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
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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 FY2022 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.
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
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.
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***        $   1,422

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.

<table>
<thead>
<tr>
<th>TOTAL OPLC RECEIPTS AND EXPENDITURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2018</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
</tr>
<tr>
<td><strong>Budgeted OPLC Expenditures</strong></td>
</tr>
<tr>
<td><strong>Actual OPLC Expenditures</strong></td>
</tr>
</tbody>
</table>
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.
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

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

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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$7,025</td>
<td>$10,475</td>
<td>$7,835</td>
<td>$8,150</td>
</tr>
<tr>
<td>Expenses</td>
<td>$2,696</td>
<td>$7,184</td>
<td>$26,118</td>
<td>$21,910</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$1,491</td>
<td>$1,984</td>
</tr>
</tbody>
</table>

| 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

<table>
<thead>
<tr>
<th></th>
<th>FY 17</th>
<th>FY 18</th>
<th>FY 19</th>
<th>FY 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>$782,978</td>
<td>$889,336</td>
<td>$903,071</td>
<td>$762,243</td>
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<tr>
<td>Revenues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td>$752,313</td>
<td>$638,167</td>
<td>$640,205</td>
<td>$590,046</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$171,832</td>
<td>$185,598</td>
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<tr>
<td>Revenues - Expenses</td>
<td>$30,665</td>
<td>$251,169</td>
<td>$91,035</td>
<td>($13,401)</td>
</tr>
</tbody>
</table>

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
  o FY2020 Issued: 821
  o 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
  o Dismissed: 3
  o Settlement Agreements: 0
  o Decisions and Orders: 0
  o Pending: 0

FY20 Revenue and Expenses

<table>
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<tr>
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<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$716,236</td>
<td>$710,418</td>
<td>$685,588</td>
<td>$709,780</td>
</tr>
<tr>
<td>Expenses</td>
<td>$265,738</td>
<td>$167,116</td>
<td>$182,755</td>
<td>$76,425</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$130,450</td>
<td>$172,823</td>
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<tr>
<td>Revenues - Expenses</td>
<td>$450,498</td>
<td>$543,302</td>
<td>$372,383</td>
<td>$460,532</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>270%</td>
<td>425%</td>
<td>219%</td>
<td>285%</td>
</tr>
</tbody>
</table>
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

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

Members of the Board

<table>
<thead>
<tr>
<th>Name</th>
<th>Term Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steven S. Roberge, Public Forester, Chair</td>
<td>August 22, 2024</td>
</tr>
<tr>
<td>Patrick Hackley, Director of the Division of Forests &amp; Lands</td>
<td>Ex-officio Member</td>
</tr>
<tr>
<td>Colleen M. O’Neill, Forest Landowner</td>
<td>August 22, 2023</td>
</tr>
<tr>
<td>Jacob P. Bronnenberg, Private Forester</td>
<td>August 22, 2020</td>
</tr>
<tr>
<td>Ann W. Davis, Forest Landowner</td>
<td>August 22, 2019</td>
</tr>
<tr>
<td>Richard R. Roy, Industrial Forester</td>
<td>August 22, 2023</td>
</tr>
<tr>
<td>Public Member</td>
<td>VACANT</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$48,498</td>
<td>$68,653</td>
<td>$43,964</td>
<td>$64,100</td>
</tr>
<tr>
<td>Expenses</td>
<td>$30,271</td>
<td>$24,226</td>
<td>$23,653</td>
<td>$22,419</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$8,365</td>
<td>$15,608</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$18,227</td>
<td>$44,427</td>
<td>$11,946</td>
<td>$26,073</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>160%</td>
<td>283%</td>
<td>137%</td>
<td>169%</td>
</tr>
</tbody>
</table>
Guardians ad Litem

**Members of the Board**

David Villotti, Child Protection Agency  
Term Expiration: June 2017

Todd Prevett, Esq., Guardian ad Litem  
Term Expiration: June 2021

Susan Duncan, Public Member  
Term Expiration: October 2020

Edward Gordon, Public Member  
Term Expiration: October 2022

Sarah Blodgett, Executive Director NH Judicial Council  
Term Expiration: Ex-officio Member

Betsy Paine, CASA of New Hampshire  
Term Expiration: Ex-officio Member

Master Henrietta Luneau, Appointed by Chief Justice NH Supreme Court  
Term Expiration: Ex-officio Member

Senator Martha Hennessey, Appointed by the President NH State Senate  
Term Expiration: Ex-officio Member

Representative David Welch, Appointed by the Speaker of the NH House  
Term Expiration: 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**

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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$46,188</td>
<td>$48,633</td>
<td>$43,589</td>
<td>$47,705</td>
</tr>
<tr>
<td>Expenses</td>
<td>$12,783</td>
<td>$33,328</td>
<td>$32,114</td>
<td>$21,544</td>
</tr>
<tr>
<td>Admin exp</td>
<td>-</td>
<td>-</td>
<td>$8,294</td>
<td>$11,615</td>
</tr>
</tbody>
</table>

| 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
  o Dismissed: 3
  o Settlement Agreements: 0
  o Decisions and Orders: 0
  o Pending: 0

FY20 Revenue and Expenses

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$43,890</td>
<td>$44,855</td>
<td>$41,102</td>
<td>$44,185</td>
</tr>
<tr>
<td>Expenses</td>
<td>$17,304</td>
<td>$25,713</td>
<td>$17,488</td>
<td>$14,529</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$7,821</td>
<td>$10,759</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Revenues - Expenses</th>
<th>FY 17 $26,586</th>
<th>FY 18 $19,142</th>
<th>FY 19 $15,793</th>
<th>FY 20 $18,897</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues/Expenses %</td>
<td>254%</td>
<td>174%</td>
<td>162%</td>
<td>175%</td>
</tr>
</tbody>
</table>
Landscape Architects

Members of the Board
R. Gordon Leedy, Jr, Landscape Architect, Chair  Term Expiration
August 9, 2020
Roberta N. Woodburn, Landscape Architect, Vice Chair  August 23, 2017
Greg M. Grigsby, Landscape Architect, Secretary  August 23, 2019
Douglas H. Greiner, Landscape Architect  August 23, 2018
Ronald F. Poltak, Public Member  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

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

Members of the Board
Mark H. Tay, Esq, NH Manufactured Housing Assoc. Member, Chair
Term Expiration: April 24, 2022
Robert D. Hunt, Esq, NH Bar Association Member, Secretary
Term Expiration: July 16, 2022
Judy A. Williams, Public Member
Term Expiration: October 7, 2021
Anna Mae Twigg, Public Member
Term Expiration: October 7, 2021
Lois Parris, NH MOTA Member
Term Expiration: April 11, 2021
Kenneth Dame, Tenant of Manufactured Home Park Member
Term Expiration: December 6, 2020
Adam Gidley, NH Manufactured Housing Assoc. Member
Term Expiration: November 22, 2022
Thomas Laware, NH House of Representatives
NH House of Representatives

FY20 Licenses
• N/A—The Board of Manufactured Housing is only a complaint resolution Board.

FY20 Complaints and Disciplinary Action
• Complaints: 6
  o Dismissed: 2
  o Withdrawn: 3
  o Settlement Agreements: 0
  o Decisions and Orders: 0
  o Pending: 1

FY20 Revenue and Expenses

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$610</td>
<td>$190</td>
<td>$75</td>
<td>$100</td>
</tr>
<tr>
<td>Expenses</td>
<td>$1,759</td>
<td>$805</td>
<td>$4,567</td>
<td>$20,245</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$14</td>
<td>$25</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>($1,149)</td>
<td>($615)</td>
<td>($4,506)</td>
<td>($20,170)</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>35%</td>
<td>24%</td>
<td>2%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
Manufactured Housing Installation Standards

Members of the Board
Gary Francoeur, Owner/Operator Park <100
  nominated by NHMHA, Chair
  Term Expiration
  October 3, 2021
John Flanders, Installer nominated by NHMHA
  Term Expiration
  October 3, 2021
Fred Emanuel, PE, Structural Eng. / Architect nom. by Board of PE
  Term Expiration
  October 3, 2019
James Baird, Dealer/Retailer nominated by NHMHA
  Term Expiration
  October 3, 2020
Linda Rogers, Owner/Operator Park <100 nominated by NHMHA
  Term Expiration
  October 3, 2022
Eric Kaufman, Owner/Operator Park >100 nominated by NHMHA
  Term Expiration
  October 3, 2020
Robert Cook, Member Cooperative Mfg Housing Park
  Nominated by MHTANH
  Term Expiration
  March 6, 2016
Robert Wentworth, Jr., Municipal Building Code Official
  Nominated by NHBOA
  Term Expiration
  October 3, 2020
John T. Powers, Jr., Fire Chief nominated by NHAFC
  Term Expiration
  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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$22,240</td>
<td>$24,915</td>
<td>$24,820</td>
<td>$20,670</td>
</tr>
<tr>
<td>Expenses</td>
<td>$4,620</td>
<td>$30,284</td>
<td>$29,775</td>
<td>$20,805</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$4,723</td>
<td>$5,033</td>
</tr>
</tbody>
</table>

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

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

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

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

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

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Actual</th>
<th>Actual</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>N/A</td>
<td>$24,856</td>
<td>$10,604</td>
<td>$10,760</td>
</tr>
<tr>
<td>Expenses</td>
<td>N/A</td>
<td>$20,236</td>
<td>$17,333</td>
<td>$20,289</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$2,018</td>
<td>$2,620</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>N/A</td>
<td>$4,620</td>
<td>($8,747)</td>
<td>($12,149)</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>N/A</td>
<td>123%</td>
<td>55%</td>
<td>47%</td>
</tr>
</tbody>
</table>
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.
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

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenues</th>
<th>Expenses</th>
<th>Administrative Expenses</th>
<th>Revenues - Expenses</th>
<th>Revenues/Expenses %</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 17 Actual</td>
<td>$11,096</td>
<td>$5,080</td>
<td>-</td>
<td>$6,016</td>
<td>218%</td>
</tr>
<tr>
<td>FY 18 Actual</td>
<td>$6,060</td>
<td>$18,770</td>
<td>-</td>
<td>($12,710)</td>
<td>32%</td>
</tr>
<tr>
<td>FY 19 Actual</td>
<td>$11,153</td>
<td>$3,778</td>
<td>$2,122</td>
<td>$5,254</td>
<td>189%</td>
</tr>
<tr>
<td>FY 20 Actual</td>
<td>$9,350</td>
<td>$2,837</td>
<td>$1,851</td>
<td>$4,662</td>
<td>199%</td>
</tr>
</tbody>
</table>
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
January 28, 2020
January 28, 2019
Vacant

FY20 Licenses
• FY2020 Active Licenses: 1362
  o FY2020 Issued: 379
  o FY2020 Renewed: 298
• FY2019 Active Licenses: 742
• FY2018 Active Licenses: 624
• FY2017 Active Licenses: 415

FY20 Complaints and Disciplinary Action
• Complaints: 4
  o Dismissed: 1
  o Settlement Agreements: 2
  o Decisions and Orders: 0
  o Pending: 1

FY20 Revenue and Expenses

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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$425,148</td>
<td>$485,592</td>
<td>$485,109</td>
<td>$564,299</td>
</tr>
<tr>
<td>Expenses</td>
<td>$214,176</td>
<td>$279,205</td>
<td>$250,939</td>
<td>$165,231</td>
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<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$92,304</td>
<td>$111,704</td>
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<tr>
<td>Revenues - Expenses</td>
<td>$210,972</td>
<td>$206,386</td>
<td>$141,866</td>
<td>$287,363</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>199%</td>
<td>174%</td>
<td>141%</td>
<td>204%</td>
</tr>
</tbody>
</table>
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
  o FY2020 Issued: 63
  o FY2020 Renewed: 551
- FY2019 Active Licenses: Unavail.
- FY2018 Active Licenses: 596
- FY2017 Active Licenses: 573

FY20 Complaints and Disciplinary Action
- Complaints: 4
  o Dismissed: 2
  o Settlement Agreements: 0
  o Decisions and Orders: 0
  o 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
  o FY2020 Issued: 146
  o 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
    o FY2020 Issued: 2,804
    o 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
    o Dismissed: 2
    o Settlement Agreements: 1
    o Decisions and Orders: 0
    o Pending: 2

FY20 Revenue and Expenses

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$640,954</td>
<td>$616,284</td>
<td>$694,500</td>
<td>$700,822</td>
</tr>
<tr>
<td>Expenses</td>
<td>$484,986</td>
<td>$425,044</td>
<td>$444,625</td>
<td>$420,811</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$132,146</td>
<td>$138,729</td>
</tr>
</tbody>
</table>

| 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

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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$119,125</td>
<td>$32,085</td>
<td>$122,338</td>
<td>$16,700</td>
</tr>
<tr>
<td>Expenses</td>
<td>$20,453</td>
<td>$28,876</td>
<td>$42,131</td>
<td>$25,451</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$23,278</td>
<td>$3,306</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$98,672</td>
<td>$3,209</td>
<td>$56,928</td>
<td>($12,057)</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>582%</td>
<td>111%</td>
<td>187%</td>
<td>58%</td>
</tr>
</tbody>
</table>
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
<table>
<thead>
<tr>
<th>FY20 Revenue and Expenses</th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>337,892</td>
<td>$520,454</td>
<td>350,688</td>
<td>$505,560</td>
</tr>
<tr>
<td>Expenses</td>
<td>$271,428</td>
<td>$250,262</td>
<td>$270,857</td>
<td>$253,371</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$66,727</td>
<td>$106,332</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$66,464</td>
<td>$270,192</td>
<td>$13,103</td>
<td>$145,857</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>124%</td>
<td>208%</td>
<td>104%</td>
<td>141%</td>
</tr>
</tbody>
</table>
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
<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$54,710</td>
<td>$15,100</td>
<td>$49,216</td>
<td>$25,375</td>
</tr>
<tr>
<td>Expenses</td>
<td>$10,619</td>
<td>$2,319</td>
<td>$9,919</td>
<td>$6,135</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$9,365</td>
<td>$5,023</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$44,091</td>
<td>$12,781</td>
<td>$29,932</td>
<td>$14,217</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>515%</td>
<td>651%</td>
<td>255%</td>
<td>227%</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>FY17 Actual</th>
<th>FY18 Actual</th>
<th>FY19 Actual</th>
<th>FY20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$4,070</td>
<td>$2,420</td>
<td>$3,738</td>
<td>$2,200</td>
</tr>
<tr>
<td>Expenses</td>
<td>$1,507</td>
<td>$236</td>
<td>$12,461</td>
<td>$9,773</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$711</td>
<td>$436</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$2,563</td>
<td>$2,184</td>
<td>($9,434)</td>
<td>($8,009)</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>270%</td>
<td>1025%</td>
<td>28%</td>
<td>22%</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$66,573</td>
<td>$25,163</td>
<td>$54,863</td>
<td>$21,161</td>
</tr>
<tr>
<td>Expenses</td>
<td>$18,015</td>
<td>$5,964</td>
<td>$17,786</td>
<td>$17,907</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$10,439</td>
<td>$4,189</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$48,558</td>
<td>$19,198</td>
<td>$26,638</td>
<td>($935)</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>370%</td>
<td>422%</td>
<td>194%</td>
<td>96%</td>
</tr>
</tbody>
</table>
Hearing Care Providers

Members of the Board
Jessica L. Williams, Hearing Aid Dealer  Term Expiration
Rachel M. Parkington, Public Member  April 23, 2022
Laura O’Brien Robertson, Audiologist  April 23, 2021
Jason Vanier, Hearing Aid Dealer  April 23, 2020

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

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

Total # Active Licenses

- 2020: 206
- 2019: 172
- 2018: 169
- 2017: 76
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

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

<table>
<thead>
<tr>
<th></th>
<th>FY19 Actual</th>
<th>FY20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$219,760</td>
<td>$37,950</td>
</tr>
<tr>
<td>Expenses</td>
<td>$57,488</td>
<td>$57,091</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>$41,815</td>
<td>$7,512</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$120,457</td>
<td>(26,653)</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>221%</td>
<td>59%</td>
</tr>
</tbody>
</table>
Medical Technicians

Members of the Board
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

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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1,409,34</td>
<td>$1,474,42</td>
<td>$1,512,02</td>
<td>$1,616,74</td>
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<tr>
<td></td>
<td>3</td>
<td>6</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$667,033</td>
<td>$789,064</td>
<td>$868,228</td>
<td>$866,594</td>
</tr>
<tr>
<td><strong>Administrative Expenses</strong></td>
<td>-</td>
<td>-</td>
<td>$287,700</td>
<td>$358,933</td>
</tr>
<tr>
<td><strong>Revenues - Expenses</strong></td>
<td>$742,310</td>
<td>$685,362</td>
<td>$356,094</td>
<td>$391,218</td>
</tr>
<tr>
<td><strong>Revenues/Expenses %</strong></td>
<td>211%</td>
<td>187%</td>
<td>131%</td>
<td>132%</td>
</tr>
</tbody>
</table>
Mental Health Practice

**Members of the Board of Mental Health Practice**
Diane L. Vaccarello, MS, Marriage & Family Therapist, Chair  
October 31, 2020
Gary E. Goodnough, PhD, Mental Health Counselor  
October 31, 2021
Dayl H. Hufford, DMin, Pastoral Psychotherapist  
October 31, 2021
Deborah Kennedy, Public Member  
February 17, 2020
Sheryl Reasoner, LCMHC, MLADC, Community Health Ctr. Member  
October 2, 2022
Samuel Rosario, LICSW, School Social Worker Member  
October 31, 2022
Janet Stevens, Public Member  
October 31, 2022
Public Member  
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**

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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$1,570</td>
<td>$1,230</td>
<td>$1,559</td>
<td>$1,810</td>
</tr>
<tr>
<td>Expenses</td>
<td>$3,141</td>
<td>$120</td>
<td>$5,253</td>
<td>$9,226</td>
</tr>
<tr>
<td>Admin Ex</td>
<td>-</td>
<td>-</td>
<td>$297</td>
<td>$359</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>($1,571)</td>
<td>$1,110</td>
<td>($3,991)</td>
<td>($7,775)</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>50%</td>
<td>1,025%</td>
<td>28%</td>
<td>19%</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$15,075</td>
<td>$13,923</td>
<td>$15,391</td>
</tr>
<tr>
<td>Expenses</td>
<td>$1,934</td>
<td>$1,387</td>
<td>$7,402</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$2,929</td>
</tr>
</tbody>
</table>

| 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
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

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

Members of the Board of Nursing Home Administrators

<table>
<thead>
<tr>
<th>Name</th>
<th>Term Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daniel A. Estee, NHA, Chair</td>
<td>January 1, 2020</td>
</tr>
<tr>
<td>Ted J. Purdy, NHA</td>
<td>April 11, 2021</td>
</tr>
<tr>
<td>Luanne S. Rogers, NHA</td>
<td>April 11, 2021</td>
</tr>
<tr>
<td>Arthur O’Leary, NHA</td>
<td>February 6, 2022</td>
</tr>
<tr>
<td>Anthony Linardos, RPh</td>
<td>April 1, 2019</td>
</tr>
<tr>
<td>Mark J. Bonica, PhD</td>
<td>January 2, 2022</td>
</tr>
<tr>
<td>Judith M. Cote, PTA</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Anne L. Howe, RN</td>
<td>May 31, 2019</td>
</tr>
<tr>
<td>Barry E. Conway, Public Member</td>
<td>November 1, 2019</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Revenues</th>
<th>Expenses</th>
<th>Administrative Expenses</th>
<th>Revenues - Expenses</th>
<th>Revenues/Expenses %</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 17</td>
<td>$24,572</td>
<td>$6,079</td>
<td>-</td>
<td>$18,493</td>
<td>404%</td>
</tr>
<tr>
<td>FY 18</td>
<td>$28,650</td>
<td>$5,582</td>
<td>-</td>
<td>$23,068</td>
<td>513%</td>
</tr>
<tr>
<td>FY 19</td>
<td>$26,874</td>
<td>$20,480</td>
<td>$5,113</td>
<td>$1,280</td>
<td>105%</td>
</tr>
<tr>
<td>FY 20</td>
<td>$26,850</td>
<td>$21,172</td>
<td>$5,315</td>
<td>$363</td>
<td>101%</td>
</tr>
</tbody>
</table>
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**

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

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

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

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

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

<table>
<thead>
<tr>
<th></th>
<th>FY 17 Actual</th>
<th>FY 18 Actual</th>
<th>FY 19 Actual</th>
<th>FY 20 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$1,760</td>
<td>$1,210</td>
<td>$989</td>
<td>$550</td>
</tr>
<tr>
<td>Expenses</td>
<td>$621</td>
<td>$118</td>
<td>$1,267</td>
<td>$1,235</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>-</td>
<td>-</td>
<td>$188</td>
<td>$109</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$1,139</td>
<td>$1,092</td>
<td>($466)</td>
<td>($794)</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>283%</td>
<td>1,025%</td>
<td>68%</td>
<td>41%</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>FY 20 Actual*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$162,805</td>
</tr>
<tr>
<td>Expenses</td>
<td>$93,183</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>$35,888</td>
</tr>
<tr>
<td>Revenues - Expenses</td>
<td>$33,734</td>
</tr>
<tr>
<td>Revenues/Expenses %</td>
<td>126%</td>
</tr>
</tbody>
</table>

*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.