

BUSINESS, CONSUMER SERVICES, AND HOUSING

The Business, Consumer Services, and Housing Agency's mission is to assist, educate, and protect consumers, as well as regulate businesses. Among its many responsibilities, the Agency oversees the following departments that license more than 3.3 million Californians in more than 250 different professions:

- Department of Consumer Affairs
- Housing and Community Development
- Department of Fair Employment and Housing
- Department of Business Oversight
- Department of Alcoholic Beverage Control
- Alcoholic Beverage Control Appeals Board
- California Horse Racing Board
- Alfred E. Alquist Seismic Safety Commission

The Budget includes total funding of \$1.1 billion (\$20 million General Fund and \$1.1 billion various funds) for the Agency.

The Agency, established as part of the Governor's 2012 Reorganization Plan, becomes operational on July 1, 2013.

DEPARTMENT OF CONSUMER AFFAIRS

The Department of Consumer Affairs (DCA) oversees a wide variety of Boards and Bureaus that certify, register, and license individuals and entities that provide goods and/or services in the state. The overall purpose of DCA is to promote a fair and competitive marketplace in which consumers are protected. DCA provides exams and licensing as well as mediation and enforcement of consumer complaints. When appropriate, cases are referred to the Attorney General's office or other law enforcement authorities for administrative action, civil and/or criminal prosecution.

There are currently 26 boards, 9 bureaus, 2 committees, a certification program, and a commission under the broad authority of DCA.

PERFORMANCE-BASED BUDGETING

Executive Order B-13-11 directs the Department of Finance to modify the state budget process to increase efficiency and focus on accomplishing program goals. Pursuant to this Executive Order, Finance and DCA developed a multi-year plan to evaluate the performance of DCA's programs. As part of the plan, DCA will:

- Require that all of its boards, bureaus, and divisions undergo a program evaluation to determine appropriate enforcement and licensing performance measures. DCA has already begun a pilot program to conduct such evaluations of two of its programs—the Bureau of Security and Investigative Services and the Dental Board of California.
- Require that all of its boards, bureaus, and divisions have well-developed and up-to-date strategic plans.
- Include additional information in the 2013-14 Governor's Budget which highlights DCA's enforcement targets and provides two years of actual enforcement performance data. This will track the amount of time it takes between a complaint being received by a board or bureau and its resolution. Once DCA's licensing and enforcement information technology program, BreEZe, begins implementation in March 2013, DCA will be able to uniformly track the licensing data of its boards and bureaus. DCA plans to include the licensing performance categories and targets in the 2014-15 Governor's Budget and will begin displaying licensing data in the 2015-16 Governor's Budget.
- Focus on those programs that are unable to reach their performance targets and identify processes that can be streamlined and improved.