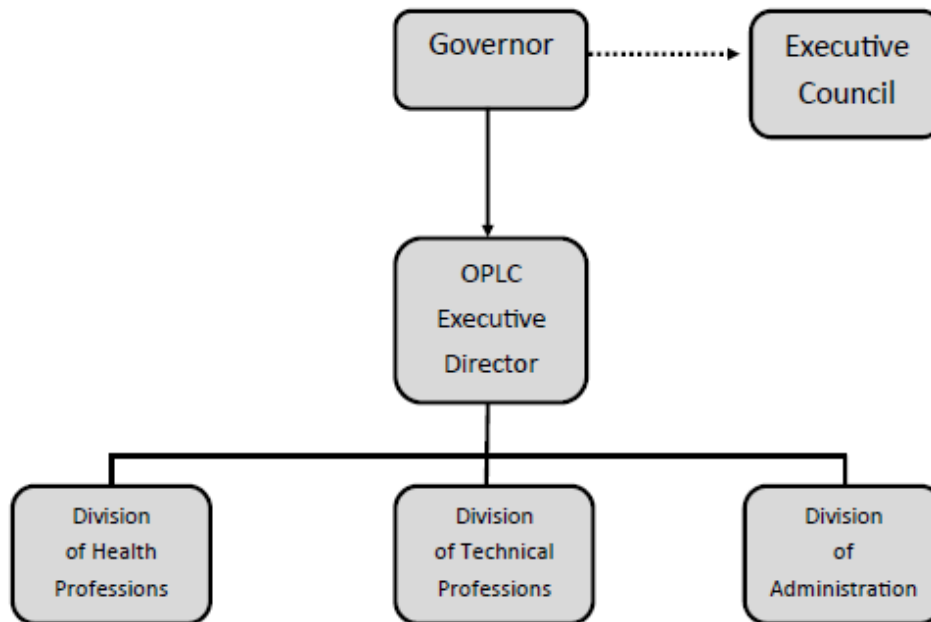
Midwifery Council	Page: 58
Naturopathic Examiners	Page: 59
Nursing	Page: 60
Nursing Home Administrators	Page: 61
Ophthalmic Dispensers	Page: 62
Optometry	Page: 63
Pharmacy	Page: 64
Podiatry	Page: 65
Psychologists	Page: 66
Reflexology, Structural Integrators and Asian Body Work	Page: 67
Veterinary Medicine	Page: 68

Executive Summary

The purpose of the Office of Professional Licensure and Certification (OPLC) is to promote efficient professional healthcare licensing and professional technical licensing in the State of New Hampshire. Pursuant to RSA 310-A, OPLC oversees the administration of forty-seven occupational licensing boards; these Boards, Councils, and Commissions directly regulate their professions pursuant to the powers, duties, functions, and responsibilities granted to them by individual practice acts. OPLC provides administrative, clerical, business processing and recordkeeping support to these Boards, Councils, and Commissions to assist in carrying out all statutory objectives in an efficient manner.

In addition, OPLC directly regulates four professions, with the advice of advisory boards. OPLC has sole regulatory authority over one profession. To promote workforce opportunities in the State by increasing the interstate mobility of licensed professionals, OPLC is authorized to issue temporary and emergency licenses to individuals licensed in other jurisdictions. In total, in FY20 223,423 occupational licenses in New Hampshire were active under OPLC or the Boards, Councils, and Commissions within OPLC. This represents an increase of 29% active licenses from FY2019.

OPLC Organization Chart



Significant Updates

Legislative Efforts:

OPLC obtained sponsorship for a significant piece of legislation in FY20, which was designed to render agency operations more efficient. Specifically, SB576 proposed to: (1) remove language from certain practice acts that conflict with OPLC's authority to establish fees across all boards; (2) establish OPLC as a 125% agency; (3) remove the requirement in certain board practice acts that require a court stenographer to be present for all hearings; (4) grant to the executive director the authority to set per diem rates for board members; (5) standardize quorum requirements; (6) repeal RSA 332-H; (7) add the board of veterinary medicine to RSA 310-A:1-a; (8) remove references to the commissioner of the department of health and human services; (9) remove the requirement in certain practice acts that boards provide a roster of licensees for a fee; (10) permit OPLC to adopt a retention policy across the agency; (11) clarify that OPLC does not have reporting requirements under RSA 332-G:13, XIII and RSA 332-G:14 for boards that do not fall within the agency; (12) grant the executive director the authority to promulgate rules for all boards that participate in the professional health program; (13) set term limits for the board of family mediator certification; (14) change term limits for the prescription drug monitoring program to three, three-year terms; (15); clarify that the executive director, not the PDMP program administrator, has authority over certain

discretionary tasks; and (16) change licensing schedule of pharmacies. The only piece of SB576 to pass was the change in the licensing schedule of pharmacies to prevent a budget shortfall. As the changes sought in SB576 are vital to OPLC's ability to function effectively as an agency, OPLC plans to seek these legislative changes in FY21.

OPLC also worked with many stakeholders to produce a bill to permit the office to enter into a data sharing agreement with the department of health and human services to share data from the prescription drug monitoring program for public health purposes only. OPLC supported SB676, as the PDMP has valuable information that would greatly assist the state in its efforts to combat the opioid epidemic. Additionally, SB676 proposed to allow OPLC to enter into agreements with healthcare facilities to permit the PDMP to interface with electronic health records systems to allow practitioners to query the PDMP directly from the electronic health records system. As proposed, the bill was intended to streamline existing access to PDMP for providers. SB676 did not pass. OPLC plans to support similar legislation in FY21.

OPLC developed an internal legislative-tracking system in FY20. OPLC testified before the General Court during many legislative hearings impacting occupational licensing and scope of practice of licensed professionals. OPLC partnered with stakeholders concerning SB684, the Medicaid-to-Schools bill, to create additional licensing categories to rectify the Medicaid reimbursement crisis impacting the schools.

Agency Reorganization

In FY20, OPLC began to develop an agency reorganization plan to restructure agency staff. OPLC assessed that OPLC's existing organizational structure, which contains two primary divisions based on subject matter, was a barrier to meeting its statutory mandate to achieve efficiency in occupational licensing.

As there are two primary functions of a Board, Council, or Commission—licensing and disciplinary action/enforcement, OPLC created a plan to reorganize agency personnel by job function. The plan contemplates two primary divisions—Division of Licensing and Board Administration and the Division of Enforcement. By structuring agency personnel based on job function, OPLC anticipates that it will be able to streamline the occupational licensing and disciplinary process for all Boards, Councils, and Commissions within the agency. Additionally, restructuring the agency as proposed would help OPLC establish a more efficient, productive, balanced workforce that will meet the needs of constituents.

OPLC plans to continue its effort to reorganize the agency in FY21.

COVID-19 Response

Following the declaration of the State of Emergency in March 2020, OPLC quickly moved to a virtual platform so that meetings of Boards, Councils, and Commissions could continue remotely. No board missed a meeting due to the inability to meet physically due to COVID-19. OPLC legal staff assessed the need for possible changes in regulations and worked with the Boards, Councils, and Commissions on emergency rulemaking. Rulemaking efforts included:

- Bar 301.03, Bar 404.08: The Board of Barbering, Cosmetology, & Esthetics authorized distance education until the conclusion of the declared State of Emergency.
- Med. 602.02: The Board of Medicine revised supervision requirements of Physician Assistants during the pendency of the State of Emergency.
- Med 305.04(c)(8): The Board of Medicine issued a standing order waiving, under certain circumstances, the requirement in Med 305.04(c)(8) that applicants for a resident training license must provide certification from the NBME that the applicant has taken and passed USMLE Step 2 (clinical skills).
- Mhp 501.02: The Board of Mental Health declared that, during the pendency of the State of Emergency, the Board would not discipline licensees for providing interstate services through telehealth services as set forth in Emergency Orders #8 and #15.
- Nur. 101.04: The Board of Nursing defined “clinical experience” to include simulation and lab work in certain circumstances.
- Nur 303.02(d): The Board of Nursing extended the exam deadline for graduates within the US or Canadian Province where NCLEX is required.
- Ph 704.15; Ph1303.01(b); Ph 1104.01(b): The Board of Pharmacy extended the permissible quantity of prescription drugs that can be dispensed under certain circumstances; the Board also extended the deadline for CPR certification for pharmacists engaged in the administration of vaccines.
- Ph 704.03(b)(4)(d): The Board of Pharmacy declared that, during the State of Emergency, pharmacists could accept faxed-in prescription for a schedule II controlled drug.
- Psyc 402.02, 302.04, 302.05: The Board of Psychology issued a waiver concerning continuing education requirements and regarding face-to-face supervision requirements.
- Rab 403.06: The Real Estate Appraisers Board issued a standing order for waiver of distance education limitations.

In addition to rulemaking efforts, OPLC worked closely with agency partners to propose possible emergency orders, including Emergency Order #15 (permitting emergency licensing and the use of telehealth); Emergency Order #29, Exhibit H (concerning continuing education of licensees); Emergency Order #29, Exhibit N, (regarding examinations for applicants for licensure); and, Emergency Order #47 (expanding access to COVID-19 testing via licensed pharmacists).

When Emergency Order #15 was issued, OPLC worked quickly to license individuals needing a license to ensure continuity of care. OPLC transitioned to online licensing within a matter of two weeks. In total, in FY20 OPLC licensed approximately 17,864, individuals for emergency purposes pursuant to Emergency Order #15.

OPLC issued several guidance documents to provide information to constituents regarding regulatory modifications due to COVID-19, including guidance regarding telehealth. In addition, OPLC participated and presented guidance at task force meetings to make recommendations on re-opening certain industries, including cosmetology, barbering, esthetics, body art, and massage. Finally, OPLC worked directly with the department of health and human services to develop a strategy to recruit healthcare workers who volunteered to assist with the COVID-19 pandemic through NH Responds.

During FY21, OPLC will be working with the Boards, Councils, and Commissions to review regulatory modifications made in response to COVID-19 to determine what modifications, if any, should remain in place on a permanent basis.

Complaints Professional Misconduct:

In FY20, the Boards, Councils, and Commissions within OPLC actively responded to complaints of professional misconduct. While the investigative and disciplinary process is generally governed by the respective statutes and rules concerning each board, those processes generally dictate that complaints are reviewed upon receipt by an OPLC staff member and by each board or designated subcommittee at its next meeting. After review, the Board decides whether the complaint has stated a violation of statute, rule, or ethics that warrants an investigation. Depending on the nature of the allegations, a Board member could be recused to conduct the investigation, the investigation could be conducted by members of a subcommittee or the Administrative Prosecutions Unit (APU) at the Attorney General's Office, or, the investigation could be conducted by an OPLC in-house investigator. In FY20, 1094 complaints were received by OPLC and the Boards, Councils, and Commissions. Of those complaints, 81% were received by the following six boards: Board of Nursing (310), Board of Medicine (223), Board of Pharmacy (195), Board of Veterinary Medicine (67), Real Estate Commission (50), and Board of Dental Examiners (41).

Once an investigation is completed, the investigator prepares a report of investigation, which is presented to the Board. The Board reviews and determines whether to proceed to disciplinary action. If the Board decides to proceed to disciplinary action, generally a Notice of Hearing will be issued. The case may be prosecuted by a member of the APU in the Attorney General's Office or a member of OPLC staff. In FY20, 74 cases, or 7% of all complaints, proceeded to hearing. 81 cases, or 7% of all complaints, were settled. In total, 14% of complaints resulted in a decision and order following hearing or public discipline through settlement.

As part of OPLC's agency reorganization project, OPLC has proposed to establish a Division of Enforcement to oversee and streamline the investigation process on behalf of the Boards, Councils, and Commissions, in order to ensure agency procedures are protective of due process and protective of the public. Pursuant to RSA 310-A:1-d(h)(2), the executive director has the authority to implement rules to administer the boards, including rules pertaining to

the “administration of complaints and investigations. . . .” OPLC has not be able to implement such rules to date, as there are statutory provisions in the various Board Practice Acts that require amendment before rules may be promulgated. OPLC is seeking legislative sponsorship in FY21 to amend the various Practice Acts in the 2021 legislative session to permit OPLC to establish a standardized process for responding to complaints and conducting the adjudicatory process.

My Licensing Office (MLO):

OPLC is still working to establish online licensing for all professions, for both initial applications and renewal applications. Online licensing significantly reduces the licensing professing time. Prior to FY20, OPLC did not have a dedicated/embedded DOIT resource, unlike other, similarly sized agencies. In FY20, OPLC and DOIT worked together to obtain approval from Governor and Council to establish two (2) full-time temporary positions: an Information Technology Manager III and a Business Systems Analyst to be embedded within OPLC; these positions will assist with the migration to MLO, among other things. Due to COVID-19, the agencies were not able to fill these roles until FY21. OPLC anticipates that all licensed professions and license types will be migrated to MLO by the end of calendar year 2021.

At the end of FY20, the following licensed occupations supported by OPLC offered **initial** online licensing:

- Alcohol and Other Drug Use Professionals
- Architects
- Body Art Practitioners
- Bodyworkers
- Certified Pharmacy Technicians
- Chiropractors
- Cosmetology Instructors
- Dietitians
- Emergency
- Engineers
- Geologists
- Hearing Care Providers
- Land Surveyors
- Land Surveyor Business
- Massage Therapists
- Nurses and Nursing Assistants
- Ophthalmic Dispensers
- Pharmacist
- Pharmacy Interns
- Real Estate Appraiser Temporary Practice
- Registered Pharmacy Technicians

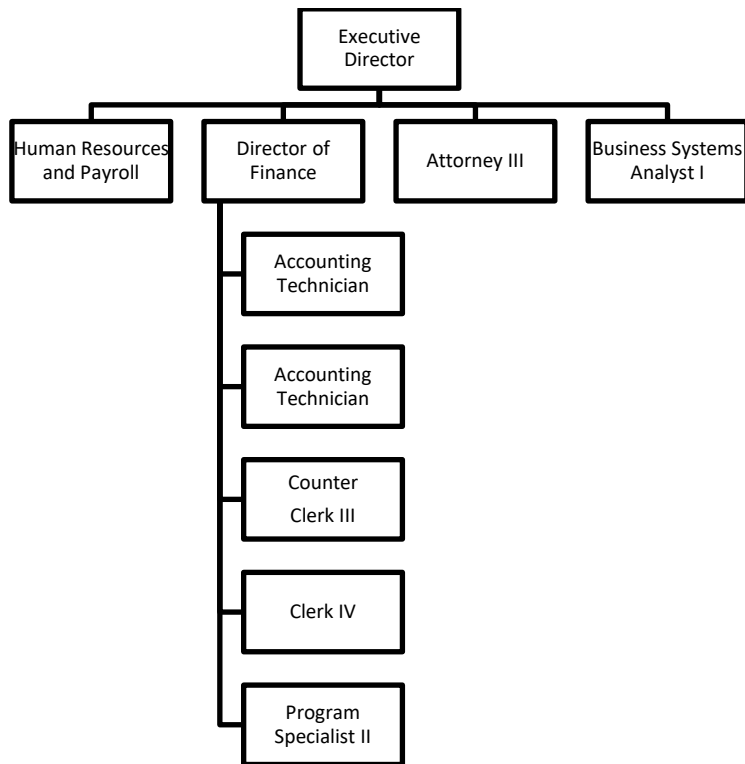
The following occupations have **renewal** online licensing capabilities:

- Accountants
- Alcohol and Other Drug Use Professionals

- Allied Health Professionals
- Architects
- Barbers
- Body Art Practitioners
- Bodyworkers
- Chiropractors
- Cosmetologists
- Court Reporters
- Dentists/Hygienists
- Dietitians
- Electricians
- Engineers
- Estheticians
- Foresters
- Geologists
- Hearing Care Providers
- Home Inspectors
- Land Surveyors
- Landscape Architects
- Manicurists
- Manufactured Housing Installers
- Massage Therapists
- Master Barbers
- Medical Technicians
- Natural Scientists
- Nurses
- Nursing Assistants
- Nursing Home Administrators
- Ophthalmic Dispensers
- Optometrists
- Pharmacists
- Physician Assistants
- Physicians
- Psychologists
- Real Estate Brokers and Salespersons
- Real Estate Appraisers
- Septic System Evaluators

OPLC will continue to address improved customer service both in striving toward initial online licensing capability for all occupations supported by OPLC, and assuring that Boards, Councils, and Commissions administratively supported by OPLC are provided the resources, training, and network opportunities they need to perform their duties properly. As a self-funded agency with a dedicated fund, OPLC needs to have the financial resources to enhance quality of service and support to licensees and Boards.

DIVISION OF ADMINISTRATION



Administrative Expenses

As of FY 19, the Office of Professional Licensure and Certification (OPLC) became a self-funded Agency, per Ch. 330, L2018 (SB-531). Agency “maintenance” fees that were formerly paid from the General Fund prior to this change, are now paid with OPLC funds. These are not new expenses for the Agency, but costs that have been now transferred to the OPLC and are paid directly from the revenue generated from licensing fees.

Since the change to self-funded status, Administrative Expenses are tracked as a separate line item so that these shared expenses can be reflected in our financial reports, along with the direct operating expenses of the over 40 Boards/Commissions which make up OPLC. The following is a breakdown of the FY20 Administration expenses allocated to the Boards. Starred items are explained below.

Admin Salaries & Benefits*	\$ 828,905
Office Expenses	\$ 25,450
Rent	\$ 25,697
Telecom	\$ 4,815
AGENCY WIDE EXPENSES:	
DOIT	\$ 473,166
Statewide Cost Allocation	\$ 306,468
Plan Reports (SWCAP)**	
NH Retirement	\$ 268,402
Workers Insurances***	\$ <u>1,422</u>
Total	\$1,934,325

*Administrative Salaries and Benefits: OPLC Administrative Services payroll includes, the Executive Director, the Finance Department, Reception, Human Resources, Rules Attorney, IT Support and Office Management.

**SWCAP: all the support services provided by other agencies, such as legal counsel, archives storage, financial services, budget oversight, building cleaning and maintenance, graphic services, mail services, human resources, purchasing contract services, risk management and treasury services.

***Workers Insurances: Unemployment and workers' compensation.

Method of Allocation

Both Administrative expenses and indirect division expenses (such as Division Director salary, copier leases and supplies, postage, rent, etc.) were allocated as a percentage of revenue received by the Board. In FY21, OPLC will be exploring whether to pursue a different method of allocation for such indirect expenses.

TOTAL OPLC RECEIPTS AND EXPENDITURES

	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020</u>
Total Revenues	\$12,040,902	\$13,254,012	\$12,193,979
Budgeted OPLC Expenditures	\$8,481,025	\$10,774,290	\$11,609,385
Actual OPLC Expenditures	\$7,350,705	\$9,743,255	\$9,056,782

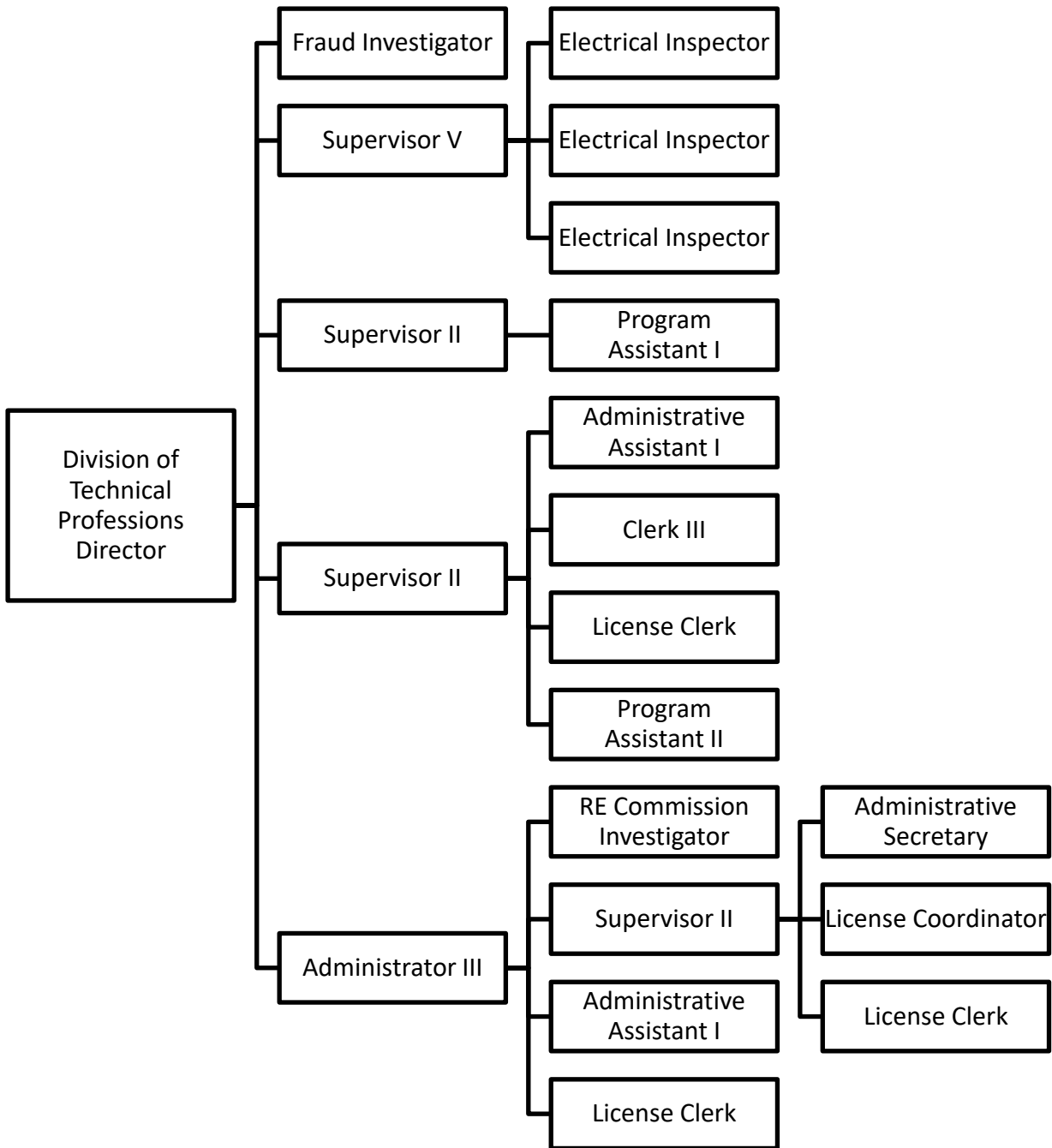
DIVISION OF TECHNICAL PROFESSIONS

There are seventeen separate licensing or certification Boards and one adjudicative Board that comprise the Division of Technical Professions. In FY20, the eighteen Boards regulated approximately 54,890, licensees, representing 25% of all licensees under OPLC's umbrella. Additionally, the Boards within the Division of Technical Professions received 113 complaints, or 10% of all complaints received by the agency. At the close of FY20, the Division of Technical Professions had 21 authorized positions, four of which are part-time.

During FY20, Division efforts focused on creating a strong customer service model, reciprocity and portability of licenses, establishing efficiencies in the application process through rulemaking and internal policies and procedures, and working toward online applications for initial and renewal licensure for all Boards, Councils, and Commissions. Specific efforts included the following: The Board of Accountancy worked with the National Association of the State Boards of Accountancy to remove the 18-month timeframe before an applicant may retake a licensure exam; the Board of Real Estate Appraisers updated rules now requiring reporting to the National Registry; and, the Board of Septic System Evaluators worked to create a jurisprudence examination.

These priorities all remain areas of focus during FY 20.

DIVISION OF TECHNICAL PROFESSIONS ORGANIZATION



Accountancy

Members of the Board

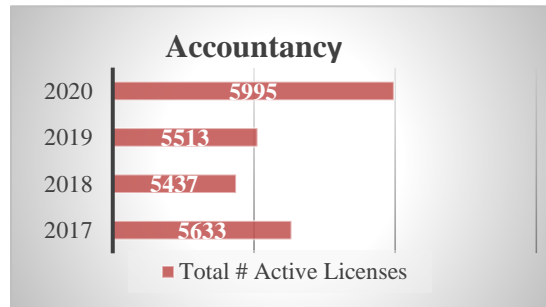
Thomas W. Musgrave, CPA, Chair
 Debra Grott, CPA, Vice Chair
 Jeffrey A. Graham, CPA, Secretary
 Frederick G. Briggs, Jr, Chair
 Jennifer H. Elder, CPA
 Richard C. Nelson, Esq, Public Member
 Jeffrey P. Seifert, Public Member

Term Expiration

December 2, 2020
 December 2, 2021
 November 19, 2023
 December 2, 2022
 December 2, 2023
 September 21, 2020
 September 17, 2018

FY20 Licenses

- **FY2020 Active Licenses: 5,995**
 - **FY2020 Issued: 251**
 - **FY2020 Renewed: 1,873**
- FY2019 Active Licenses: 5,513
- FY2018 Active Licenses: 5,437
- FY2017 Active Licenses: 5,633



FY20 Complaints and Disciplinary Action

- **Complaints: 6**
 - Dismissed: 3
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 3

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$747,240	\$615,565	\$670,149	\$598,675
Expenses	\$292,447	\$181,124	\$138,182	\$97,783
Administrative Expenses	-	-	\$127,513	\$145,771
Revenues - Expenses	\$454,793	\$434,441	\$404,455	\$355,121
Revenues/Expenses %	256%	340%	252%	246%

Architects

Members of the Board

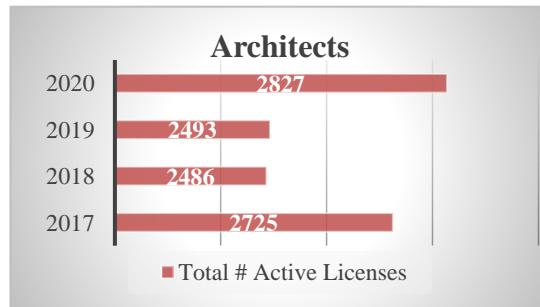
Sheldon Pennoyer, Chair
 Wayne Richardson, Public Member, Vice Chair
 James A. Loft, Secretary
 Sonya Misiaszek
 Adam L. Wagner

Term Expiration

September 9, 2021
 September 9, 2022
 September 9, 2020
 September 9, 2023
 July 26, 2024

FY20 Licenses

- **FY2020 Active Licenses: 2,827**
 - **FY2020 Issued: 218**
 - **FY2020 Renewed: 1,330**
- **FY2019 Active Licenses: 2,493**
- **FY2018 Active Licenses: 2,486**
- **FY2017 Active Licenses: 2,725**



FY20 Complaints and Disciplinary Action

- **Complaints: 6**
 - Dismissed: 2
 - Settlement Agreements: 0
 - Decisions and Orders: 2
 - Pending: 2

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$222,641	\$222,099	\$220,814	\$217,309
Expenses	\$97,187	\$45,789	\$53,709	\$19,057
Administrative Expenses	-	-	\$42,015	\$52,912
Revenues - Expenses	\$125,454	\$176,310	\$125,089	\$145,340
Revenues/Expenses %	229%	485%	231%	302%

-

Court Reporters

Members of the Board

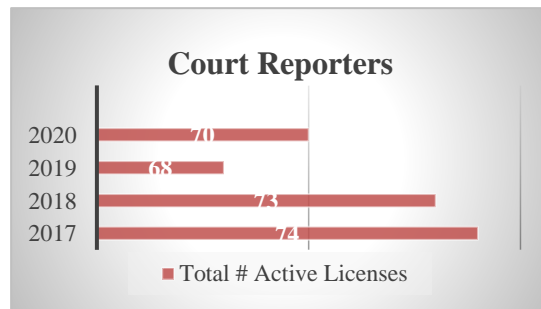
Camille M. Palladino Duffy, Chair
 Thomas Richards, Esq, Vice Chair
 Denise Cascio Bolduc
 Theresa M. McGuire Harkins
 Brent T. Lemire, Public Member

Term Expiration

October 3, 2017
 October 3, 2018
 October 3, 2020
 October 3, 2024
 January 30, 2016

Licenses

- **FY2020 Active Licenses: 70**
 - **FY2020 Issued: 8**
 - **FY2020 Renewed: 32**
- **FY2019 Active Licenses: 68**
- **FY2018 Active Licenses: 73**
- **FY2017 Active Licenses: 74**



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY 20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$7,025	\$10,475	\$7,835	\$8,150
Expenses	\$2,696	\$7,184	\$26,118	\$21,910
Administrative Expenses	-	-	\$1,491	\$1,984
Revenues - Expenses	\$4,329	\$3,291	(\$19,774)	(\$15,744)
Revenues/Expenses %	261%	146%	28%	34%

Electricians

Members of the Board

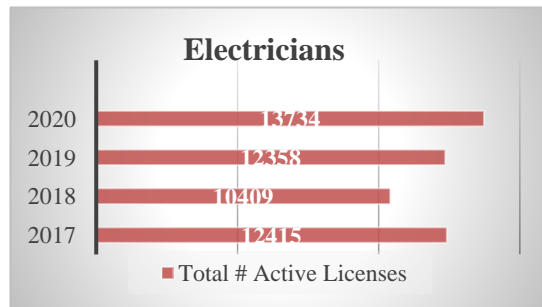
Peter Cicolini, Master Electrician, Chair
 Matthew Connors, Master Electrician
 Jack Grube, Public Member
 William J. Infantine, Public Member
 Henry Szumiesz, Journeyman Electrician
 Sean P. Toomey, P.E., State Fire Marshall Designee

Term Expiration

July 1, 2020
 June 30, 2022
 August 26, 2021
 October 28, 2021
 July 1, 2023
 Ex-officio Member

FY20 Licenses

- **FY2020 Active Licenses: 13,734**
 - FY2020 Issued: 1,284
 - FY2020 Renewed: 3,632
- FY2019 Active Licenses: 12,358
- FY2018 Active Licenses: 10,409
- FY2017 Active Licenses: 12,415



FY20 Complaints and Disciplinary Action

- **Complaints: 11**
 - Dismissed: 5
 - Settlement Agreements: 3
 - Decisions and Orders: 1
 - Pending: 2

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$782,978	\$889,336	\$903,071	\$762,243
Expenses	\$752,313	\$638,167	\$640,205	\$590,046
Administrative Expenses	-	-	\$171,832	\$185,598
Revenues - Expenses	\$30,665	\$251,169	\$91,035	(\$13,401)
Revenues/Expenses %	104%	139%	111%	98%

Professional Engineers

Members of the Board

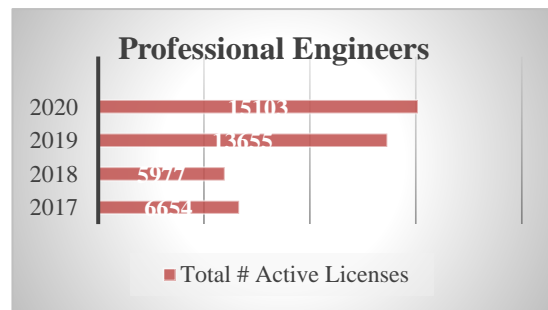
Christopher R. Mulleavey, PE, Chair
 Marc W. Morin, PE, Vice Chair
 Alex Azodi, PE, Secretary
 Charles W. Ackroyd, PE
 Ronald E. Cook, Esq, Public Member

Term Expiration

August 21, 2024
 August 21, 2020
 August 21, 2020
 August 21, 2022
 August 21, 2021

FY20 Licenses

- **FY2020 Active Licenses: 15,103**
 - **FY2020 Issued: 821**
 - **FY2020 Renewed: 3,865**
- **FY2019 Active Licenses: 13,655** (includes Engineers in Training (EIT) registry)
- **FY2018 Active Licenses: 5,977**
- **FY2017 Active Licenses: 6,654**



FY20 Complaints and Disciplinary Action

- **Complaints: 3**
 - Dismissed: 3
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$716,236	\$710,418	\$685,588	\$709,780
Expenses	\$265,738	\$167,116	\$182,755	\$76,425
Administrative Expenses	-	-	\$130,450	\$172,823
Revenues - Expenses	\$450,498	\$543,302	\$372,383	\$460,532
Revenues/Expenses %	270%	425%	219%	285%

Family Mediators

Members of the Board

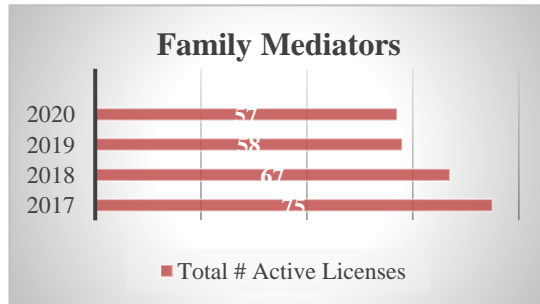
Marianne L. Rousseau, Esq., CFM, Chair
 Robert D. Hunt, Esq.
 Francis F. Lane, CFM
 Lynn E. Aaby, CFM
 Francis F. Lane, CFM
 Todd Prevett, Esq., CFM
 Mary Sargent, CFM
 Honorable Jennifer A. Lemire
 Master Tom Cooper
 Erin P. Jasina, Public Member
 Joanna Summerlin, Public Member
 Mental Health Professional

Term Expiration

September 6, 2022
 October 11, 2022
 November 4, 2021
 January 27, 2022
 November 4, 2021
 September 6, 2022
 November 1, 2022
 Ex-officio Member
 Ex-officio Member
 April 10, 2020
 April 10, 2021
 VACANT

FY20 Licenses

- **FY2020 Active Licenses: 57**
 - FY2020 Issued: 2
 - FY2020 Renewed: 12
- FY2019 Active Licenses: 58
- FY2018 Active Licenses: 67
- FY2017 Active Licenses: 75



FY20 Complaints and Disciplinary Action

- **Complaints: 1**
 - Dismissed: 1
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$6,575	\$8,800	\$4,797	\$4,575
Expenses	\$2,680	\$17,354	\$16,937	\$17,734
Administrative Expenses	-	-	\$913	\$1,114
Revenues - Expenses	\$3,895	(\$8,554)	(\$13,052)	(\$14,273)
Revenues/Expenses %	245%	51%	27%	24%

Foresters

Members of the Board

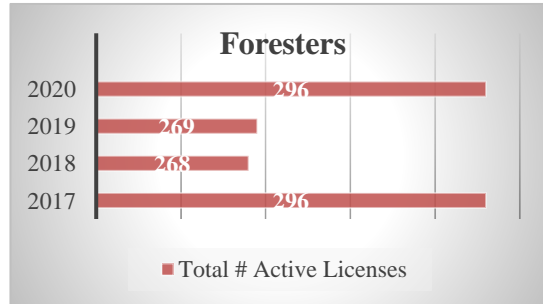
Steven S. Roberge, Public Forester, Chair
 Patrick Hackley, Director of the Division of Forests & Lands
 Colleen M. O’Neill, Forest Landowner
 Jacob P. Bronnenberg, Private Forester
 Ann W. Davis, Forest Landowner
 Richard R. Roy, Industrial Forester
 Public Member

Term Expiration

August 22, 2024
 Ex-officio Member
 August 22, 2023
 August 22, 2020
 August 22, 2019
 August 22, 2023
 VACANT

FY20 Licenses

- **FY2020 Active Licenses: 296**
 - FY2020 Issued: 20
 - FY2020 Renewed: 137
- FY2019 Active Licenses: 269
- FY2018 Active Licenses: 268
- FY2017 Active Licenses: 296



FY20 Complaints and Disciplinary Action

- **Complaints: 4**
 - Dismissed: 4
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$16,956	\$19,540	\$17,414	\$18,997
Expenses	\$9,651	\$15,117	\$7,218	\$6,987
Administrative Expenses	-	-	\$3,313	\$4,626
Revenues - Expenses	\$7,305	\$4,423	\$6,882	\$7,384
Revenues/Expenses %	176%	129%	165%	164%

Geologists

Members of the Board

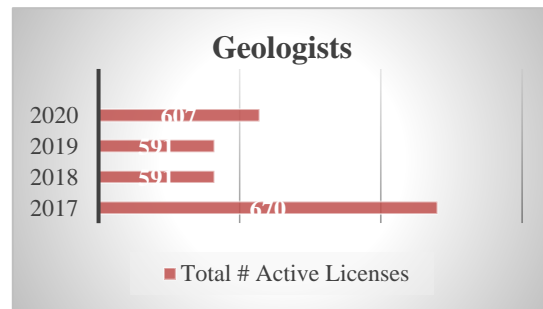
Muriel Robinette, PG, Chair
 Adam Dumville, Esq., Vice Chair
 Frederick H. Chormann, Jr, State Geologist, Secretary
 Nikki Delude Roy, PG
 Erin Kirby, PG
 John M. Regan, PG

Term Expiration

October 4, 2022
 February 14, 2021
 Ex-officio Member
 October 4, 2023
 October 4, 2024
 October 4, 2020

FY20 Licenses

- **FY2020 Active Licenses: 607**
 - FY2020 Issued: 21
 - FY2020 Renewed: 348
- FY2019 Active Licenses: 591
- FY2018 Active Licenses: 591
- FY2017 Active Licenses: 670



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$48,498	\$68,653	\$43,964	\$64,100
Expenses	\$30,271	\$24,226	\$23,653	\$22,419
Administrative Expenses	-	-	\$8,365	\$15,608
Revenues - Expenses	\$18,227	\$44,427	\$11,946	\$26,073
Revenues/Expenses %	160%	283%	137%	169%

Guardians ad Litem

Members of the Board

David Villotti, Child Protection Agency
 Todd Prevett, Esq., Guardian ad Litem
 Susan Duncan, Public Member
 Edward Gordon, Public Member
 Sarah Blodgett, Executive Director NH Judicial Council
 Betsy Paine, CASA of New Hampshire
 Master Henrietta Luneau, Appointed by
 Chief Justice NH Supreme Court
 Senator Martha Hennessey, Appointed by the
 President NH State Senate
 Representative David Welch, Appointed by the
 Speaker of the NH House

Term Expiration

June 2017
 June 2021
 June 2020
 October 2022
 Ex-officio Member
 Ex-officio Member

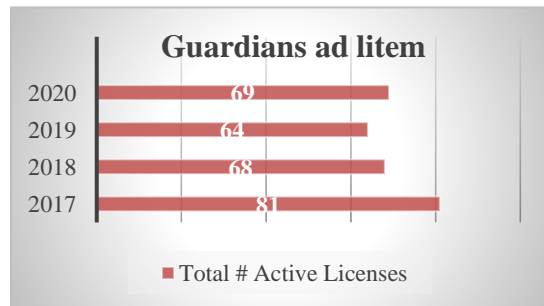
 Ex-officio Member

 Ex-officio Member

 Ex-officio Member

Licenses

- **FY2020 Active Licenses: 69**
 - **FY2020 Issued: 11**
 - **FY2020 Renewed: 14**
- **FY2019 Active Licenses: 64**
- **FY2018 Active Licenses: 68**
- **FY2017 Active Licenses: 81**



FY20 Complaints and Disciplinary Action

- **Complaints: 6**
 - Dismissed: 6
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$1,975	\$1,200	\$2,174	\$1,425
Expenses	\$8,443	\$15,927	\$20,165	\$21,253
Administrative Expenses	-	-	\$414	\$347
Revenues - Expenses	(\$6,468)	(\$14,727)	(\$18,405)	(\$20,175)
Revenues/Expenses %	23%	8%	11%	7%

Home Inspectors

Members of the Board

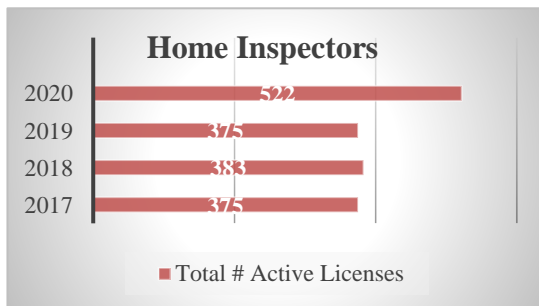
Joseph M. Griffin, Home Inspector, Chair
 Robert A. Porter, Home Inspector, Secretary
 Jon T. Bossey, Home Inspector
 Perry C. LeMay, Home Inspector
 James Gray, Home Inspector
 Lee Carroll, P.E., Public Member
 Damon E. Burt, Public Member

Term Expiration

December 18, 2020
 December 18, 2020
 December 18, 2021
 December 18, 2021
 December 18, 2020
 December 18, 2020
 April 1, 2022

FY20 Licenses

- **FY2020 Active Licenses: 522**
 - FY2020 Issued: 96
 - FY2020 Renewed: 159
- FY2019 Active Licenses: 375
- FY2018 Active Licenses: 383
- FY2017 Active Licenses: 375



FY20 Complaints and Disciplinary Action

- **Complaints: 2**
 - Dismissed: 2
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$46,188	\$48,633	\$43,589	\$47,705
Expenses	\$12,783	\$33,328	\$32,114	\$21,544
Administrative Expenses	-	-	\$8,294	\$11,615
Revenues - Expenses	\$33,405	\$15,305	\$3,182	\$14,546
Revenues/Expenses %	361%	146%	108%	144%

Land Surveyors

Members of the Board

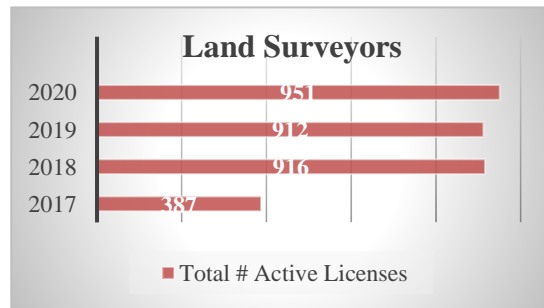
William J. Doucet, Land Surveyor, Chair
 Tracey T. Sweeney, II, Land Surveyor, Vice Chair
 Michael R. Dahlberg, Land Surveyor
 Joseph M. Wichert, Land Surveyor
 Ginny Chrisenton, Public Member

Term Expiration

August 12, 2019
 July 11, 2019
 August 12, 2023
 February 3, 2020
 February 3, 2022

FY20 Licenses

- **FY2020 Active Licenses: 951**
 - **FY2020 Issued: 29**
 - **FY2020 Renewed: 342**
- FY2019 Active Licenses: 912
- FY2018 Active Licenses: 916
- FY2017 Active Licenses: 387



FY20 Complaints and Disciplinary Action

- **Complaints: 3**
 - Dismissed: 3
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$43,890	\$44,855	\$41,102	\$44,185
Expenses	\$17,304	\$25,713	\$17,488	\$14,529
Administrative Expenses	-	-	\$7,821	\$10,759
Revenues - Expenses	\$26,586	\$19,142	\$15,793	\$18,897
Revenues/Expenses %	254%	174%	162%	175%

Landscape Architects

Members of the Board

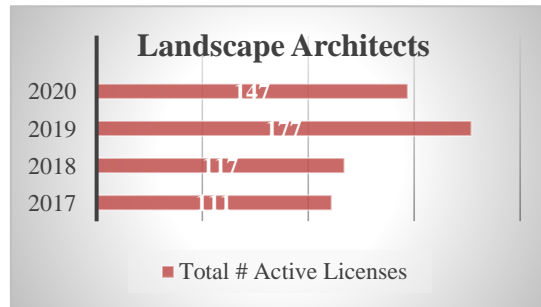
R. Gordon Leedy, Jr, Landscape Architect, Chair
 Roberta N. Woodburn, Landscape Architect, Vice Chair
 Greg M. Grigsby, Landscape Architect, Secretary
 Douglas H. Greiner, Landscape Architect
 Ronald F. Poltak, Public Member

Term Expiration

August 9, 2020
 August 23, 2017
 August 23, 2019
 August 23, 2018
 August 9, 2016

FY20 Licenses

- **FY2020 Active Licenses: 147**
 - **FY2020 Issued: 24**
 - **FY2020 Renewed: 48**
- **FY2019 Active Licenses: 177**
- **FY2018 Active Licenses: 117**
- **FY2017 Active Licenses: 111**



FY20 Complaints and Disciplinary Action

- **Complaints: 1**
 - Dismissed: 1
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$16,460	\$14,231	\$11,990	\$13,852
Expenses	\$9,541	\$15,569	\$19,561	\$12,958
Administrative Expenses	-	-	\$2,281	\$3,373
Revenues - Expenses	\$6,919	(\$1,338)	(\$9,852)	(\$2,479)
Revenues/Expenses %	173%	91%	55%	85%

Manufactured Housing

Members of the Board

Mark H. Tay, Esq, NH Manufactured Housing Assoc. Member, Chair
 Robert D. Hunt, Esq, NH Bar Association Member, Secretary
 Judy A. Williams, Public Member
 Anna Mae Twigg, Public Member
 Lois Parris, NH MOTA Member
 Kenneth Dame, Tenant of Manufactured Home Park Member
 Adam Gidley, NH Manufactured Housing Assoc. Member
 Thomas Laware, NH House of Representatives
 NH House of Representatives

Term Expiration

April 24, 2022
 July 16, 2022
 October 7, 2021
 October 7, 2021
 April 11, 2021
 December 6, 2020
 November 22, 2022
 Ex-officio Member
 VACANT

FY20 Licenses

- N/A—The Board of Manufactured Housing is only a complaint resolution Board.

FY20 Complaints and Disciplinary Action

- **Complaints: 6**
 - Dismissed: 2
 - Withdrawn: 3
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 1

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$610	\$190	\$75	\$100
Expenses	\$1,759	\$805	\$4,567	\$20,245
Administrative Expenses	-	-	\$14	\$25
Revenues - Expenses	(\$1,149)	(\$615)	(\$4,506)	(\$20,170)
Revenues/Expenses %	35%	24%	2%	0.5%

Manufactured Housing Installation Standards

Members of the Board

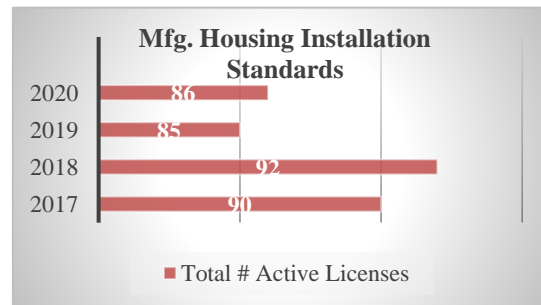
Gary Francoeur, Owner/Operator Park <100
nominated by NHMHA, Chair
John Flanders, Installer nominated by NHMHA
Fred Emanuel, PE, Structural Eng. / Architect nom. by Board of PE
James Baird, Dealer/Retailer nominated by NHMHA
Linda Rogers, Owner/Operator Park <100 nominated by NHMHA
Eric Kaufman, Owner/Operator Park >100 nominated by NHMHA
Robert Cook, Member Cooperative Mfg Housing Park
Nominated by MHTANH
Robert Wentworth, Jr., Municipal Building Code Official
Nominated by NHBOA
John T. Powers, Jr., Fire Chief nominated by NHAFC

Term Expiration

October 3, 2021
October 3, 2021
October 3, 2019
October 3, 2020
October 3, 2022
October 3, 2020
March 6, 2016
October 3, 2020
October 3, 2019

FY20 Licenses

- **FY2020 Active Licenses: 86**
 - **FY2020 Issued: 1**
 - **FY2020 Renewed: 15**
- **FY2019 Active Licenses: 85**
- **FY2018 Active Licenses: 92**
- **FY2017 Active Licenses: 90**



FY20 Complaints and Disciplinary Action

- **Complaints: 1**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 1

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$22,240	\$24,915	\$24,820	\$20,670
Expenses	\$4,620	\$30,284	\$29,775	\$20,805
Administrative Expenses	-	-	\$4,723	\$5,033
Revenues - Expenses	\$17,620	(\$5,369)	(\$9,678)	(\$5,168)
Revenues/Expenses %	481%	82%	72%	80%

Natural Scientists

Members of the Board of Natural Scientists

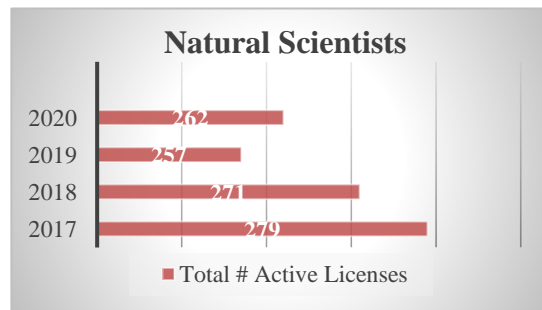
Damon Burt, CWS, Chair
 Christopher Albert, CWS, Vice Chair
 James H. Long, CWS & CSS, Secretary
 Raymond Lobdell, CWS & CSS
 Douglas Martin, Public Member
 Public Member
 Public Member

Term Expiration

October 26, 2017
 October 26, 2018
 June 30, 2020
 June 30, 2021
 November 1, 2019
 Vacant
 Vacant

FY20 Licenses

- **FY2020 Active Licenses: 262**
 - FY2020 Issued: 9
 - FY2020 Renewed: 109
- FY2019 Active Licenses: 257
- FY2018 Active Licenses: 271
- FY2017 Active Licenses: 279



FY20 Complaints and Disciplinary Action

- **Complaints: 1**
 - Dismissed: 1
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenues and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$16,273	\$17,110	\$15,010	\$17,986
Expenses	\$10,448	\$8,933	\$14,118	\$13,452
Administrative Expenses	-	-	\$2,856	\$4,380
Revenues - Expenses	\$5,825	\$8,177	(\$1,964)	\$154
Revenues/Expenses %	156%	192%	88%	101%

Real Estate Appraisers

Members of the Board

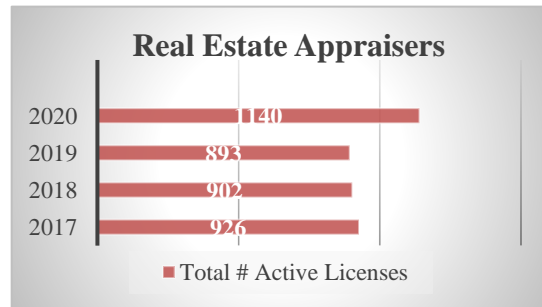
Patricia Sherman, FAIA, Public Member, Chair
 Andrew G. Lemay, Certified General Appraiser,
 Charles F. Schubert, Certified General Appraiser
 Mark Correnti, Certified Residential Appraiser
 Justin K. Macagba, Rep. NH Lending Institution
 Kimothy Griffin, Banking Commission Designee
 Public Member

Term Expiration

May 13, 2019
 August 12, 2021
 August 12, 2020
 August 12, 2022
 August 12, 2019
 Ex-officio Member
 Vacant

FY20 Licenses

- **FY2020 Active Licenses: 1,140**
 - FY2020 Issued: 199
 - FY2020 Renewed: 422
- FY2019 Active Licenses: 893
- FY2018 Active Licenses: 902
- FY2017 Active Licenses: 926



FY20 Complaints and Disciplinary Action

- **Complaints: 10**
 - Dismissed: 6
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 4

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$284,228	\$270,554	\$275,412	\$263,887
Expenses	\$68,823	\$71,378	\$97,071	\$108,293
Administrative Expenses	-	-	\$52,404	\$64,254
Revenues - Expenses	\$215,405	\$119,175	\$125,937	\$91,340
Revenues/Expenses %	413%	379%	184%	153%

Real Estate

Members of the Commission

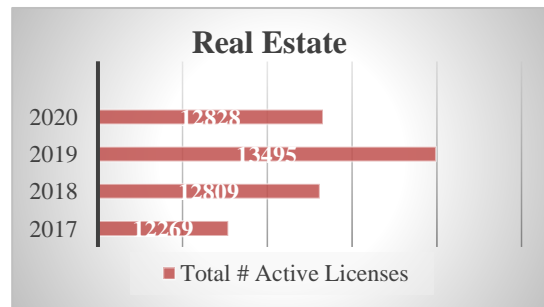
Richard W. Hinch, Broker, Chair
 Steven F. Hyde, Esq., Attorney
 Susan L. Doyle, Salesperson
 Daniel S. Jones, Broker
 Paul A. Lipnick, Public Member

Term Expiration

September 15, 2021
 September 15, 2023
 September 15, 2022
 September 15, 2019
 September 15, 2025

FY20 Licenses

- **FY2020 Active Licenses: 12,828**
 - **FY2020 Issued: 1,217**
 - **FY2020 Renewed: 5,443**
- **FY2019 Active Licenses: 13,495**
- **FY2018 Active Licenses: 12,809**
- **FY2017 Active Licenses: 12,269**



FY20 Complaints and Disciplinary Action

- **Complaints: 50**
 - Dismissed: 4
 - Settlement Agreements: 7
 - Decisions and Orders: 1
 - Pending: 38

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$1,147,585	\$1,196,138	\$1,224,748	\$1,102,305
Expenses	\$871,418	\$657,893	\$663,839	\$519,293
Administrative Expenses	-	-	\$233,039	\$268,398
Revenues - Expenses	\$276,167	\$538,244	\$327,870	\$314,614
Revenues/Expenses %	132%	182%	137%	140%

Septic System Evaluators

Members of the Board

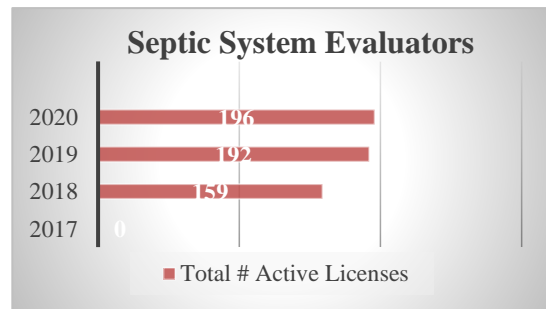
Christopher Albert, Septic Designer, Chair
 Christopher Kent, Septage Hauler, Vice Chair
 Mark McConkey, Septic Installer, Secretary
 Peter Rowell, Public Member
 Dawn Buker, NH DES Designee

Term Expiration

April 5, 2022
 March 22, 2022
 March 22, 2022
 April 5, 2022
 Ex-officio Member

FY20 Licenses

- **FY2020 Active Licenses: 196**
 - FY2020 Issued: 22
 - FY2020 Renewed: 84
- FY2019 Active Licenses: 192
- FY2018 Active Licenses: 159
- FY2017 Active Licenses: N/A



FY20 Complaints and Disciplinary Action

- **Complaints: 2**
 - Dismissed: 2
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	Actual	Actual	Actual	Actual
Revenues	N/A	\$24,856	\$10,604	\$10,760
Expenses	N/A	\$20,236	\$17,333	\$20,289
Administrative Expenses	-	-	\$2,018	\$2,620
Revenues - Expenses	N/A	\$4,620	(\$8,747)	(\$12,149)
Revenues/Expenses %	N/A	123%	55%	47%

DIVISION OF HEALTH PROFESSIONS

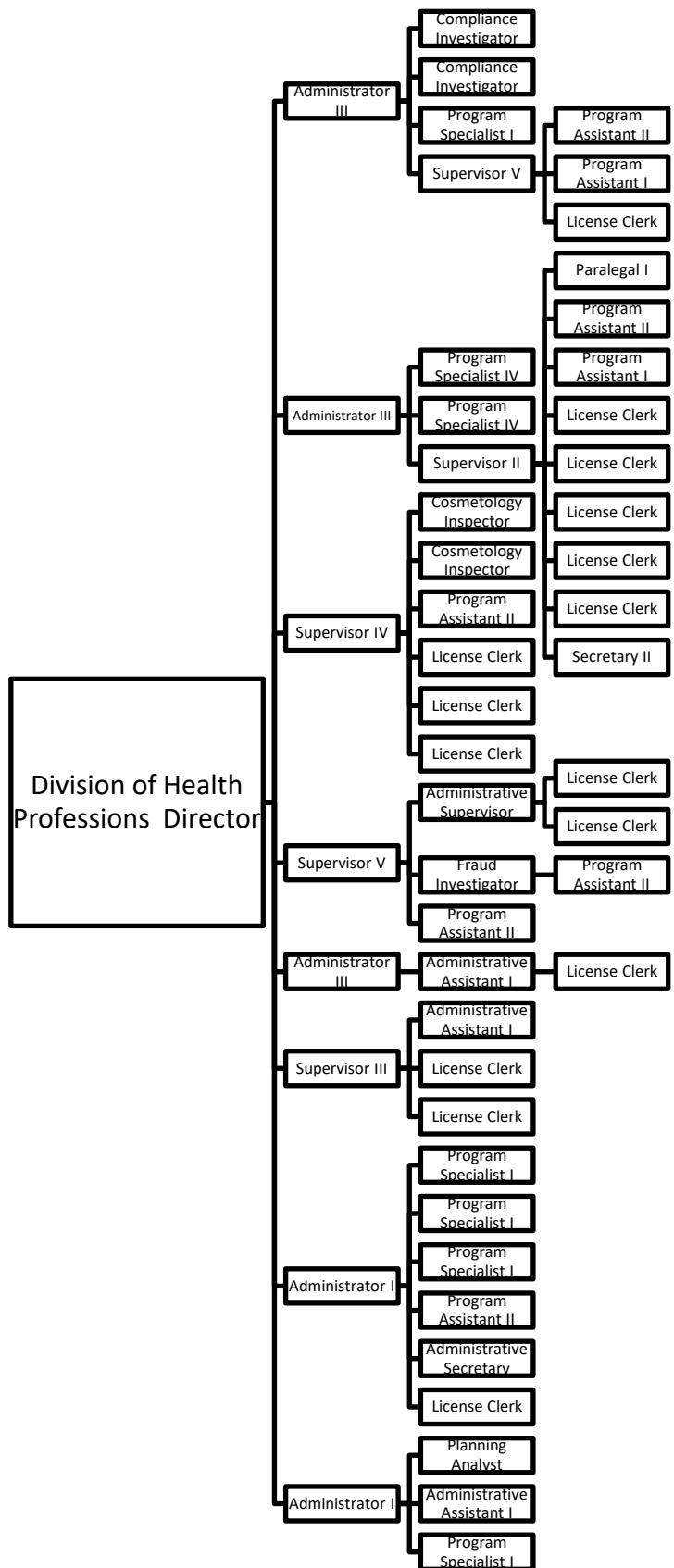
There are 33 Boards, Councils, and Commissions that comprise the Division of Health Professions at OPLC. In FY20, the 33 Boards regulated approximately 150,669, licensees, representing 67% of all licensees under OPLC's umbrella. Additionally, the Boards within the Division of Health Professions received approximately 981 complaints, or 90% of all complaints received by the agency. At the close of FY20, the Division of Health Professions had fifty-four authorized positions, thirteen of which are part-time.

During FY20, Division efforts focused on portability of licensure, establishing efficiencies in the application process through rulemaking, and working toward online applications for initial and renewal licensure for all Division Boards, Councils, and Commissions. Among other things, the Division participated in responding to the Medicaid-to-Schools crisis impacting schools across the state. Division staff engaged stakeholders at various meetings sponsored by the department of health and human services; OPLC assisted in crafting SB684, legislation to create additional licensing categories within OPLC; and, OPLC provided regular reports regarding its efforts to eliminate unnecessary barriers in the application process, include any subjective requirements.

Using a grant awarded to OPLC by the Department of Labor, Employment and Training Administration, in FY20 OPLC continued to conduct an occupational licensing review and reform analysis on occupations licensed by 5 Boards that fall under the Division of Health Professions: Alcohol and Other Drug Use Professionals; Office of Allied Health Professionals; Barbering, Cosmetology, and Esthetics; Board of Nursing (LNA) and Board of Pharmacy (Pharmacy Technician). Pursuant to OPLC's contract with Council on Licensure, Enforcement and Regulation (CLEAR), OPLC engaged members of the community to conduct research regarding licensure barriers. In FY21, OPLC will be hosting several stakeholder meetings, as well as a symposium, designed to facilitate discussion regarding licensure barriers to workforce entry in this State.

In FY21, Division efforts will include creating a strong customer service model, increasing portability of licenses, reducing timeframes for licensure, establishing efficiencies in the application process through rulemaking and internal policies and procedures, and working toward online applications for initial and renewal licensure for all Boards, Councils, and Commissions.

DIVISION OF HEALTH PROFESSIONS ORGANIZATION



Acupuncture Licensing

Members of the Board

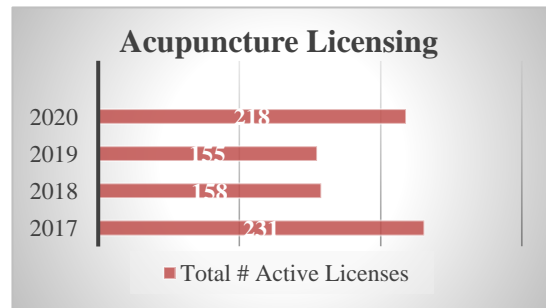
L. Cindy Theroux-Jette, Lic. Ac., Chair
 Diane M. Chase
 Amy R. Goldstein, Public Member
 Vicki Irwin
 Deborah Meuse

Term Expiration

October 14, 2022
 September 8, 2021
 September 8, 2021
 October 14, 2022
 September 8, 2020

FY20 Licenses

- **FY2020 Active Licenses: 218**
 - FY2020 Issued: 29
 - FY2020 Renewed: 50
- FY2019 Active Licenses: 155
- FY2018 Active Licenses: 158
- FY2017 Active Licenses: 231



FY20 Complaints and Disciplinary Action

- **Complaints: 4**
 - Dismissed: 4
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$11,096	\$6,060	\$11,153	\$9,350
Expenses	\$5,080	\$18,770	\$3,778	\$2,837
Administrative Expenses	-	-	\$2,122	\$1,851
Revenues - Expenses	\$6,016	(\$12,710)	\$5,254	\$4,662
Revenues/Expenses %	218%	32%	189%	199%

Alcohol and Other Drug Use Professionals

Members of the Board

Jacqueline Abikoff, LICSW, MLADC, Chair
 Serene Eastman, Public Member
 Alexandra H. Hamel, MLADC
 Kimberly A. Haney, CRSW
 Kelly M. Luedke, MLDAC
 Nicholas Pfeifer, LICSW, MLADC
 Kathleen Russo, LADC
 Public Member

Term Expiration

January 28, 2021
 January 28, 2019
 January 28, 2022
 May 15, 2022
 January 28, 2021
 January 28, 2020
 January 28, 2019
 Vacant

FY20 Licenses

- **FY2020 Active Licenses: 1362**
 - FY2020 Issued: 379
 - FY2020 Renewed: 298
- FY2019 Active Licenses: 742
- FY2018 Active Licenses: 624
- FY2017 Active Licenses: 415



FY20 Complaints and Disciplinary Action

- **Complaints: 4**
 - Dismissed: 1
 - Settlement Agreements: 2
 - Decisions and Orders: 0
 - Pending: 1

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$86,602	\$84,874	\$80,945	\$101,590
Expenses	\$38,316	\$30,305	\$80,162	\$63,419
Administrative Expenses	-	-	\$15,402	\$20,110
Revenues - Expenses	\$48,286	\$54,569	(\$14,619)	\$18,061
Revenues/Expenses %	226%	280%	85%	122%

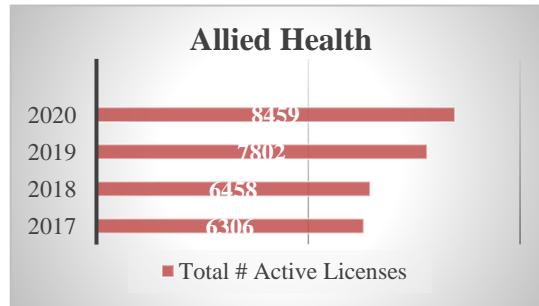
Allied Health

Board of Directors

Joseph V. Shanley, PTA, Chair of the Physical Therapy Governing Board, President
 Scott Roy, AT, Chair of the Athletic Trainers Governing Board, Vice President
 Olivia Freeman, OT, Chair of the Occupational Therapy Governing Board
 Lisa Demers, LGC, Chair of the Genetic Counselors Board
 Rose Gray, RT, Chair of the Recreational Therapy Board
 Cassandra Chapman, SLP, Chair of the Speech-Language Pathology Board
 Richard Mozier, JR., RCP, Chair of the Respiratory Care Practitioners Governing Board

FY20 Licenses

- **FY2020 Active Licenses: 8459**
 - **FY2020 Issued: 643**
 - **FY2020 Renewed: 3624**
- FY2019 Active Licenses: 7802
- FY2018 Active Licenses: 6458
- FY2017 Active Licenses: 6306



FY20 Complaints and Disciplinary Action

- **Complaints:** N/A—The Board of Directors does not receive or make decisions regarding complaints; rather, all complaints are processed by the Governing Board for each profession.

FY20 Revenue and Expenses (All Allied Health Professionals)

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$425,148	\$485,592	\$485,109	\$564,299
Expenses	\$214,176	\$279,205	\$250,939	\$165,231
Administrative Expenses	-	-	\$92,304	\$111,704
Revenues - Expenses	\$210,972	\$206,386	\$141,866	\$287,363
Revenues/Expenses %	199%	174%	141%	204%

Athletic Trainers

Members of the Board

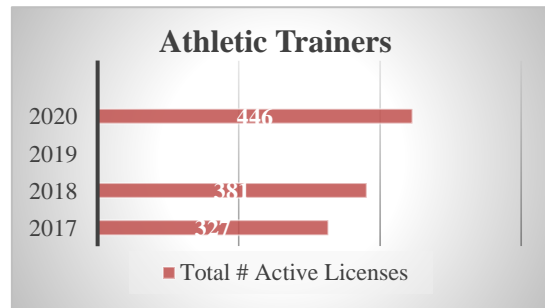
Scott J. Roy, AT, Chair
 Kristy Ridings, AT
 Scott Kidder, AT
 Andrea Elliott, Public Member

Term Expiration

January 8, 2019
 January 8, 2020
 January 8, 2021
 February 17, 2022

FY20 Licenses

- **FY2020 Active Licenses: 446**
 - **FY2020 Issued: 44**
 - **FY2020 Renewed: 0**
- FY2019 Active Licenses: Unavail.
- FY2018 Active Licenses: 381
- FY2017 Active Licenses: 327



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

Genetic Counselors

Members of the Board

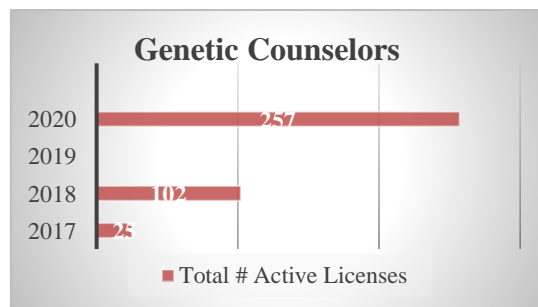
Lisa A. Demers, LGC, Chair
 Kathryn Lockwood, LGC
 Erica Stelmach, LGC
 Gary Kaufman, MD

Term Expiration

November 6, 2020
 November 6, 2019
 November 6, 2020
 November 6, 2016

FY20 Licenses

- **FY2020 Active Licenses: 257**
 - **FY2020 Issued: 47**
 - **FY2020 Renewed: 164**
- FY2019 Active Licenses: Unavail.
- FY2018 Active Licenses: 102
- FY2017 Active Licenses: 25



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

Occupational Therapy

Members of the Board

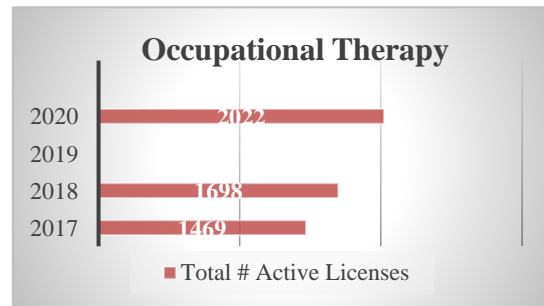
Olivia Freeman, OT, Chair
 Patricia H. Gruttemeyer, Public Member
 Nicole L. Quartulli, OTA
 Margaret Flinton, OT
 Sarah L. Hinkley

Term Expiration

January 8, 2023
 August 18, 2022
 March 4, 2022
 September 21, 2019
 January 8, 2021

FY20 Licenses

- **FY2020 Active Licenses: 2022**
 - FY2020 Issued: 135
 - FY2020 Renewed: 1757
- FY2019 Active Licenses: Unavail.
- FY2018 Active Licenses: 1698
- FY2017 Active Licenses: 1469



FY20 Complaints and Disciplinary Action

- **Complaints: 1**
 - Dismissed: 1
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

Physical Therapy

Members of the Board

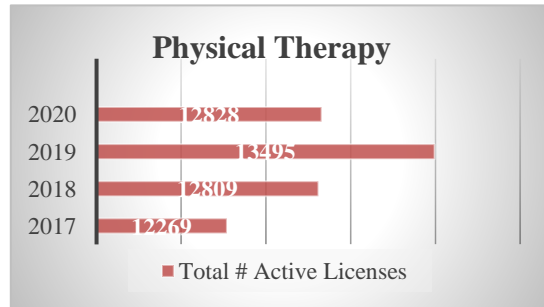
Joseph V. Shanley, PTA, Chair
 Martha B. Aguiar, Public Member
 Lea Bruch, Public Member
 Gillian Cavezzali, PT
 Nicole Lavoie, PT
 Greg Woodsum, PT

Term Expiration

January 8, 2022
 October 28, 2015
 September 16, 2016
 January 8, 2021
 January 8, 2023
 January 8, 2020

FY20 Licenses

- **FY2020 Active Licenses: 2996**
 - **FY2020 Issued: 163**
 - **FY2020 Renewed: 1**
- **FY2019 Active Licenses: Unavail.**
- **FY2018 Active Licenses: 2685**
- **FY2017 Active Licenses: 2439**



FY20 Complaints and Disciplinary Action

- **Complaints: 8**
 - Dismissed: 4
 - Settlement Agreements: 1
 - Decisions and Orders: 0
 - Pending: 3

Recreational Therapy

Members of the Board

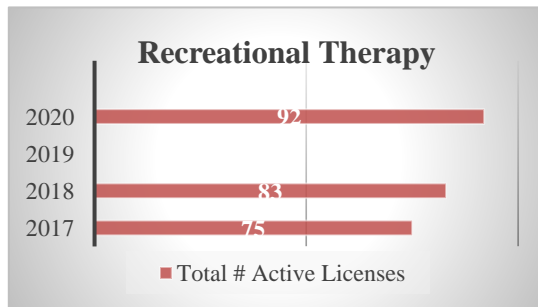
Rose Gray, RT, Chair
Michael Bassett, Public Member
Bronwyn Lito, RT
Jacqueline Rzasa, Public Member
Allison Wilder, RT

Term Expiration

October 25, 2020
October 25, 2021
October 25, 2018
January 24, 2021
October 25, 2019

FY20 Licenses

- **FY2020 Active Licenses: 92**
 - **FY2020 Issued: 8**
 - **FY2020 Renewed: 0**
- **FY2019 Active Licenses: Unavail.**
- **FY2018 Active Licenses: 83**
- **FY2017 Active Licenses: 75**



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

Respiratory Care Practitioners

Members of the Board

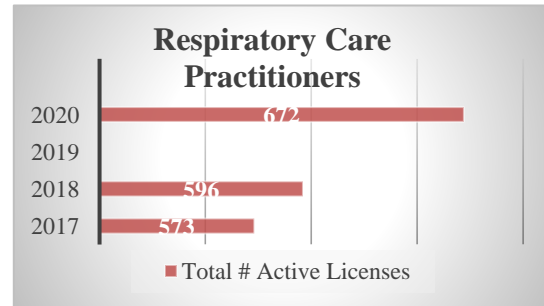
Richard W. Mozier, RCP, Chair
Sarah Stone, RCP
Jeffrey T. Reisert, DO

Term Expiration

January 8, 2018
January 8, 2020
February 18, 2013

FY20 Licenses

- **FY2020 Active Licenses: 672**
 - FY2020 Issued: 63
 - FY2020 Renewed: 551
- FY2019 Active Licenses: Unavail.
- FY2018 Active Licenses: 596
- FY2017 Active Licenses: 573



FY20 Complaints and Disciplinary Action

- **Complaints: 4**
 - Dismissed: 2
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 2

Speech-Language Pathology

Members of the Board

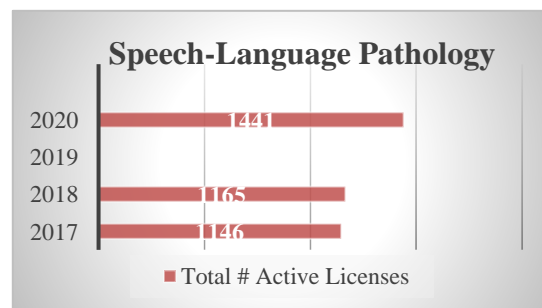
Mariellen Mackay, Public Member, Chair
Cassandra Chapman, SLP
Jocelyn G. Lister, SLP
Ian McGarty, SLP

Term Expiration

March 4, 2021
March 4, 2022
March 4, 2022
March 4, 2021

FY20 Licenses

- **FY2020 Active Licenses: 1,441**
 - FY2020 Issued: 146
 - FY2020 Renewed: 1,151
- FY2019 Active Licenses: Unavail.
- FY2018 Active Licenses: 1,165
- FY2017 Active Licenses: 1,146



FY20 Complaints and Disciplinary Action

- **Complaints: 1**
 - Dismissed: 1
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

Barbering, Cosmetology, and Esthetics

Members of the Board

Holly Rodrigues, Manicurist, Chair
 Jeanne Chappell, Cosmetology School Owner
 Kimberly A. Hannon, Cosmetologist
 Joshua Craggy, Barber
 Kassie J. Dubois, Esthetician
 Dana M. Pierce, Tanning Facility Owner
 Sarah J. Partridge, Public Member

Term Expiration

July 1, 2018
 February 17, 2022
 July 1, 2023
 July 1, 2021
 June 30, 2022
 February 9, 2020
 July 1, 2024

FY20 Licenses

- **FY2020 Active Licenses: 29,537**
 - FY2020 Issued: 2,804
 - FY2020 Renewed: 8,365
- FY2019 Active Licenses: 28,395
- FY2018 Active Licenses: 28,033
- FY2017 Active Licenses: 14,289



FY20 Complaints and Disciplinary Action

- **Complaints: 5**
 - Dismissed: 2
 - Settlement Agreements: 1
 - Decisions and Orders: 0
 - Pending: 2

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$640,954	\$616,284	\$694,500	\$700,822
Expenses	\$484,986	\$425,044	\$444,625	\$420,811
Administrative Expenses	-	-	\$132,146	\$138,729
Revenues - Expenses	\$155,968	\$191,240	\$117,729	\$141,282
Revenues/Expenses %	132%	145%	120%	125%

Body Art Practitioners (Advisory Board)

Members of the Board

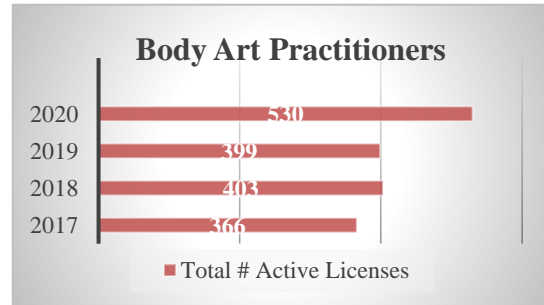
Ryan Ouellette
Sarah Partridge
Christina Sardinha Wulfe

Term Expiration

August 31, 2020
August 31, 2020
August 31, 2020

FY20 Licenses

- **FY2020 Active Licenses: 530**
 - **FY2020 Issued: 84**
 - **FY2020 Renewed: 101**
- **FY2019 Active Licenses: 399**
- **FY2018 Active Licenses: 403**
- **FY2017 Active Licenses: 366**



FY20 Complaints and Disciplinary Action

- **Complaints: 15**
 - Dismissed: 11
 - Settlement Agreements: 0
 - Decisions and Orders: 1
 - Pending: 3

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$26,513	\$22,658	\$32,101	\$22,220
Expenses	\$6,957	\$19,707	\$26,607	\$24,002
Administrative Expenses	-	-	\$6,108	\$4,398
Revenues - Expenses	\$19,556	\$2,951	(\$614)	(\$6,180)
Revenues/Expenses %	381%	115%	98%	78%

Chiropractic Examiners

Members of the Board

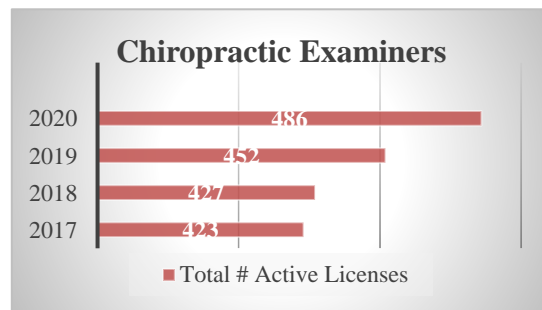
Keith Zimmermann, DC, Chair
 Lisa Lanzara-Bazzani, DC
 Tamara L. Lovelace, DC
 David C. Lundgren, DC
 Lawrence Patten, Public Member

Term Expiration

August 24, 2020
 August 24, 2020
 August 24, 2022
 August 24, 2022
 December 28, 2023

FY20 Licenses

- **FY2020 Active Licenses: 486**
 - FY2020 Issued: 17
 - FY2020 Renewed: 21
- FY2019 Active Licenses: 452
- FY2018 Active Licenses: 427
- FY2017 Active Licenses: 423



FY20 Complaints and Disciplinary Action

- **Complaints: 7**
 - Dismissed: 0
 - Settlement Agreements: 1
 - Decisions and Orders: 1
 - Pending: 5

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$119,125	\$32,085	\$122,338	\$16,700
Expenses	\$20,453	\$28,876	\$42,131	\$25,451
Administrative Expenses	-	-	\$23,278	\$3,306
Revenues - Expenses	\$98,672	\$3,209	\$56,928	(\$12,057)
Revenues/Expenses %	582%	111%	187%	58%

Dental Examiners

Members of the Board

Puneet Kochhar, DMD, President
 Ellen M. Legg, RDH, Vice President
 Roger A. Achong, DMD
 Jay A. Patel, DMD
 Lisa A. Scott, RDH
 Muhenad Samaan, DMD
 Linda Tatarczuch, Public Member
 DMD - Vacant
 DMD - Vacant

Term Expiration

July 15, 2020
 July 15, 2024
 July 26, 2024
 July 15, 2024
 July 26, 2023
 August 12, 2021
 August 12, 2021
 July 15, 2022
 July 15, 2023

Members of the Dental Hygienist Committee

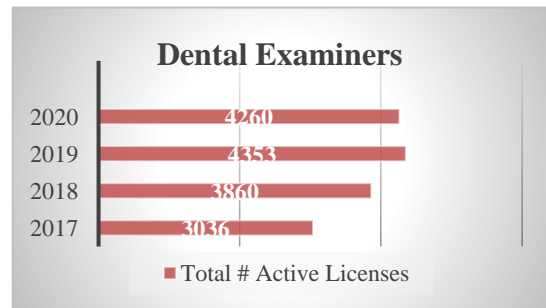
Myra Nikitas, RDH
 Jay Patel, DMD
 Lisa Scott, RDH
 Barbara A. Stowers, RDH
 RDH

Term Expiration

September 28, 2021
 July 6, 2021
 July 26, 2021
 September 28, 2020
 Vacant

FY20 Licenses

- **FY2020 Active Licenses: 4260**
 - FY2020 Issued: 221
 - FY2020 Renewed: 1,368
- FY2019 Active Licenses: 4,353
- FY2018 Active Licenses: 3,860
- FY2017 Active Licenses: 3,036



FY20 Complaints and Disciplinary Action

- **Complaints: 41**
 - Dismissed: 38
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 3

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	337,892	\$520,454	\$350,688	\$505,560
Expenses	\$271,428	\$250,262	\$270,857	\$253,371
Administrative Expenses	-	-	\$66,727	\$106,332
Revenues - Expenses	\$66,464	\$270,192	\$13,103	\$145,857
Revenues/Expenses %	124%	208%	104%	141%

Dietitians

Members of the Board

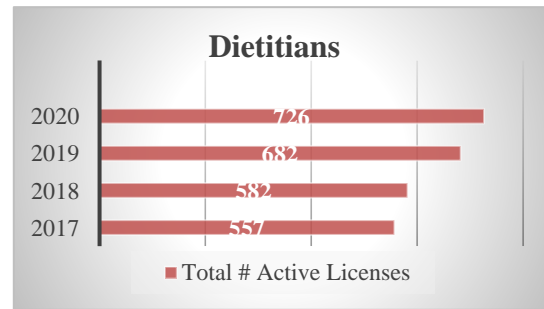
Dena Shields, RD Chair
 Lisa J. Prospert, RD, Secretary
 Heather S. McMahon, Public Member
 Carole A. Palmer, RD
 Abby Savard, RD

Term Expiration

December 6, 2022
 December 6, 2020
 March 28, 2021
 December 6, 2020
 December 6, 2022

FY20 Licenses

- **FY2020 Active Licenses: 726**
 - FY2020 Issued: 79
 - FY2020 Renewed: 174
- FY2019 Active Licenses: 682
- FY2018 Active Licenses: 582
- FY2017 Active Licenses: 557



FY20 Complaints and Disciplinary Action

- **Complaints: 2**
 - Dismissed: 2
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$54,710	\$15,100	\$49,216	\$25,375
Expenses	\$10,619	\$2,319	\$9,919	\$6,135
Administrative Expenses	-	-	\$9,365	\$5,023
Revenues - Expenses	\$44,091	\$12,781	\$29,932	\$14,217
Revenues/Expenses %	515%	651%	255%	227%

Electrologists (Advisory Committee)

Members of the Committee

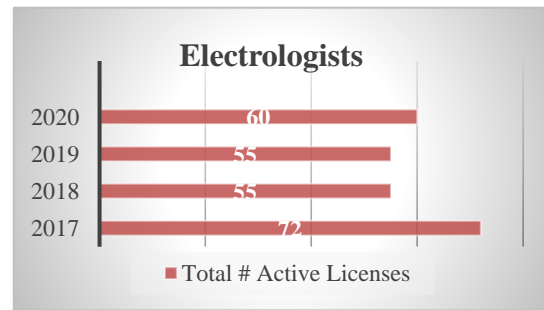
Joanne Sullivan
Denise LaChance
Mary McLaughlin

Term Expiration

December 18, 2021
April 23, 2018
December 18, 2021

FY20 Licenses

- **FY2020 Active Licenses: 60**
 - FY2020 Issued: 2
 - FY2020 Renewed: 19
- FY2019 Active Licenses: 55
- FY2018 Active Licenses: 55
- FY2017 Active Licenses: 72



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$4,070	\$2,420	\$3,738	\$2,200
Expenses	\$1,507	\$236	\$12,461	\$9,773
Administrative Expenses	-	-	\$711	\$436
Revenues - Expenses	\$2,563	\$2,184	(\$9,434)	(\$8,009)
Revenues/Expenses %	270%	1025%	28%	22%

Funeral Directors and Embalmers

Members of the Board

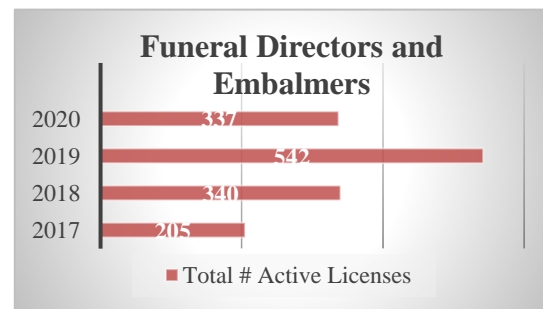
Vincent A. Baiocchetti, III, Public Member
 Susan J. Hopkins
 Timothy P. Kenney
 Eric P. Rochette
 Daniel B. Stockbridge

Term Expiration

November 25, 2021
 June 13, 2024
 June 13, 2023
 June 13, 2020
 June 13, 2022

FY20 Licenses

- **FY2020 Active Licenses: 337**
 - FY2020 Issued: 24
 - FY2020 Renewed: 17
- FY2019 Active Licenses: 542
- FY2018 Active Licenses: 340
- FY2017 Active Licenses: 205



FY20 Complaints and Disciplinary Action

- **Complaints: 11**
 - Dismissed: 10
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 1

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$66,573	\$25,163	\$54,863	\$21,161
Expenses	\$18,015	\$5,964	\$17,786	\$17,907
Administrative Expenses	-	-	\$10,439	\$4,189
Revenues - Expenses	\$48,558	\$19,198	\$26,638	(\$935)
Revenues/Expenses %	370%	422%	194%	96%

Hearing Care Providers

Members of the Board

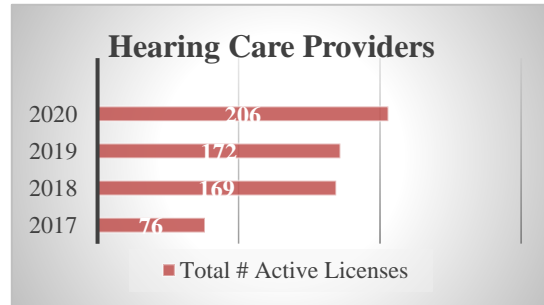
Jessica L. Williams, Hearing Aid Dealer
 Rachel M. Parkington, Public Member
 Laura O'Brien Robertson, Audiologist
 Jason Vanier, Hearing Aid Dealer

Term Expiration

April 23, 2022
 April 23, 2021
 April 23, 2020
 April 23, 2021

FY20 Licenses

- **FY2020 Active Licenses: 206**
 - FY2020 Issued: 21
 - FY2020 Renewed: 17
- FY2019 Active Licenses: 172
- FY2018 Active Licenses: 169
- FY2017 Active Licenses: 76



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$44,100	\$7,560	\$44,699	\$13,200
Expenses	\$1,501	\$1,286	\$5,226	\$2,312
Administrative Expenses	-	-	\$8,505	\$2,613
Revenues - Expenses	\$42,599	\$6,274	\$30,968	\$8,275
Revenues/Expenses %	2,938%	588%	326%	268%

Massage Therapists (Advisory Board)

Members of the Board

Jeff Mahadeen
Doreen Rossi
Julie Smith

Term Expiration

August 31, 2019
November 30, 2021
July 1, 2021

FY20 Licenses

- **FY2020 Active Licenses: 2,098**
 - FY2020 Issued: 116
 - FY2020 Renewed: 532
- FY2019 Active Licenses: 1,851
- FY2018 Active Licenses: 1,655
- FY2017 Active Licenses: 2,062



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$149,544	\$84,455	\$126,325	\$71,033
Expenses	\$42,143	\$26,543	\$25,520	\$19,528
Administrative Expenses	-	-	\$24,037	\$14,061
Revenues - Expenses	\$107,401	\$57,912	\$76,769	\$37,444
Revenues/Expenses %	355%	318%	255%	211%

Medical Imaging and Radiation Therapy

Members of the Board

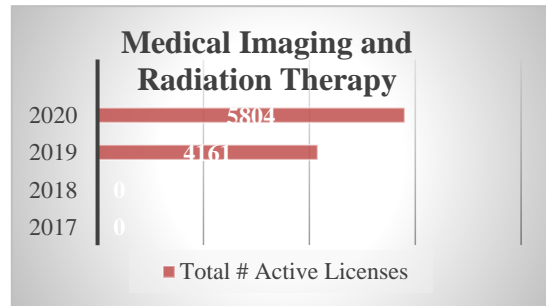
Brandy C. Cusson, Radiographer, Chair
 Jocelyn Chertoff, Radiologist
 Raymond R. Hebert, Public Member
 Tammy A. Newell, Radiation Therapist
 Richard T. Serino, Nuclear Medicine Technologist
 Winslow E. Whitten, Sonographer

Term Expiration

July 13, 2019
 September 7, 2021
 November 8, 2020
 August 22, 2021
 September 7, 2021
 July 13, 2022

FY20 Licenses

- **FY2020 Active Licenses: 5,804**
 - FY2020 Issued: 651
 - FY2020 Renewed: 0
- FY2019 Active Licenses: 4,161
- FY2018 Active Licenses: N/A
- FY2017 Active Licenses: N/A



FY20 Complaints and Disciplinary Action

- **Complaints: 4**
 - Dismissed: 4
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY19 Actual	FY20 Actual
Revenues	\$219,760	\$37,950
Expenses	\$57,488	\$57,091
Administrative Expenses	\$41,815	\$7,512
Revenues - Expenses	\$120,457	(\$26,653)
Revenues/Expenses %	221%	59%

Medical Technicians

Members of the Board

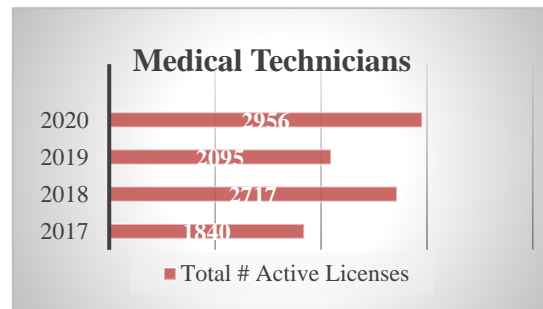
Keri A. Grande, BSN, RN-BC, NE-BC, Med. Tech Supr.
 Arthur W. Yan, MD
 William B. Clutterbuck, MD
 Sarah V. Wilder, Medical Technician
 Public Member

Term Expiration

December 3, 2023
 December 3, 2022
 December 3, 2019
 December 20, 2022
 Vacant

FY20 Licenses

- **FY2020 Active Licenses: 2,956**
 - FY2020 Issued: 601
 - FY2020 Renewed: 313
- FY2019 Active Licenses: 2,095
- FY2018 Active Licenses: 2,717
- FY2017 Active Licenses: 1,840



FY20 Complaints and Disciplinary Action

- **Complaints: 17**
 - Dismissed: 17
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$258,708	\$101,260	\$129,274	\$73,190
Expenses	\$31,098	\$44,919	\$56,581	\$64,338
Administrative Expenses	-	-	\$24,598	\$14,488
Revenues - Expenses	\$227,610	\$56,341	\$48,095	(\$5,636)
Revenues/Expenses %	832%	225%	159%	93%

Medicine

Members of the Board

Daniel P. Potenza, MD, Vice President
 Emily R. Baker, MD
 Jonathan Ballard, MD, Medical Director, DHHS
 Michael Barr, MD
 David C. Conway, MD
 Gilbert J. Fanciullo, MD
 Susan M. Finerty, PA, Physician Assistant Member
 Nina C. Gardner, Public Member
 Richard G. Kardell, DO, Osteopathic Member
 Donald L. LeBrun, Public Member
 Linda M. Tatarczuch, Public Member

Term Expiration

April 21, 2021
 April 21, 2019
 Ex-officio Member
 April 21, 2020
 December 3, 2021
 December 3, 2021
 April 21, 2023
 October 14, 2021
 May 12, 2025
 December 18, 2021
 February 7, 2022

Members of the Medical Review Subcommittee

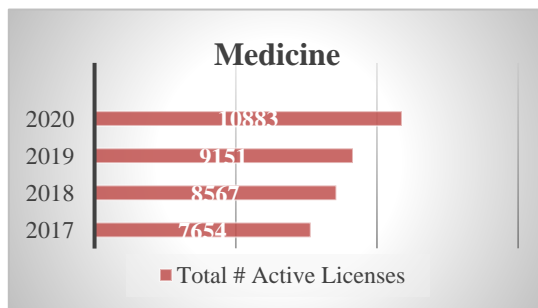
Marc Roy, MD
 Leonard M. Rudolf, MD
 Ralph D. Beasley, MD
 Joan C. Barthold, MD
 Sanders F. Burstein, MD
 Lisa A. Patterson, MD
 Corneliu N. Stanciu, MD
 Mark Goldshein, MD
 Robin G. Allister, MD
 Tanya A. Rule, PA
 Thomas V. Trevethick, Public Member
 Peter G. Beeson, Public Member

Term Expiration

December 9, 2021
 December 3, 2020
 April 6, 2022
 December 3, 2019
 December 3, 2019
 December 3, 2021
 August 1, 2020
 January 23, 2022
 January 1, 2020
 December 9, 2021
 June 27, 2020
 December 3, 2021

FY20 Licenses

- **FY2020 Active Licenses: 10,883**
 - **FY2020 Issued: 1,264**
 - **FY2020 Renewed: 4,099**
- FY2019 Active Licenses: 9,151
- FY2018 Active Licenses: 8,567
- FY2017 Active Licenses: 7,654



FY20 Complaints and Disciplinary Action

- **Complaints: 233**
 - Dismissed: 220
 - Settlement Agreements: 8
 - Decisions and Orders: 5
 - Pending: 0

FY20 Revenue and Expenses

	FY 17	FY 18	FY 19	FY 20
	Actual	Actual	Actual	Actual
Revenues	\$1,409,343	\$1,474,426	\$1,512,022	\$1,616,745
Expenses	\$667,033	\$789,064	\$868,228	\$866,594
Administrative Expenses	-	-	\$287,700	\$358,933
Revenues - Expenses	\$742,310	\$685,362	\$356,094	\$391,218
Revenues/Expenses %	211%	187%	131%	132%

Mental Health Practice

Members of the Board of Mental Health Practice

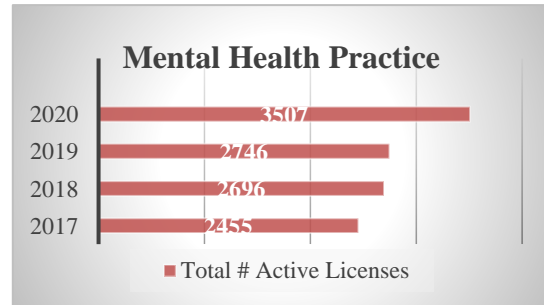
Diane L. Vaccarello, MS, Marriage & Family Therapist, Chair
 Gary E. Goodnough, PhD, Mental Health Counselor
 Dayl H. Hufford, DMin, Pastoral Psychotherapist
 Deborah Kennedy, Public Member
 Sheryl Reasoner, LCMHC, MLADC, Community Health Ctr. Member
 Samuel Rosario, LICSW, School Social Worker Member
 Janet Stevens, Public Member
 Public Member

Term Expiration

October 31, 2020
 October 31, 2021
 October 31, 2021
 February 17, 2020
 October 2, 2022
 October 31, 2022
 October 31, 2022
 Vacant

FY20 Licenses

- **FY2020 Active Licenses: 3,507**
 - **FY2020 Issued: 518**
 - **FY2020 Renewed: 858**
- FY2019 Active Licenses: 2,746
- FY2018 Active Licenses: 2,696
- FY2017 Active Licenses: 2,455



FY20 Complaints and Disciplinary Action

- **Complaints: 26**
 - Dismissed: 15
 - Settlement Agreements: 1
 - Decisions and Orders: 1
 - Pending: 9

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$277,968	\$283,348	\$391,745	\$331,145
Expenses	\$121,277	\$121,987	\$112,027	\$136,592
Administrative Expenses	-	-	\$74,539	\$65,551
Revenues - Expenses	\$156,691	\$161,360	\$205,179	\$129,002
Revenues/Expenses %	229%	232%	210%	164%

Midwifery

Midwifery Council Members

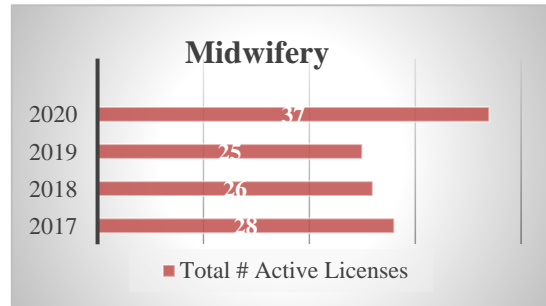
Sherry A. Stevens, Midwife, Chair
 Kathryn Hartwell, Midwife
 Evelyn Aissa, Public Member
 Mark D. Carney, MD, Pediatrician Member
 Heidi F. Rinehart, MD, OB
 Amy E. Darling, Midwife

Term Expiration

September 28, 2022
 September 28, 2019
 September 28, 2021
 August 9, 2019
 September 28, 2019
 November 10, 2021

FY20 Licenses

- **FY2020 Active Licenses: 37**
 - FY2020 Issued: 6
 - FY2020 Renewed: 12
- FY2019 Active Licenses: 25
- FY2018 Active Licenses: 26
- FY2017 Active Licenses: 28



FY20 Complaints and Disciplinary Action

- **Complaints: 4**
 - Dismissed: 3
 - Settlement Agreements: 1
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$1,570	\$1,230	\$1,559	\$1,810
Expenses	\$3,141	\$120	\$5,253	\$9,226
Administrative Expenses	-	-	\$297	\$359
Revenues - Expenses	(\$1,571)	\$1,110	(\$3,991)	(\$7,775)
Revenues/Expenses %	50%	1,025%	28%	19%

Naturopathic Board of Examiners

Members of the Board

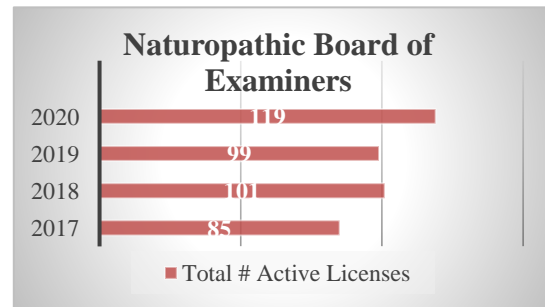
Glee Corsetti-Hooper, Public Member, Chair
 Bert Mathieson, ND
 Erik Nelson, ND
 David Olarsch, ND
 Candice Scholl, ND

Term Expiration

October 1, 2022
 June 1, 2024
 May 1, 2023
 April, 30, 2024
 January 31, 2025

FY20 Licenses

- **FY2020 Active Licenses: 119**
 - FY2020 Issued: 13
 - FY2020 Renewed: 28
- FY2019 Active Licenses: 99
- FY2018 Active Licenses: 101
- FY2017 Active Licenses: 85



FY20 Complaints and Disciplinary Action

- **Complaints: 1**
 - Dismissed: 1
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$15,075	\$13,923	\$15,391	\$16,875
Expenses	\$1,934	\$1,387	\$7,402	\$5,448
Administrative Expenses	-	-	\$2,929	\$3,578
Revenues - Expenses	\$13,141	\$12,536	\$5,061	\$7,849
Revenues/Expenses %	779%	1,004%	149%	187%

Nursing

Members of the Board

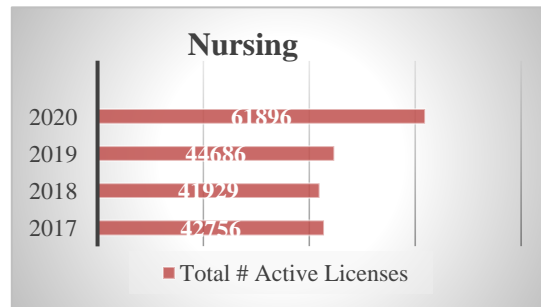
Tracey L. Collins, DNP, RN, CNRN, NEA, CPHQ, Chair
 Somer H. Andrews, RN, BSN
 Jeanne F. Donohoe, RN
 Beth A. Fersch, LPN
 Gene E. Harkless, DNSC, ARNP, CNRN, NEA, CPHQ
 Maureen Murtagh, LPN
 Samantha L. O'Neill, Public Member
 Wendy Stanley Jones, BSN, RN
 Melissa M. Tuttle, LNA
 LNA
 Public Member

Term Expiration

May 11, 2022
 May 10, 2021
 May 10, 2021
 May 10, 2021
 May 10, 2022
 November 16, 2021
 May 10, 2021
 May 10, 2022
 October 24, 2019
 Vacant
 Vacant

FY20 Licenses

- **FY2020 Active Licenses: 61,896**
 - **FY2020 Issued: 8,546**
 - **FY2020 Renewed: 17,923**
- **FY2019 Active Licenses: 44,686**
- **FY2018 Active Licenses: 41,929**
- **FY2017 Active Licenses: 42,756**



FY20 Complaints and Disciplinary Action

- **Complaints: 310**
 - Dismissed: 91
 - Settlement Agreements: 54
 - Decisions and Orders: 50
 - Pending: 115

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$1,730,924	\$1,729,269	\$1,876,196	\$1,840,200
Expenses	\$1,991,857	\$1,171,978	\$1,290,329	\$1,409,962
Administrative Expenses	-	-	\$337,824	\$377,025
Revenues - Expenses	(\$260,933)	\$557,291	\$248,043	\$53,213
Revenues/Expenses %	87%	148%	115%	103%

Nursing Home Administrators

Members of the Board of Nursing Home Administrators

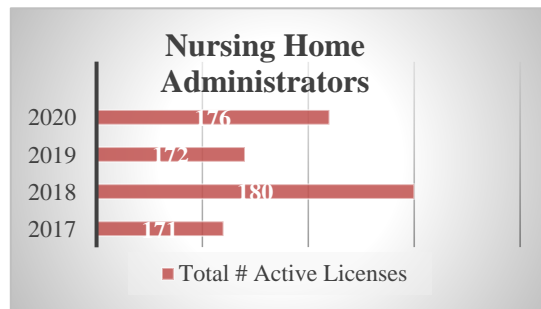
Daniel A. Estee, NHA, Chair
 Ted J. Purdy, NHA
 Luanne S. Rogers, NHA
 Arthur O’Leary, NHA
 Anthony Linardos, RPh
 Mark J. Bonica, PhD
 Judith M. Cote , PTA
 2022
 Anne L. Howe , RN
 Barry E. Conway, Public Member

Term Expiration

January 1, 2020
 April 11, 2021
 April 11, 2021
 February 6, 2022
 April 1, 2019
 January 2, 2022
 January 1,
 2022
 May 31, 2019
 November 1, 2019

FY20 Licenses

- **FY2020 Active Licenses: 176**
 - **FY2020 Issued: 7**
 - **FY2020 Renewed: 69**
- **FY2019 Active Licenses: 172**
- **FY2018 Active Licenses: 180**
- **FY2017 Active Licenses: 171**



FY20 Complaints and Disciplinary Action

- **Complaints: 2**
 - Dismissed: 2
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

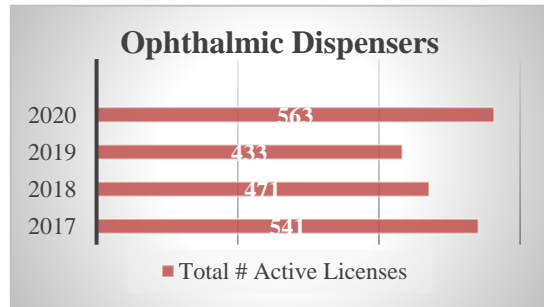
	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$24,572	\$28,650	\$26,874	\$26,850
Expenses	\$6,079	\$5,582	\$20,480	\$21,172
Administrative Expenses	-	-	\$5,113	\$5,315
Revenues - Expenses	\$18,493	\$23,068	\$1,280	\$363
Revenues/Expenses %	404%	513%	105%	101%

Ophthalmic Dispensers

The Executive Director of the Office of Professional Licensure and Certification is responsible for the Ophthalmic Dispensing Professional Registry.

FY20 Licenses

- **FY2020 Active Licenses: 563**
 - FY2020 Issued: 54
 - FY2020 Renewed: 90
- FY2019 Active Licenses: 433
- FY2018 Active Licenses: 471
- FY2017 Active Licenses: 541



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$31,255	\$25,215	\$28,388	\$19,695
Expenses	\$10,581	\$2,459	\$14,293	\$10,094
Administrative Expenses	-	-	\$5,402	\$3,899
Revenues - Expenses	\$20,674	\$22,756	\$8,694	\$5,702
Revenues/Expenses %	295%	1,025%	144%	141%

Optometry

Members of the Board

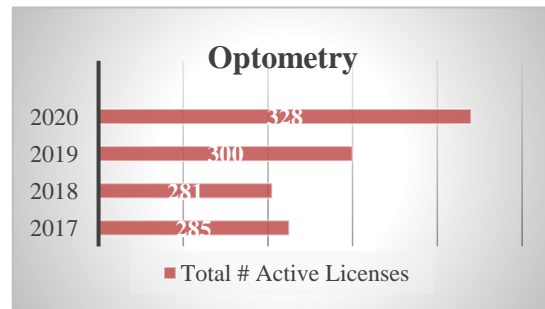
Guy R. Lessard, OD, President
 Andrea L. Murphy, OD
 Scott M. Krauchunas, OD
 Joel R. Tuite, OD
 Alan P. Goode, Public Member

Term Expiration

July 1, 2022
 July 1, 2023
 July 1, 2020
 July 1, 2024
 July 1, 2024

FY20 Licenses

- **FY2020 Active Licenses: 328**
 - FY2020 Issued: 16
 - FY2020 Renewed: 272
- FY2019 Active Licenses: 300
- FY2018 Active Licenses: 281
- FY2017 Active Licenses: 285



FY20 Complaints and Disciplinary Action

- **Complaints: 3**
 - Dismissed: 3
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$10,725	\$87,705	\$12,772	\$94,935
Expenses	\$32,668	\$10,949	\$20,722	\$20,581
Administrative Expenses	-	-	\$2,430	\$18,793
Revenues - Expenses	(\$21,943)	\$76,756	(\$10,380)	\$55,561
Revenues/Expenses %	33%	801%	55%	241%

Pharmacy

Members of the Board

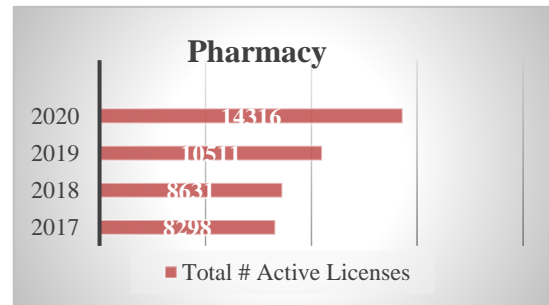
Helen C. Pervanas, PharmD, RPh, President
 John R. Genovese, RPh, Vice President
 David A. Rochefort, RPh, Secretary
 Candace C. W. Bouchard, Public Member
 Nicole J. Harrington, RPh,
 Lindsey Laliberte, RPh,
 Karl Peicker, RPh

Term Expiration

September 6, 2021
 September 6, 2023
 September 6, 2021
 October 14, 2021
 September 6, 2023
 September 6, 2022
 October 31, 2024

FY20 Licenses

- **FY2020 Active Licenses: 14,316**
 - FY2020 Issued: 2,416
 - FY2020 Renewed: 5,800
- FY2019 Active Licenses: 10,511
- FY2018 Active Licenses: 8,631
- FY2017 Active Licenses: 8,298



FY20 Complaints and Disciplinary Action

- **Complaints: 195**
 - Dismissed: 182
 - Settlement Agreements: 0
 - Decisions and Orders: 11
 - Pending: 2

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$2,102,145	\$2,095,418	\$2,178,661	\$1,911,900
Expenses	\$691,078	\$1,176,644	\$1,078,072	\$1,084,252
Administrative Expenses	-	-	\$414,545	\$440,707
Revenues - Expenses	\$1,411,067	\$918,774	\$686,044	\$386,941
Revenues/Expenses %	304%	178%	146%	125%

Podiatry

Members of the Board

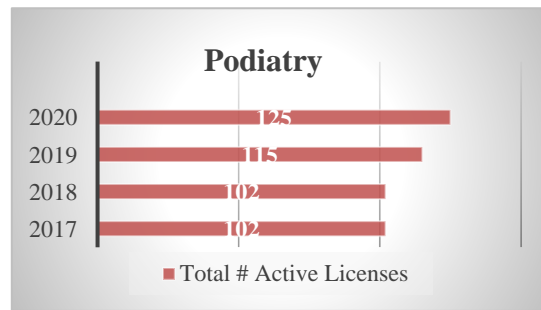
Jennifer S. Sartori, DPM, President
 Matthew L. Burrell, DPM
 Julie M. Shaheen, DPM
 Serena R. Shomody, DPM
 Public Member

Term Expiration

June 3, 2022
 August 25, 2022
 December 5, 2022
 April 27, 2024
 Vacant

FY20 Licenses

- **FY2020 Active Licenses: 125**
 - FY2020 Issued: 5
 - FY2020 Renewed: 89
- FY2019 Active Licenses: 115
- FY2018 Active Licenses: 102
- FY2017 Active Licenses: 102



FY20 Complaints and Disciplinary Action

- **Complaints: 2**
 - Dismissed: 1
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 1

FY20 Revenue and Expenses

	Actual	Actual	Actual	Actual
Revenues	\$8,405	\$28,860	\$6,801	\$28,795
Expenses	\$8,796	\$13,015	\$25,844	\$18,985
Administrative Expenses	-	-	\$1,294	\$6,142
Revenues - Expenses	(\$391)	\$15,845	(\$20,337)	\$3,668
Revenues/Expenses %	96%	222%	25%	115%

Psychologists

Members of the Board

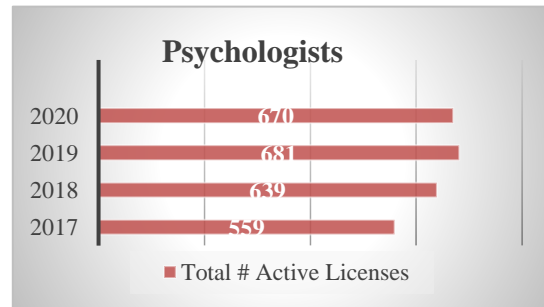
Lauren Greenwald, Esq, Public Member, Chair
 James Beauregard, PhD
 James Halla, PsyD,
 Tonya F. Warren, PsyD
 Robert P. Walrath, PsyD
 Deborah Warner, PhD

Term Expiration

July 1, 2023
 July 1, 2022
 July 1, 2022
 July 1, 2021
 July 1, 2021
 July 1, 2020

FY20 Licenses

- **FY2020 Active Licenses: 670**
 - FY2020 Issued: 56
 - FY2020 Renewed: 217
- FY2019 Active Licenses: 681
- FY2018 Active Licenses: 639
- FY2017 Active Licenses: 559



FY20 Complaints and Disciplinary Action

- **Complaints: 13**
 - Dismissed: 6
 - Settlement Agreements: 2
 - Decisions and Orders: 1
 - Pending: 4

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$138,067	\$77,338	\$117,854	\$69,663
Expenses	\$30,011	\$23,677	\$51,792	\$33,113
Administrative Expenses	-	-	\$22,425	\$13,790
Revenues - Expenses	\$108,056	\$53,660	\$43,637	\$22,760
Revenues/Expenses %	460%	327%	159%	149%

Reflexologists, Structural Integrators, and Asian Bodywork Therapists

(Advisory Board)

Members of the Board

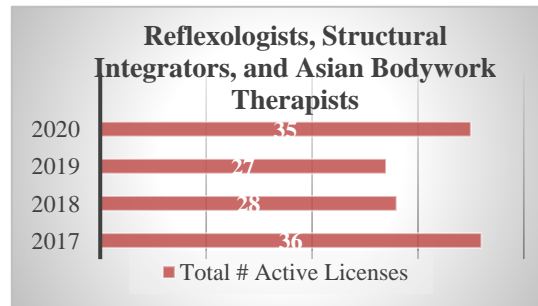
Aine deDanaan
Elizabeth Malone
Kelly Diamond

Term Expiration

December 18, 2021
January 9, 2022
January 17, 2022

FY20 Licenses

- **FY2020 Active Licenses: 35**
 - FY2020 Issued: 4
 - FY2020 Renewed: 16
- FY2019 Active Licenses: 27
- FY2018 Active Licenses: 28
- FY2017 Active Licenses: 36



FY20 Complaints and Disciplinary Action

- **Complaints: 0**
 - Dismissed: 0
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 0

FY20 Revenue and Expenses

	FY 17 Actual	FY 18 Actual	FY 19 Actual	FY 20 Actual
Revenues	\$1,760	\$1,210	\$989	\$550
Expenses	\$621	\$118	\$1,267	\$1,235
Administrative Expenses	-	-	\$188	\$109
Revenues - Expenses	\$1,139	\$1,092	(\$466)	(\$794)
Revenues/Expenses %	283%	1,025%	68%	41%

Veterinary Medicine

Members of the Board

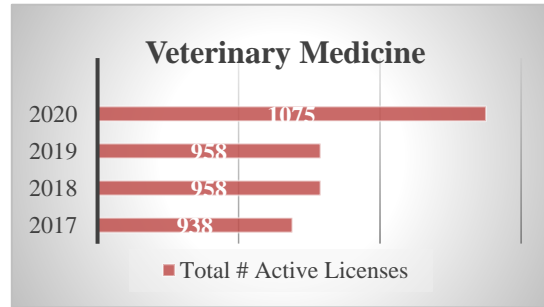
Suzan Watkins, DVM, President
 Stephen K. Crawford, DVM, State Veterinarian
 Winifred G. Krogman, DVM
 Judith D. Leclerc, DVM
 Jill R. Patronagio, DVM
 Kirk T. Smith, DVM
 Elaine Forst, Public Member

Term Expiration

March 5, 2021
 Ex-officio Member
 March 5, 2024
 March 5, 2022
 March 5, 2025
 March 5, 2023
 October 14, 2016

FY20 Licenses

- **FY2020 Active Licenses: 1075**
 - **FY2020 Issued: 75**
 - **FY2020 Renewed: 479**
- **FY2019 Active Licenses: 958**
- **FY2018 Active Licenses: 958**
- **FY2017 Active Licenses: 938**



FY20 Complaints and Disciplinary Action

- **Complaints: 67**
 - Dismissed: 15
 - Settlement Agreements: 0
 - Decisions and Orders: 0
 - Pending: 52

FY20 Revenue and Expenses

	FY 20 Actual*
Revenues	\$162,805
Expenses	\$93,183
Administrative Expenses	\$35,888
Revenues - Expenses	\$33,734
Revenues/Expenses %	126%

*Note, the Board of Veterinary Medicine transferred from the Department of Agriculture to the OPLC in November of 2019 with the passing of House Bill 2.