

## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions

The Department of Consumer Affairs (DCA) is responsible for promoting and protecting the interests of millions of California consumers by serving as a guardian and advocate for their health, safety, and economic well-being and by promoting legal and ethical standards of professional conduct. The Department helps to promote good business practices and to ensure that California's consumers receive quality services by establishing minimal competency standards for more than 240 classifications involving approximately 2.5 million professionals. The Department is also an important advocate on consumer and business issues. In general, the DCA's Boards and Bureaus provide exams and licensing, enforcement, complaint resolution, and education for consumers.

In addition, centralized services are provided by the DCA for efficiency. Specifically, DCA staff investigate complaints against licensees; develop valid examinations for applicants for licensure; monitor and advocate for legislation; provide consumer education and outreach; provide legal and audit services; and provide general administrative support involving personnel, budgeting, accounting, purchasing, and space management.

There are currently seven bureaus and one certification program under the direct oversight of the DCA.

Additional information on the Department, and the various boards and bureaus, is available at [www.dca.ca.gov](http://www.dca.ca.gov).

### 3-YR EXPENDITURES AND PERSONNEL YEARS

	Personnel Years			Expenditures		
	2009-10	2010-11	2011-12	2009-10*	2010-11*	2011-12*
23 Arbitration Certification Program	9.4	7.6	7.6	\$953	\$1,098	\$1,107
24 Hearing Aid Dispensers Bureau	3.2	-	-	792	-	-
25 Bureau of Security and Investigative Services	54.2	50.2	50.7	9,665	11,336	11,865
27 Bureau for Private Postsecondary Education	-	55.8	55.8	18	10,160	9,368
28 Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation	14.5	41.9	41.9	1,939	7,108	7,781
31 Bureau of Automotive Repair	632.0	596.2	600.2	153,724	182,192	195,798
34 Bureau of Home Furnishings and Thermal Insulation	29.6	-	-	3,790	-	-
35.02 Distributed Consumer Affairs Administration	-	-	-	-58,411	-67,364	-71,088
35.10 Consumer Affairs Administration	629.3	605.5	609.4	58,779	68,175	71,919
37 Telephone Medical Advice Services Bureau	0.7	0.9	0.9	62	145	148
38 Cemetery and Funeral Bureau	24.0	21.2	18.5	3,147	4,006	4,149
39 Bureau of Naturopathic Medicine	1.0	-	-	114	-	-
89 Professional Fiduciaries Bureau	0.9	1.6	1.6	237	282	308
<b>TOTALS, POSITIONS AND EXPENDITURES (All Programs)</b>	<b>1,398.8</b>	<b>1,380.9</b>	<b>1,386.6</b>	<b>\$174,809</b>	<b>\$217,138</b>	<b>\$231,355</b>
<b>FUNDING</b>				<b>2009-10*</b>	<b>2010-11*</b>	<b>2011-12*</b>
0166 Certification Account, Consumer Affairs Fund				\$953	\$1,098	\$1,107
0208 Hearing Aid Dispensers Account of the Speech-Language Pathology and Audiology Fund				789	-	-
0239 Private Security Services Fund				8,394	9,930	10,691
0305 Private Postsecondary Education Administration Fund				18	8,160	7,368
0325 Electronic and Appliance Repair Fund				1,918	2,481	3,027
0421 Vehicle Inspection and Repair Fund				97,393	105,519	110,764
0459 Telephone Medical Advice Services Fund				62	145	148
0582 High Polluter Repair or Removal Account				55,456	59,839	43,480
0717 Cemetery Fund, Professions and Vocations Fund				1,817	2,247	2,323
0750 State Funeral Directors and Embalmers Fund, Professions and Vocations Fund				1,322	1,628	1,695
0752 Bureau of Home Furnishings and Thermal Insulation Fund				3,760	4,609	4,736
0769 Private Investigator Fund				769	890	658
0960 Student Tuition Recovery Fund				-	2,000	2,000
0995 Reimbursements				1,808	1,594	1,614
3069 Naturopathic Doctor's Fund				113	-	-
3108 Professional Fiduciary Fund				237	282	308
3122 Enhanced Fleet Modernization Subaccount, High Polluter Removal and Repair Account				-	16,716	41,436

\* Dollars in thousands, except in Salary Range.

## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

FUNDING	2009-10*	2010-11*	2011-12*
<b>TOTALS, EXPENDITURES, ALL FUNDS</b>	<b>\$174,809</b>	<b>\$217,138</b>	<b>\$231,355</b>

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### LEGAL CITATIONS AND AUTHORITY

#### DEPARTMENT AUTHORITY

Business and Professions Code, Division 1, Chapter 1.

#### PROGRAM AUTHORITY

23-Arbitration Certification Program:

Business and Professions Code, Division 1, Chapter 9.

24-Hearing Aid Dispensers Bureau:

Business and Professions Code, Division 2, Chapter 7.5.

25-Bureau of Security and Investigative Services:

Business and Professions Code, Division 3, Chapters 8.5, 11, 11.3, 11.4, 11.5, and 11.6.

27-Bureau for Private Postsecondary Education:

Education Code, Division 10, Chapters 8 and 8.5.

28-Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation:

Business and Professions Code, Division 3, Chapter 20, and Division 8, Chapter 3.

31-Bureau of Automotive Repair:

Business and Professions Code, Division 3, Chapter 20.3; and Health and Safety Code, Division 26, Part 5, Chapter 5.

35.10.010-Administrative and Information Services Division:

Business and Professions Code Section 201.

35.10.015-Office of Public Affairs:

Business and Professions Code Section 310.

35.10.020-Consumer and Community Relations Division:

Business and Professions Code Sections 325-326.

35.10.025-Division of Investigation:

Business and Professions Code Sections 159.5-160.

35.10.035-Consumer and Client Services Division:

Business and Professions Code Sections 201, 310, and 325-326.

37-Telephone Medical Advice Services Bureau:

Business and Professions Code, Division 2, Chapter 15.

38-Cemetery and Funeral Bureau:

Business and Professions Code, Division 3, Chapters 12 and 19.

39-Bureau of Naturopathic Medicine:

Business and Professions Code, Division 2, Chapter 8.2.

89-Professional Fiduciaries Bureau:

Business and Professions Code, Division 3, Chapter 6.

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## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

### DETAILED BUDGET ADJUSTMENTS

	2010-11*			2011-12*		
	General Fund	Other Funds	Personnel Years	General Fund	Other Funds	Personnel Years
<b>Workload Budget Adjustments</b>						
<b>Workload Budget Change Proposals</b>						
• Legislative BCP for AB 787 CAP Funding Realignment and Augmentation	\$-	\$-	-	\$-	\$14,464	4.1
• BreEZe Funding Reappropriation	-	-147	-	-	252	-
• Various Programs - Baseline Funding Reduction	-	-	-	-	-500	-
<b>Totals, Workload Budget Change Proposals</b>	<b>\$-</b>	<b>-\$147</b>	<b>-</b>	<b>\$-</b>	<b>\$14,216</b>	<b>4.1</b>
<b>Other Workload Budget Adjustments</b>						
• Employee Compensation Adjustments	\$-	-\$6,903	-	\$-	-\$424	-
• Retirement Rate Adjustment	-	1,708	-	-	1,708	-
• One Time Cost Reductions	-	-	-	-	-203	-
• Full Year Cost of New/Expanded Programs	-	-	-	-	2,215	-
• Carryover/Reappropriation	-	397	-	-	-165	-
• Miscellaneous Adjustments	-	-3,800	-	-	-11,358	-
• Workforce Cap Adjustment	-	-3,804	-	-	-4,318	-
<b>Totals, Other Workload Budget Adjustments</b>	<b>\$-</b>	<b>-\$12,402</b>	<b>-</b>	<b>\$-</b>	<b>-\$12,545</b>	<b>-</b>
<b>Totals, Workload Budget Adjustments</b>	<b>\$-</b>	<b>-\$12,549</b>	<b>-</b>	<b>\$-</b>	<b>\$1,671</b>	<b>4.1</b>
<b>Totals, Budget Adjustments</b>	<b>\$-</b>	<b>-\$12,549</b>	<b>-</b>	<b>\$-</b>	<b>\$1,671</b>	<b>4.1</b>

### PROGRAM DESCRIPTIONS

#### 23 - ARBITRATION CERTIFICATION PROGRAM

The Arbitration Certification Program certifies and monitors arbitration programs offered by new car manufacturers to ensure that they substantially comply with state and federal regulations.

#### 24 - HEARING AID DISPENSERS BUREAU

The Hearing Aid Dispensers Bureau licenses and regulates hearing aid dispensers. The Bureau also protects hearing-impaired consumers by informing them of their legal rights and obligations when purchasing or returning hearing aids, and protects consumers by maintaining advertising standards.

Effective January 1, 2010, the Bureau was abolished and the duties of the Bureau were transferred to the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board pursuant to Chapter 309, Statutes of 2009 (AB 1535).

#### 25 - BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

The Bureau of Security and Investigative Services ensures that only those who meet the prescribed qualifications to offer services as private investigators, repossessioners, uniformed security guards, private patrol operators, proprietary private security officers, alarm company operators, alarm agents, locksmiths, and firearm and baton training facilities be licensed; and enforces the regulations established by legislation for such licenses.

#### 27 - BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

The former Bureau for Private Postsecondary and Vocational Education became inoperative on July 1, 2007. Chapter 67, Statutes of 2007 (AB 1525) provided the Department of Consumer Affairs (Department) limited, interim-operation authority until January 31, 2008. The passage of Chapter 635, Statutes of 2007 (SB 45) extended that period to July 1, 2008. For approximately two years, the Department operated under informal agreements with the private postsecondary institutions until Chapter 310, Statutes of 2009 (AB 48) created a new California Private Postsecondary Education Act that reinstated the Bureau for Private Postsecondary Education (Bureau) effective January 1, 2010.

The Bureau oversees and approves private postsecondary degree-granting institutions to ensure they meet specified minimum statutory standards concerning the quality of education, ethical and business practices, health and safety, and fiscal responsibility. The Bureau responds to student complaints and oversees a fund designed to help reimburse a student's tuition if a school closes unexpectedly.

#### 28 - BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, HOME FURNISHINGS, AND THERMAL INSULATION

Effective October 23, 2009, Chapter 18, Statutes of 2009, (AB X4 20) combined the Bureau of Electronic and Appliance

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## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

Repair and the Bureau of Home Furnishings and Thermal Insulation into a single bureau, the Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation (Bureau).

The Bureau registers and regulates all businesses engaged in major home appliance and electronic equipment repair by imposing specific obligations of ethical conduct, honesty, and full and fair disclosure, providing certain safeguards to consumers when they need repair services or enter into service contract transactions, and ridding the repair industry of unscrupulous repair dealers and service contractors. The Bureau also regulates the manufacture, distribution, and sale of upholstered furniture, bedding, and thermal insulation products sold in California to ensure they meet health, safety, and flammability standards.

### 31 - BUREAU OF AUTOMOTIVE REPAIR

The Bureau of Automotive Repair is responsible for regulating the automotive repair marketplace and administering the Smog Check Program. To carry out its mandate, the Bureau educates consumers, disciplines stations and technicians, seeks resolution to complaints, and licenses individuals and businesses. The Bureau also administers the nation's largest motor vehicle emissions reduction program. To help in its clean air efforts, the Bureau also administers the Consumer Assistance Program (CAP). Through CAP, consumers who own a vehicle that fails a biennial inspection and who meet certain eligibility requirements can receive financial assistance for emissions-related repairs. Further, consumers can receive a financial incentive to retire their unwanted vehicle at any time for any reason. The Bureau, in cooperation with the California Air Resources Board, also administers a voucher program that offers eligible consumers additional compensation toward the purchase of lower-emitting vehicles or transportation passes after they retire their vehicle through CAP.

### 35 - CONSUMER AFFAIRS ADMINISTRATION

#### 35.10.025 - Division of Investigation:

The Division of Investigation is vested with the statutory authority to investigate and enforce the laws administered by the client agencies within the Department to protect the health, safety, and welfare of consumers. The Division employs sworn, armed peace officers to provide objective, timely, and cost-effective investigative services for its client agencies.

#### 35.10.035 - Consumer and Client Services Division:

Effective July 1, 2010, the Consumer and Client Services Division includes the following three divisions:

The Administrative and Information Services Division serves to maximize the efficiency and effectiveness in the delivery of services, ensure proper oversight and accountability, and minimize duplication of effort. The Department centralizes several functions that support the administration and implementation of the goals of the regulatory boards and bureaus such as: policy direction, legal assistance, review of legislation, examination validation and assistance, information technology, accounting, budgets, personnel, and other administrative functions.

The Office of Public Affairs serves as the primary press office for the Department and is the primary developer of consumer alerts, fact sheets, and internet postings designed to raise awareness of consumer issues among consumers, the news media, and other stakeholders.

The Consumer and Community Relations Division is responsible for operation of the Consumer Information Center and the Complaint Resolution Program. The Consumer Information Center, through its toll-free telephone number, operates a call center that assists consumers and licensees by distributing publications and applications for licensure and providing referrals to other consumer resources. The Center also responds to written correspondence and conducts outreach to inform and protect consumers about marketplace trends and represents consumer interests at local, state, and federal levels. The Complaint Resolution Program mediates consumer complaints against licensees and registrants regulated by the bureaus of the Department of Consumer Affairs, participates in statewide consumer outreach at fairs and other community events, and conducts informational presentations for community and civic groups, schools, and other interested groups.

### 37 - TELEPHONE MEDICAL ADVICE SERVICES BUREAU

The Telephone Medical Advice Services Bureau is responsible for regulating businesses that provide medical advice by telephone to California residents. The Bureau ensures that providers of telephone medical advice are qualified licensed health-care professionals, informs patients of their rights, and pursues any reported harmful activities.

### 38 - CEMETERY AND FUNERAL BUREAU

The Cemetery and Funeral Bureau ensures that only qualified applicants receive licenses to operate cemeteries, crematories or funeral establishments, or act as funeral directors, embalmers, apprentice embalmers, cremated remains disposers, cemetery managers, crematory managers, cemetery brokers, or salespeople. The Bureau also ensures that licensees comply with applicable rules and regulations concerning the management of trust funds, permanence of mausoleums and columbariums, and the proper handling of human remains.

### 39 - BUREAU OF NATUROPATHIC MEDICINE

The Bureau of Naturopathic Medicine implements and enforces the Naturopathic Doctors Act by licensing and regulating naturopathic doctors in California. The Bureau ensures that naturopathic doctors meet required educational and practice standards before licensure and investigates complaints against its licensees, disciplining those individuals found guilty of violations of law or regulation.

Effective October 23, 2009, the Bureau was abolished and the duties of the Bureau were transferred to the Osteopathic

**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

Medical Board of California pursuant to Chapter 18, Statutes of 2009 (AB X4 20).

**89 - PROFESSIONAL FIDUCIARIES BUREAU**

The Professional Fiduciaries Bureau, established pursuant to Chapter 491, Statutes of 2006, implements and enforces the Professional Fiduciaries Act by licensing and regulating individuals who act as professional fiduciaries in California. The Bureau protects against fraud and abuse by those who are charged with the care of California's most vulnerable residents by ensuring that minimum competency standards are met by establishing educational and experience requirements, conducting examinations, investigating violations of professional ethics and law, and disciplining licensees when appropriate.

**DETAILED EXPENDITURES BY PROGRAM**

	<u>2009-10*</u>	<u>2010-11*</u>	<u>2011-12*</u>
<b>PROGRAM REQUIREMENTS</b>			
<b>23 ARBITRATION CERTIFICATION PROGRAM</b>			
<b>State Operations:</b>			
0166 Certification Account, Consumer Affairs Fund	\$953	\$1,098	\$1,107
<b>Totals, State Operations</b>	<b>\$953</b>	<b>\$1,098</b>	<b>\$1,107</b>
<b>PROGRAM REQUIREMENTS</b>			
<b>24 HEARING AID DISPENSERS BUREAU</b>			
<b>State Operations:</b>			
0208 Hearing Aid Dispensers Account of the Speech-Language Pathology and Audiology Fund	\$789	\$-	\$-
0995 Reimbursements	3	-	-
<b>Totals, State Operations</b>	<b>\$792</b>	<b>\$-</b>	<b>\$-</b>
<b>PROGRAM REQUIREMENTS</b>			
<b>25 BUREAU OF SECURITY AND INVESTIGATIVE SERVICES</b>			
<b>State Operations:</b>			
0239 Private Security Services Fund	\$8,394	\$9,930	\$10,691
0769 Private Investigator Fund	769	890	658
0995 Reimbursements	502	516	516
<b>Totals, State Operations</b>	<b>\$9,665</b>	<b>\$11,336</b>	<b>\$11,865</b>
<b>ELEMENT REQUIREMENTS</b>			
<b>25.10 Bureau of Security and Investigative Services, Private Security Services Program</b>	<b>\$8,888</b>	<b>\$10,430</b>	<b>\$11,191</b>
<b>State Operations:</b>			
0239 Private Security Services Fund	8,394	9,930	10,691
0995 Reimbursements	494	500	500
<b>25.20 Private Investigators Program</b>	<b>\$777</b>	<b>\$906</b>	<b>\$674</b>
<b>State Operations:</b>			
0769 Private Investigator Fund	769	890	658
0995 Reimbursements	8	16	16
<b>PROGRAM REQUIREMENTS</b>			
<b>27 Bureau for Private Postsecondary Education</b>			
<b>State Operations:</b>			
0305 Private Postsecondary Education Administration Fund	18	8,160	7,368
<b>Totals, State Operations</b>	<b>\$18</b>	<b>\$8,160</b>	<b>\$7,368</b>
<b>Local Assistance:</b>			
0960 Student Tuition Recovery Fund	\$-	\$2,000	\$2,000
<b>Totals, Local Assistance</b>	<b>\$-</b>	<b>\$2,000</b>	<b>\$2,000</b>
<b>ELEMENT REQUIREMENTS</b>			
<b>27.30 Student Tuition Recovery Program</b>	<b>\$-</b>	<b>\$2,000</b>	<b>\$2,000</b>
<b>Local Assistance:</b>			

\* Dollars in thousands, except in Salary Range.

## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

	2009-10*	2010-11*	2011-12*
0960 Student Tuition Recovery Fund	-	2,000	2,000
<b>PROGRAM REQUIREMENTS</b>			
<b>28 BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, HOME FURNISHINGS AND THERMAL INSULATION</b>			
<b>State Operations:</b>			
0325 Electronic and Appliance Repair Fund	\$1,918	\$2,481	\$3,027
0752 Bureau of Home Furnishings and Thermal Insulation Fund	-	4,609	4,736
0995 Reimbursements	21	18	18
<b>Totals, State Operations</b>	<b>\$1,939</b>	<b>\$7,108</b>	<b>\$7,781</b>
<b>ELEMENT REQUIREMENTS</b>			
<b>28.10 ELECTRONIC AND APPLIANCE REPAIR</b>	<b>\$1,939</b>	<b>\$2,494</b>	<b>\$3,045</b>
<b>State Operations:</b>			
0325 Electronic and Appliance Repair Fund	1,918	2,481	3,027
0995 Reimbursements	21	13	18
<b>28.20 HOME FURNISHINGS AND THERMAL INSULATION</b>	<b>\$-</b>	<b>\$4,614</b>	<b>\$4,736</b>
<b>State Operations:</b>			
0752 Bureau of Home Furnishings and Thermal Insulation Fund	-	4,609	4,736
0995 Reimbursements	-	5	-
<b>PROGRAM REQUIREMENTS</b>			
<b>31 BUREAU OF AUTOMOTIVE REPAIR</b>			
<b>State Operations:</b>			
0421 Vehicle Inspection and Repair Fund	\$97,393	\$105,519	\$110,764
0582 High Polluter Repair or Removal Account	55,456	59,839	43,480
3122 Enhanced Fleet Modernization Subaccount, High Polluter Removal and Repair Account	-	16,716	41,436
0995 Reimbursements	875	118	118
<b>Totals, State Operations</b>	<b>\$153,724</b>	<b>\$182,192</b>	<b>\$195,798</b>
<b>ELEMENT REQUIREMENTS</b>			
<b>31.10 Automotive Repair and Smog Check Programs</b>	<b>\$98,268</b>	<b>\$105,637</b>	<b>\$110,882</b>
<b>State Operations:</b>			
0421 Vehicle Inspection and Repair Fund	97,393	105,519	110,764
0995 Reimbursements	875	118	118
<b>31.20 Vehicle Repair Assistance and Retirement Program</b>	<b>\$55,456</b>	<b>\$59,839</b>	<b>\$43,480</b>
<b>State Operations:</b>			
0582 High Polluter Repair or Removal Account	55,456	59,839	43,480
<b>31.30 Off-Cycle Vehicle Retirement Program</b>	<b>\$-</b>	<b>\$16,716</b>	<b>\$41,436</b>
<b>State Operations:</b>			
3122 Enhanced Fleet Modernization Subaccount, High Polluter Removal and Repair Account	-	16,716	41,436
<b>PROGRAM REQUIREMENTS</b>			
<b>34 BUREAU OF HOME FURNISHINGS AND THERMAL INSULATION</b>			
<b>State Operations:</b>			
0752 Bureau of Home Furnishings and Thermal Insulation Fund	\$3,760	\$-	\$-
0995 Reimbursements	30	-	-

\* Dollars in thousands, except in Salary Range.

## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

	2009-10*	2010-11*	2011-12*
<b>Totals, State Operations</b>	<b>\$3,790</b>	<b>\$-</b>	<b>\$-</b>
<b>PROGRAM REQUIREMENTS</b>			
<b>35 CONSUMER AFFAIRS ADMINISTRATION</b>			
<b>State Operations:</b>			
0995 Reimbursements	\$368	\$811	\$831
<b>Totals, State Operations</b>	<b>\$368</b>	<b>\$811</b>	<b>\$831</b>
<b>ELEMENT REQUIREMENTS</b>			
35.10. 010 Administrative and Information Division	39,611	-	-
35.10. 015 Public Affairs	858	-	-
35.10. 020 Consumer and Community Empowerment Division	9,933	-	-
35.10. 035 Consumer and Client Services Division	-	56,456	58,666
35.10. 025 Division of Investigation	7,372	8,369	8,990
35.10. 030 DCA Workers Compensation	1,005	3,350	4,263
35.02. 010 Distributed Administrative and Information Division	-39,262	-	-
35.02. 015 Distributed Public Affairs	-857	-	-
35.02. 020 Distributed Consumer and Community Empowerment Division	-9,923	-	-
35.02. 035 Distributed Consumer and Client Services Division	-	-55,645	-57,835
35.02. 025 Distributed Division of Investigation	-7,364	-8,369	-8,990
35.02. 030 Distributed DCA Workers Compensation	-1,005	-3,350	-4,263
<b>PROGRAM REQUIREMENTS</b>			
<b>37 TELEPHONE MEDICAL ADVICE SERVICES BUREAU</b>			
<b>State Operations:</b>			
0459 Telephone Medical Advice Services Fund	\$62	\$145	\$148
<b>Totals, State Operations</b>	<b>\$62</b>	<b>\$145</b>	<b>\$148</b>
<b>PROGRAM REQUIREMENTS</b>			
<b>38 CEMETERY AND FUNERAL BUREAU</b>			
<b>State Operations:</b>			
0717 Cemetery Fund, Professions and Vocations Fund	\$1,817	\$2,247	\$2,323
0750 State Funeral Directors and Embalmers Fund, Professions and Vocations Fund	1,322	1,628	1,695
0995 Reimbursements	8	131	131
<b>Totals, State Operations</b>	<b>\$3,147</b>	<b>\$4,006</b>	<b>\$4,149</b>
<b>ELEMENT REQUIREMENTS</b>			
<b>38.10 Cemetery Program</b>	<b>\$1,819</b>	<b>\$2,366</b>	<b>\$2,442</b>
<b>State Operations:</b>			
0717 Cemetery Fund, Professions and Vocations Fund	1,817	2,247	2,323
0995 Reimbursements	2	119	119
<b>38.20 Funeral Directors and Embalmers Program</b>	<b>\$1,328</b>	<b>\$1,640</b>	<b>\$1,707</b>
<b>State Operations:</b>			
0750 State Funeral Directors and Embalmers Fund, Professions and Vocations Fund	1,322	1,628	1,695
0995 Reimbursements	6	12	12
<b>PROGRAM REQUIREMENTS</b>			
<b>39 BUREAU OF NATUROPATHIC MEDICINE</b>			
<b>State Operations:</b>			
3069 Naturopathic Doctor's Fund	\$113	\$-	\$-
0995 Reimbursements	1	-	-
<b>Totals, State Operations</b>	<b>\$114</b>	<b>\$-</b>	<b>\$-</b>

\* Dollars in thousands, except in Salary Range.

## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

	2009-10*	2010-11*	2011-12*
<b>PROGRAM REQUIREMENTS</b>			
<b>89 PROFESSIONAL FIDUCIARIES BUREAU</b>			
<b>State Operations:</b>			
3108 Professional Fiduciary Fund	\$237	\$282	\$308
<b>Totals, State Operations</b>	<b>\$237</b>	<b>\$282</b>	<b>\$308</b>
<b>TOTALS, EXPENDITURES</b>			
State Operations	174,809	215,138	229,355
Local Assistance	-	2,000	2,000
<b>Totals, Expenditures</b>	<b>\$174,809</b>	<b>\$217,138</b>	<b>\$231,355</b>

### EXPENDITURES BY CATEGORY

	1 State Operations			Expenditures			
	Positions/Personnel Years	2009-10	2010-11	2011-12	2009-10*	2010-11*	2011-12*
<b>PERSONAL SERVICES</b>							
Authorized Positions (Equals Sch. 7A)	1,398.8	1,514.2	1,535.4	\$72,648	\$89,145	\$92,018	
Total Adjustments	-	-	4.3	-	-7,719	349	
Estimated Salary Savings	-	-133.3	-153.1	-	-7,194	-8,919	
<b>Net Totals, Salaries and Wages</b>	<b>1,398.8</b>	<b>1,380.9</b>	<b>1,386.6</b>	<b>\$72,648</b>	<b>\$74,232</b>	<b>\$83,448</b>	
Staff Benefits	-	-	-	28,684	37,255	39,206	
<b>Totals, Personal Services</b>	<b>1,398.8</b>	<b>1,380.9</b>	<b>1,386.6</b>	<b>\$101,332</b>	<b>\$111,487</b>	<b>\$122,654</b>	
<b>OPERATING EXPENSES AND EQUIPMENT</b>				<b>\$132,178</b>	<b>\$171,305</b>	<b>\$178,140</b>	
<b>TOTAL EXPENDITURES (Bureaus and Programs)</b>				<b>\$233,510</b>	<b>\$282,792</b>	<b>\$300,794</b>	
Distributed Costs				-\$58,701	-\$67,654	-\$71,439	
<b>TOTALS, POSITIONS AND EXPENDITURES, ALL FUNDS (State Operations)</b>				<b>\$174,809</b>	<b>\$215,138</b>	<b>\$229,355</b>	

	2 Local Assistance		
	2009-10*	2010-11*	2011-12*
<b>Expenditures</b>			
Grants and Subventions	\$-	\$2,000	\$2,000
<b>TOTALS, EXPENDITURES, ALL FUNDS (Local Assistance)</b>	<b>\$-</b>	<b>\$2,000</b>	<b>\$2,000</b>

### DETAIL OF APPROPRIATIONS AND ADJUSTMENTS

	2009-10*	2010-11*	2011-12*
<b>1 STATE OPERATIONS</b>			
<b>0166 Certification Account, Consumer Affairs Fund</b>			
<b>APPROPRIATIONS</b>			
002 Budget Act appropriation	\$1,145	\$1,154	\$1,107
Allocation for employee compensation	-	4	-
Adjustment per Section 3.60	2	17	-
Reduction per Section 3.90	-104	-32	-
Reduction per Section 15.30	-14	-	-
Reduction per Control Section 3.91	-	-45	-
Adjustment per Section 3.55	-1	-	-
<b>Totals Available</b>	<b>\$1,028</b>	<b>\$1,098</b>	<b>\$1,107</b>
Unexpended balance, estimated savings	-75	-	-
<b>TOTALS, EXPENDITURES</b>	<b>\$953</b>	<b>\$1,098</b>	<b>\$1,107</b>
<b>0208 Hearing Aid Dispensers Account of the Speech-Language Pathology and Audiology Fund</b>			

\* Dollars in thousands, except in Salary Range.



**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

<b>1 STATE OPERATIONS</b>	<b>2009-10*</b>	<b>2010-11*</b>	<b>2011-12*</b>
APPROPRIATIONS			
002 Budget Act appropriation	\$1,032	-	-
Adjustment per Section 3.60	1	-	-
Reduction per Section 3.90	-79	-	-
Reduction per Section 15.30	-2	-	-
<b>Totals Available</b>	<b>\$952</b>	<b>\$-</b>	<b>\$-</b>
Unexpended balance, estimated savings	-163	-	-
<b>TOTALS, EXPENDITURES</b>	<b>\$789</b>	<b>\$-</b>	<b>\$-</b>
<b>0239 Private Security Services Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$10,209	\$10,503	\$10,691
Allocation for employee compensation	-	35	-
Adjustment per Section 3.60	13	135	-
Reduction per Section 3.90	-848	-255	-
Reduction per Section 15.30	-176	-	-
Reduction per Control Section 3.91	-	-377	-
Adjustment per Section 3.55	-1	-	-
<b>Totals Available</b>	<b>\$9,197</b>	<b>\$10,041</b>	<b>\$10,691</b>
Unexpended balance, estimated savings	-803	-111	-
<b>TOTALS, EXPENDITURES</b>	<b>\$8,394</b>	<b>\$9,930</b>	<b>\$10,691</b>
<b>0305 Private Postsecondary Education Administration Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	-	\$8,052	\$7,368
Allocation for employee compensation	-	7	-
Adjustment per Section 3.60	-	108	-
Reduction per Section 3.90	-	-271	-
Reduction per Control Section 3.91	-	-298	-
Chapter 310, Statutes of 2009, Section 8	\$580	-	-
Prior year balances available:			
Chapter 310, Statutes of 2009, Section 8	-	562	-
<b>Totals Available</b>	<b>\$580</b>	<b>\$8,160</b>	<b>\$7,368</b>
Balance available in subsequent years	-562	-	-
<b>TOTALS, EXPENDITURES</b>	<b>\$18</b>	<b>\$8,160</b>	<b>\$7,368</b>
<b>0325 Electronic and Appliance Repair Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$2,396	\$2,655	\$3,027
Allocation for employee compensation	-	8	-
Adjustment per Section 3.60	1	37	-
Reduction per Section 3.90	-209	-78	-
Reduction per Section 15.30	-8	-	-
Reduction per Control Section 3.91	-	-137	-
Adjustment per Section 3.55	-4	-	-
<b>Totals Available</b>	<b>\$2,176</b>	<b>\$2,485</b>	<b>\$3,027</b>
Unexpended balance, estimated savings	-258	-4	-
<b>TOTALS, EXPENDITURES</b>	<b>\$1,918</b>	<b>\$2,481</b>	<b>\$3,027</b>
<b>0421 Vehicle Inspection and Repair Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$115,366	\$112,116	\$110,764
Allocation for employee compensation	-	179	-

\* Dollars in thousands, except in Salary Range.

## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

1 STATE OPERATIONS	2009-10*	2010-11*	2011-12*
Adjustment per Section 3.60	22	1,144	-
Reduction per Section 3.90	-7,957	-2,553	-
Reduction per Section 15.30	-378	-	-
Reduction per Control Section 3.91	-	-5,348	-
Adjustment per Section 3.55	-114	-	-
<b>Totals Available</b>	<b>\$106,939</b>	<b>\$105,538</b>	<b>\$110,764</b>
Unexpended balance, estimated savings	-9,546	-19	-
<b>TOTALS, EXPENDITURES</b>	<b>\$97,393</b>	<b>\$105,519</b>	<b>\$110,764</b>
<b>0459 Telephone Medical Advice Services Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$157	\$149	\$148
Adjustment per Section 3.60	-	2	-
Reduction per Section 3.90	-13	-1	-
Reduction per Section 15.30	-2	-	-
Reduction per Control Section 3.91	-	-5	-
<b>Totals Available</b>	<b>\$142</b>	<b>\$145</b>	<b>\$148</b>
Unexpended balance, estimated savings	-80	-	-
<b>TOTALS, EXPENDITURES</b>	<b>\$62</b>	<b>\$145</b>	<b>\$148</b>
<b>0582 High Polluter Repair or Removal Account</b>			
APPROPRIATIONS			
002 Budget Act appropriation as amended by Chapter 1, Statutes of 2009, Fourth Extraordinary Session	\$65,997	-	-
Adjustment per Section 3.60	4	-	-
Reduction per Section 3.90	-908	-	-
Reduction per Section 15.30	-10	-	-
Adjustment per Section 3.55	-6	-	-
002 Budget Act appropriation	-	\$64,304	\$43,480
Allocation for employee compensation	-	26	-
Adjustment per Section 3.60	-	135	-
Reduction per Section 3.90	-	-300	-
Reduction per Control Section 3.91	-	-526	-
<b>Totals Available</b>	<b>\$65,077</b>	<b>\$63,639</b>	<b>\$43,480</b>
Unexpended balance, estimated savings	-9,621	-3,800	-
<b>TOTALS, EXPENDITURES</b>	<b>\$55,456</b>	<b>\$59,839</b>	<b>\$43,480</b>
<b>0702 Consumer Affairs Fund, Professions and Vocations Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	0	0	0
Prior year balances available:			
Item 1111-002-0702 Budget Act of 2009, as reappropriated by Item 1111-490, Budget Act of 2011	-	-	0
Item 1111-002-0702 Budget Act of 2010, as reappropriated by Item 1111-490, Budget Act of 2011	-	-	0
<b>TOTALS, EXPENDITURES</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>
<b>0717 Cemetery Fund, Professions and Vocations Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$2,348	\$2,382	\$2,323
Allocation for employee compensation	-	6	-
Adjustment per Section 3.60	2	29	-
Reduction per Section 3.90	-197	-68	-
Reduction per Section 15.30	-3	-	-

\* Dollars in thousands, except in Salary Range.

**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

<b>1 STATE OPERATIONS</b>	<b>2009-10*</b>	<b>2010-11*</b>	<b>2011-12*</b>
Reduction per Control Section 3.91	-	-101	-
<b>Totals Available</b>	<b>\$2,150</b>	<b>\$2,248</b>	<b>\$2,323</b>
Unexpended balance, estimated savings	-333	-1	-
<b>TOTALS, EXPENDITURES</b>	<b>\$1,817</b>	<b>\$2,247</b>	<b>\$2,323</b>
<b>0750 State Funeral Directors and Embalmers Fund, Professions and Vocations Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$1,683	\$1,708	\$1,695
Allocation for employee compensation	-	3	-
Adjustment per Section 3.60	1	18	-
Reduction per Section 3.90	-112	-34	-
Reduction per Section 15.30	-3	-	-
Reduction per Control Section 3.91	-	-65	-
Adjustment per Section 3.55	-2	-	-
<b>Totals Available</b>	<b>\$1,567</b>	<b>\$1,630</b>	<b>\$1,695</b>
Unexpended balance, estimated savings	-245	-2	-
<b>TOTALS, EXPENDITURES</b>	<b>\$1,322</b>	<b>\$1,628</b>	<b>\$1,695</b>
<b>0752 Bureau of Home Furnishings and Thermal Insulation Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$4,935	\$4,894	\$4,736
Allocation for employee compensation	-	13	-
Adjustment per Section 3.60	4	61	-
Reduction per Section 3.90	-396	-132	-
Reduction per Section 15.30	-15	-	-
Reduction per Control Section 3.91	-	-220	-
Adjustment per Section 3.55	-1	-	-
<b>Totals Available</b>	<b>\$4,527</b>	<b>\$4,616</b>	<b>\$4,736</b>
Unexpended balance, estimated savings	-767	-7	-
<b>TOTALS, EXPENDITURES</b>	<b>\$3,760</b>	<b>\$4,609</b>	<b>\$4,736</b>
<b>0769 Private Investigator Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$1,061	\$962	\$658
Allocation for employee compensation	-	2	-
Adjustment per Section 3.60	1	11	-
Reduction per Section 3.90	-90	-51	-
Reduction per Section 15.30	-53	-	-
Reduction per Control Section 3.91	-	-31	-
<b>Totals Available</b>	<b>\$919</b>	<b>\$893</b>	<b>\$658</b>
Unexpended balance, estimated savings	-150	-3	-
<b>TOTALS, EXPENDITURES</b>	<b>\$769</b>	<b>\$890</b>	<b>\$658</b>
<b>0995 Reimbursements</b>			
APPROPRIATIONS			
Reimbursements	\$1,808	\$1,594	\$1,614
<b>3069 Naturopathic Doctor's Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$130	-	-
Reduction per Section 3.90	-13	-	-
<b>Totals Available</b>	<b>\$117</b>	<b>\$-</b>	<b>\$-</b>
Unexpended balance, estimated savings	-4	-	-
<b>TOTALS, EXPENDITURES</b>	<b>\$113</b>	<b>\$-</b>	<b>\$-</b>

\* Dollars in thousands, except in Salary Range.

## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

1 STATE OPERATIONS	2009-10*	2010-11*	2011-12*
<b>3108 Professional Fiduciary Fund</b>			
APPROPRIATIONS			
002 Budget Act appropriation	\$386	\$293	\$308
Allocation for employee compensation	-	1	-
Adjustment per Section 3.60	-	3	-
Reduction per Section 3.90	-29	-6	-
Reduction per Section 15.30	-1	-	-
Reduction per Control Section 3.91	-	-9	-
<b>Totals Available</b>	<b>\$356</b>	<b>\$282</b>	<b>\$308</b>
Unexpended balance, estimated savings	-119	-	-
<b>TOTALS, EXPENDITURES</b>	<b>\$237</b>	<b>\$282</b>	<b>\$308</b>
<b>3122 Enhanced Fleet Modernization Subaccount, High Polluter Removal and Repair Account</b>			
APPROPRIATIONS			
002 Budget Act appropriation as added by Chapter 1, Statutes of 2009, Fourth Extraordinary Session	\$4,127	-	-
Reduction per Section 3.90	-20	-	-
002 Budget Act appropriation	-	\$16,753	\$41,436
Adjustment per Section 3.60	-	9	-
Reduction per Section 3.90	-	-21	-
Reduction per Control Section 3.91	-	-25	-
011 Budget Act Appropriation (Loan to the General Fund)	-	(60,000)	-
<b>Totals Available</b>	<b>\$4,107</b>	<b>\$16,716</b>	<b>\$41,436</b>
Unexpended balance, estimated savings	-4,107	-	-
<b>TOTALS, EXPENDITURES</b>	<b>\$-</b>	<b>\$16,716</b>	<b>\$41,436</b>
<b>TOTALS, EXPENDITURES, ALL FUNDS (State Operations)</b>	<b>\$174,809</b>	<b>\$215,138</b>	<b>\$229,355</b>
<b>2 LOCAL ASSISTANCE</b>	<b>2009-10*</b>	<b>2010-11*</b>	<b>2011-12*</b>
<b>0960 Student Tuition Recovery Fund</b>			
APPROPRIATIONS			
Education Code Section 94944	-	\$2,000	\$2,000
<b>TOTALS, EXPENDITURES</b>	<b>\$-</b>	<b>\$2,000</b>	<b>\$2,000</b>
<b>TOTALS, EXPENDITURES, ALL FUNDS (Local Assistance)</b>	<b>\$-</b>	<b>\$2,000</b>	<b>\$2,000</b>
<b>TOTALS, EXPENDITURES, ALL FUNDS (State Operations and Local Assistance)</b>	<b>\$174,809</b>	<b>\$217,138</b>	<b>\$231,355</b>

### FUND CONDITION STATEMENTS

	2009-10*	2010-11*	2011-12*
<b>0166 Certification Account, Consumer Affairs Fund<sup>s</sup></b>			
BEGINNING BALANCE	\$812	\$955	\$1,017
Prior year adjustments	44	-	-
Adjusted Beginning Balance	\$856	\$955	\$1,017
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
125600 Other Regulatory Fees	1,048	1,154	1,154
150300 Income From Surplus Money Investments	5	9	10
Total Revenues, Transfers, and Other Adjustments	\$1,053	\$1,163	\$1,164
Total Resources	\$1,909	\$2,118	\$2,181
EXPENDITURES AND EXPENDITURE ADJUSTMENTS			
Expenditures:			

\* Dollars in thousands, except in Salary Range.

**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

	2009-10*	2010-11*	2011-12*
0840 State Controller (State Operations)	1	2	1
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	953	1,098	1,107
8880 Financial Information System for California (State Operations)	-	1	5
Total Expenditures and Expenditure Adjustments	<u>\$954</u>	<u>\$1,101</u>	<u>\$1,113</u>
FUND BALANCE	\$955	\$1,017	\$1,068
Reserve for economic uncertainties	955	1,017	1,068
<b>0239 Private Security Services Fund <sup>s</sup></b>			
BEGINNING BALANCE	\$6,736	\$8,469	\$8,338
Prior year adjustments	<u>191</u>	<u>-</u>	<u>-</u>
Adjusted Beginning Balance	\$6,927	\$8,469	\$8,338
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
125600 Other Regulatory Fees	455	359	365
125700 Other Regulatory Licenses and Permits	4,363	4,250	4,370
125800 Renewal Fees	4,896	5,020	4,821
125900 Delinquent Fees	176	110	117
141200 Sales of Documents	-	1	1
142500 Miscellaneous Services to the Public	1	1	1
150300 Income From Surplus Money Investments	36	65	56
161000 Escheat of Unclaimed Checks & Warrants	6	6	6
161400 Miscellaneous Revenue	<u>12</u>	<u>15</u>	<u>10</u>
Total Revenues, Transfers, and Other Adjustments	<u>\$9,945</u>	<u>\$9,827</u>	<u>\$9,747</u>
Total Resources	\$16,872	\$18,296	\$18,085
EXPENDITURES AND EXPENDITURE ADJUSTMENTS			
Expenditures:			
0840 State Controller (State Operations)	9	22	13
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	8,394	9,930	10,691
8880 Financial Information System for California (State Operations)	<u>-</u>	<u>6</u>	<u>45</u>
Total Expenditures and Expenditure Adjustments	<u>\$8,403</u>	<u>\$9,958</u>	<u>\$10,749</u>
FUND BALANCE	\$8,469	\$8,338	\$7,336
Reserve for economic uncertainties	8,469	8,338	7,336
<b>0305 Private Postsecondary Education Administration Fund <sup>s</sup></b>			
BEGINNING BALANCE	\$1,030	\$1,403	\$2,770
Prior year adjustments	<u>-2</u>	<u>-</u>	<u>-</u>
Adjusted Beginning Balance	\$1,028	\$1,403	\$2,770
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
125700 Other Regulatory Licenses and Permits	361	1,684	1,403
125800 Renewal Fees	25	7,818	7,831
150300 Income From Surplus Money Investments	<u>7</u>	<u>25</u>	<u>39</u>
Total Revenues, Transfers, and Other Adjustments	<u>\$393</u>	<u>\$9,527</u>	<u>\$9,273</u>
Total Resources	\$1,421	\$10,930	\$12,043
EXPENDITURES AND EXPENDITURE ADJUSTMENTS			
Expenditures:			
0840 State Controller (State Operations)	-	-	10
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	<u>18</u>	<u>8,160</u>	<u>7,368</u>
Total Expenditures and Expenditure Adjustments	<u>\$18</u>	<u>\$8,160</u>	<u>\$7,378</u>
FUND BALANCE	\$1,403	\$2,770	\$4,665

\* Dollars in thousands, except in Salary Range.

**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

	2009-10*	2010-11*	2011-12*
Reserve for economic uncertainties	1,403	2,770	4,665
<b>0325 Electronic and Appliance Repair Fund <sup>§</sup></b>			
BEGINNING BALANCE	\$2,082	\$2,281	\$1,860
Prior year adjustments	13	-	-
Adjusted Beginning Balance	\$2,095	\$2,281	\$1,860
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
125700 Other Regulatory Licenses and Permits	301	338	350
125800 Renewal Fees	1,726	1,644	1,657
125900 Delinquent Fees	62	63	66
150300 Income From Surplus Money Investments	13	17	11
160400 Sale of Fixed Assets	2	2	2
161000 Escheat of Unclaimed Checks & Warrants	2	1	1
161400 Miscellaneous Revenue	-	1	1
Total Revenues, Transfers, and Other Adjustments	\$2,106	\$2,066	\$2,088
Total Resources	\$4,201	\$4,347	\$3,948
EXPENDITURES AND EXPENDITURE ADJUSTMENTS			
Expenditures:			
0840 State Controller (State Operations)	2	5	3
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	1,918	2,481	3,027
8880 Financial Information System for California (State Operations)	-	1	11
Total Expenditures and Expenditure Adjustments	\$1,920	\$2,487	\$3,041
FUND BALANCE	\$2,281	\$1,860	\$907
Reserve for economic uncertainties	2,281	1,860	907
<b>0421 Vehicle Inspection and Repair Fund <sup>§</sup></b>			
BEGINNING BALANCE	\$38,817	\$43,103	\$35,897
Prior year adjustments	3,117	-	-
Adjusted Beginning Balance	\$41,934	\$43,103	\$35,897
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
125600 Other Regulatory Fees	2,097	1,848	1,885
125700 Other Regulatory Licenses and Permits	100,945	102,889	104,120
125800 Renewal Fees	7,456	7,353	7,500
125900 Delinquent Fees	276	260	266
141200 Sales of Documents	2	2	3
142500 Miscellaneous Services to the Public	12	17	18
150300 Income From Surplus Money Investments	281	120	119
150500 Interest Income From Interfund Loans	-	9	9
160400 Sale of Fixed Assets	112	-	-
161000 Escheat of Unclaimed Checks & Warrants	5	8	8
161400 Miscellaneous Revenue	3	6	7
Transfers and Other Adjustments:			
FO3108 From Professional Fiduciary Fund loan repayment per Section 14.00, Budget Act of 2008 and 2010	-	215	-
Total Revenues, Transfers, and Other Adjustments	\$111,189	\$112,727	\$113,935
Total Resources	\$153,123	\$155,830	\$149,832
EXPENDITURES AND EXPENDITURE ADJUSTMENTS			
Expenditures:			
0840 State Controller (State Operations)	105	254	146

\* Dollars in thousands, except in Salary Range.

**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

	2009-10*	2010-11*	2011-12*
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	97,393	105,519	110,764
3900 Air Resources Board (State Operations)	12,522	14,084	14,999
8880 Financial Information System for California (State Operations)	<u>-</u>	<u>76</u>	<u>543</u>
Total Expenditures and Expenditure Adjustments	<u>\$110,020</u>	<u>\$119,933</u>	<u>\$126,452</u>
FUND BALANCE	\$43,103	\$35,897	\$23,380
Reserve for economic uncertainties	43,103	35,897	23,380
<b>0459 Telephone Medical Advice Services Fund <sup>s</sup></b>			
BEGINNING BALANCE	\$472	\$571	\$632
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
125700 Other Regulatory Licenses and Permits	105	8	60
125800 Renewal Fees	53	188	75
125900 Delinquent Fees	-	1	1
150300 Income From Surplus Money Investments	<u>3</u>	<u>9</u>	<u>6</u>
Total Revenues, Transfers, and Other Adjustments	<u>\$161</u>	<u>\$206</u>	<u>\$142</u>
Total Resources	\$633	\$777	\$774
EXPENDITURES AND EXPENDITURE ADJUSTMENTS			
Expenditures:			
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	62	145	148
8880 Financial Information System for California (State Operations)	<u>-</u>	<u>-</u>	<u>1</u>
Total Expenditures and Expenditure Adjustments	<u>\$62</u>	<u>\$145</u>	<u>\$149</u>
FUND BALANCE	\$571	\$632	\$625
Reserve for economic uncertainties	571	632	625
<b>0582 High Polluter Repair or Removal Account <sup>s</sup></b>			
BEGINNING BALANCE	\$20,948	\$5,956	\$5,064
Prior year adjustments	<u>1,668</u>	<u>-</u>	<u>-</u>
Adjusted Beginning Balance	\$22,616	\$5,956	\$5,064
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
125700 Other Regulatory Licenses and Permits	38,621	39,007	39,397
131700 Misc Revenue From Local Agencies	115	115	115
150300 Income From Surplus Money Investments	119	-	-
Transfers and Other Adjustments:			
FO0001 From General Fund loan repayment per Item 1111-011-0582, Budget Act of 2008	<u>-</u>	<u>20,000</u>	<u>-</u>
Total Revenues, Transfers, and Other Adjustments	<u>\$38,855</u>	<u>\$59,122</u>	<u>\$39,512</u>
Total Resources	\$61,471	\$65,078	\$44,576
EXPENDITURES AND EXPENDITURE ADJUSTMENTS			
Expenditures:			
0840 State Controller (State Operations)	59	143	79
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	55,456	59,839	43,480
8880 Financial Information System for California (State Operations)	<u>-</u>	<u>32</u>	<u>274</u>
Total Expenditures and Expenditure Adjustments	<u>\$55,515</u>	<u>\$60,014</u>	<u>\$43,833</u>
FUND BALANCE	\$5,956	\$5,064	\$743
Reserve for economic uncertainties	5,956	5,064	743
<b>0717 Cemetery Fund, Professions and Vocations Fund <sup>s</sup></b>			
BEGINNING BALANCE	\$2,879	\$1,914	\$1,174
Prior year adjustments	<u>-37</u>	<u>-</u>	<u>-</u>
Adjusted Beginning Balance	\$2,842	\$1,914	\$1,174

\* Dollars in thousands, except in Salary Range.

**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

	2009-10*	2010-11*	2011-12*
<b>REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS</b>			
Revenues:			
125600 Other Regulatory Fees	462	1,078	1,147
125700 Other Regulatory Licenses and Permits	80	87	87
125800 Renewal Fees	325	320	320
125900 Delinquent Fees	6	5	5
142500 Miscellaneous Services to the Public	-	1	1
150300 Income From Surplus Money Investments	15	21	20
160400 Sale of Fixed Assets	2	-	-
161000 Escheat of Unclaimed Checks & Warrants	1	1	1
Total Revenues, Transfers, and Other Adjustments	<u>\$891</u>	<u>\$1,513</u>	<u>\$1,581</u>
Total Resources	\$3,733	\$3,427	\$2,755
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>			
Expenditures:			
0840 State Controller (State Operations)	2	5	3
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	1,817	2,247	2,323
8880 Financial Information System for California (State Operations)	-	1	10
Total Expenditures and Expenditure Adjustments	<u>\$1,819</u>	<u>\$2,253</u>	<u>\$2,336</u>
FUND BALANCE	\$1,914	\$1,174	\$419
Reserve for economic uncertainties	1,914	1,174	419
<b>0750 State Funeral Directors and Embalmers Fund, Professions and Vocations Fund<sup>s</sup></b>			
BEGINNING BALANCE	\$2,411	\$2,305	\$1,821
Prior year adjustments	3	-	-
Adjusted Beginning Balance	<u>\$2,414</u>	<u>\$2,305</u>	<u>\$1,821</u>
<b>REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS</b>			
Revenues:			
125600 Other Regulatory Fees	118	79	80
125700 Other Regulatory Licenses and Permits	78	74	73
125800 Renewal Fees	967	950	952
125900 Delinquent Fees	34	29	28
142500 Miscellaneous Services to the Public	1	-	-
150300 Income From Surplus Money Investments	15	15	15
161000 Escheat of Unclaimed Checks & Warrants	1	-	-
Total Revenues, Transfers, and Other Adjustments	<u>\$1,214</u>	<u>\$1,147</u>	<u>\$1,148</u>
Total Resources	\$3,628	\$3,452	\$2,969
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>			
Expenditures:			
0840 State Controller (State Operations)	1	2	2
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	1,322	1,628	1,695
8880 Financial Information System for California (State Operations)	-	1	7
Total Expenditures and Expenditure Adjustments	<u>\$1,323</u>	<u>\$1,631</u>	<u>\$1,704</u>
FUND BALANCE	\$2,305	\$1,821	\$1,265
Reserve for economic uncertainties	2,305	1,821	1,265
<b>0752 Bureau of Home Furnishings and Thermal Insulation Fund<sup>s</sup></b>			
BEGINNING BALANCE	\$4,098	\$4,331	\$3,581
Prior year adjustments	-69	-	-
Adjusted Beginning Balance	<u>\$4,029</u>	<u>\$4,331</u>	<u>\$3,581</u>
<b>REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS</b>			

\* Dollars in thousands, except in Salary Range.



**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

	2009-10*	2010-11*	2011-12*
Revenues:			
125600 Other Regulatory Fees	55	76	64
125700 Other Regulatory Licenses and Permits	892	1,215	1,189
125800 Renewal Fees	2,989	2,445	2,735
125900 Delinquent Fees	99	97	101
142500 Miscellaneous Services to the Public	-	1	1
150300 Income From Surplus Money Investments	25	33	24
161000 Escheat of Unclaimed Checks & Warrants	6	5	5
Total Revenues, Transfers, and Other Adjustments	<u>\$4,066</u>	<u>\$3,872</u>	<u>\$4,119</u>
Total Resources	\$8,095	\$8,203	\$7,700
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>			
Expenditures:			
0840 State Controller (State Operations)	4	10	6
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	3,760	4,609	4,736
8880 Financial Information System for California (State Operations)	-	3	21
Total Expenditures and Expenditure Adjustments	<u>\$3,764</u>	<u>\$4,622</u>	<u>\$4,763</u>
FUND BALANCE	\$4,331	\$3,581	\$2,937
Reserve for economic uncertainties	4,331	3,581	2,937
<b>0769 Private Investigator Fund <sup>S</sup></b>			
BEGINNING BALANCE	\$1,782	\$1,787	\$1,627
Prior year adjustments	5	-	-
Adjusted Beginning Balance	<u>\$1,787</u>	<u>\$1,787</u>	<u>\$1,627</u>
<b>REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS</b>			
Revenues:			
125600 Other Regulatory Fees	9	7	6
125700 Other Regulatory Licenses and Permits	121	121	119
125800 Renewal Fees	603	566	579
125900 Delinquent Fees	23	21	21
150300 Income From Surplus Money Investments	11	16	14
161000 Escheat of Unclaimed Checks & Warrants	3	2	-
Total Revenues, Transfers, and Other Adjustments	<u>\$770</u>	<u>\$733</u>	<u>\$739</u>
Total Resources	\$2,557	\$2,520	\$2,366
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>			
Expenditures:			
0840 State Controller (State Operations)	1	2	1
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	769	890	658
8880 Financial Information System for California (State Operations)	-	1	4
Total Expenditures and Expenditure Adjustments	<u>\$770</u>	<u>\$893</u>	<u>\$663</u>
FUND BALANCE	\$1,787	\$1,627	\$1,703
Reserve for economic uncertainties	1,787	1,627	1,703
<b>0960 Student Tuition Recovery Fund <sup>N</sup></b>			
BEGINNING BALANCE	\$842	\$2,103	\$1,387
<b>REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS</b>			
Revenues:			
250300 Income from Surplus Money Investment Fund	4	27	13
216900 Assessments	1,256	1,256	1,256
150300 Income from Surplus Money Investments	1	1	1
Total Revenues, Transfers, and Other Adjustments	<u>\$1,261</u>	<u>\$1,284</u>	<u>\$1,270</u>

\* Dollars in thousands, except in Salary Range.

**1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued**

	<u>2009-10*</u>	<u>2010-11*</u>	<u>2011-12*</u>
Total Resources	\$2,103	\$3,387	\$2,657
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>			
Expenditures:			
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (Local Assistance)	-	2,000	2,000
Total Expenditures and Expenditure Adjustments	-	\$2,000	\$2,000
FUND BALANCE	\$2,103	\$1,387	\$657
<b>3108 Professional Fiduciary Fund <sup>s</sup></b>			
BEGINNING BALANCE	\$78	\$146	\$48
Prior year adjustments	7	-	-
Adjusted Beginning Balance	\$85	\$146	\$48
<b>REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS</b>			
Revenues:			
125700 Other Regulatory Licenses and Permits	134	69	69
125800 Renewal Fees	160	319	319
125900 Delinquent Fees	1	8	8
150300 Income From Surplus Money Investments	2	2	1
161400 Miscellaneous Revenue	1	1	1
Transfers and Other Adjustments:			
TO0421 To Vehicle Inspection and Repair Fund loan repayment per Section 14.00, Budget Act of 2008 and 2010	-	-215	-
Total Revenues, Transfers, and Other Adjustments	\$298	\$184	\$398
Total Resources	\$383	\$330	\$446
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>			
Expenditures:			
0840 State Controller (State Operations)	-	-	1
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	237	282	308
8880 Financial Information System for California (State Operations)	-	-	1
Total Expenditures and Expenditure Adjustments	\$237	\$282	\$310
FUND BALANCE	\$146	\$48	\$136
Reserve for economic uncertainties	146	48	136
<b>3122 Enhanced Fleet Modernization Subaccount, High Polluter Removal and Repair</b>			
<b>Account <sup>s</sup></b>			
BEGINNING BALANCE	\$29,263	\$58,433	\$11,614
Prior year adjustments	-1	-	-
Adjusted Beginning Balance	\$29,262	\$58,433	\$11,614
<b>REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS</b>			
Revenues:			
114300 Other Motor Vehicle Fees	28,902	29,480	30,070
150300 Income From Surplus Money Investments	269	417	-
Transfers and Other Adjustments:			
FO0001 From General Fund Loan repayment per Item 1111-011-3122, Budget Act of 2010	-	-	20,000
TO0001 To General Fund loan per Item 1111-011-3122, Budget Act of 2010	-	-60,000	-
Total Revenues, Transfers, and Other Adjustments	\$29,171	-\$30,103	\$50,070
Total Resources	\$58,433	\$28,330	\$61,684
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>			
Expenditures:			
0840 State Controller (State Operations)	-	-	21
1111 Department of Consumer Affairs Bureaus, Programs, Divisions (State Operations)	-	16,716	41,436

\* Dollars in thousands, except in Salary Range.

## 1111 Department of Consumer Affairs Bureaus, Programs, Divisions - Continued

	<u>2009-10*</u>	<u>2010-11*</u>	<u>2011-12*</u>
Total Expenditures and Expenditure Adjustments	-	\$16,716	\$41,457
FUND BALANCE	\$58,433	\$11,614	\$20,227
Reserve for economic uncertainties	58,433	11,614	20,227

## CHANGES IN AUTHORIZED POSITIONS

	<u>Positions/Personnel Years</u>			<u>Expenditures</u>		
	<u>2009-10</u>	<u>2010-11</u>	<u>2011-12</u>	<u>2009-10*</u>	<u>2010-11*</u>	<u>2011-12*</u>
Totals, Authorized Positions	1,398.8	1,514.2	1,535.4	\$72,648	\$89,145	\$92,018
Furlough Adjustment	-	-	-	-	-6,206	-
PLP Adjustment	-	-	-	-	-1,513	-
<b>Workload and Administrative Adjustments:</b>				<b>Salary Range</b>		
<b>Reductions in Authorized Positions:</b>						
Bureau of Automotive Repair:						
CAP (0582)						
Program Tech II	-	-	-8.0	2,638-3,209	-	-281
<b>Totals, Workload &amp; Admin Adjustments</b>	<b>-</b>	<b>-</b>	<b>-8.0</b>	<b>\$-</b>	<b>\$-</b>	<b>-\$281</b>
<b>Proposed New Positions:</b>						
Bureau of Automotive Repair:						
EFMS (3122)						
Program Rep I	-	-	4.0	4,454-5,363	-	236
Assoc Gov Prog Analyst	-	-	1.5	4,400-5,348	-	88
Air Quality Engineer II	-	-	1.5	4,279-9,082	-	120
Program Tech II	-	-	5.3	2,638-3,209	-	186
<b>Totals Proposed New Positions</b>	<b>-</b>	<b>-</b>	<b>12.3</b>	<b>\$-</b>	<b>\$-</b>	<b>\$630</b>
<b>Total Adjustments</b>	<b>-</b>	<b>-</b>	<b>4.3</b>	<b>\$-</b>	<b>-\$7,719</b>	<b>\$349</b>
<b>TOTALS, SALARIES AND WAGES</b>	<b>1,398.8</b>	<b>1,514.2</b>	<b>1,539.7</b>	<b>\$72,648</b>	<b>\$81,426</b>	<b>\$92,367</b>

\* Dollars in thousands, except in Salary Range.