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GOVERNOR

CALIFORNIA ARCHITECTS BOARD

PUBLIC PROTECTION THROUGH EXAMINATION, LICENSURE, AND REGULATION

SUMMARY REPORT

EXECUTIVE COMMITTEE MEETING

November 24, 2015

Sacramento, CA and Various Teleconference Locations in CA

Committee Members Present

Jon Alan Baker, Chair
Tian Feng, Vice Chair
Pasqual Gutierrez
Sylvia Kwan

Board Staff Present

Doug McCauley, Executive Officer
Vickie Mayer, Assistant Executive Officer
Justin Sotelo, Program Manager Administration/Enforcement
Mel Knox, Administration Analyst

Guest Present

Shelly Jones, Department of Consumer Affairs (DCA) Executive Office

A. Call to Order

Committee Chair Jon Baker called the meeting to order at 10:16 a.m., and Tian Feng called roll. Three members of the Committee constitute a quorum for the transaction of business. There being four members present at the time of roll, a quorum was established.

B. Public Comment on Items not on the Agenda

There were no comments from the public.

C. Review and Approve May 20, 2014 Executive Committee Meeting Summary Report

Mr. Baker asked the Committee to consider approval of the May 20, 2014 Summary Report. Doug McCauley explained to the Committee that, although Mr. Feng or Sylvia Kwan were not present at the May 20, 2014 meeting, the Bagley-Keene Open Meeting Act "rule of necessity" enables them to vote on this item.

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Pasqual Gutierrez moved to approve the May 20, 2014, Executive Committee Summary Report with a minor edit on page 1 referring to Ms. Voigt's title.

Jon Baker seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

D. Selection of 2015 Octavius Morgan Distinguished Service Awardees to be Recommended to Board for Approval

Mel Knox informed the Committee that the Octavius Morgan Distinguished Service Award is an annual award for recognizing volunteers who contribute to the Board outstanding and dedicated service. Mr. Knox conveyed two potential recipients for 2015 for the Committee's recommendation to the Board: Robert Greig and Alex Rogic. Mr. Knox also asked the Committee to reconfirm that Board members will purchase the awards from their own personal funds. Mr. McCauley explained the history behind Board members financing the award using personal funds. Committee members discussed the importance of conveying to all Board members that contributing to pay a share of the cost of the award is voluntary.

Pasqual Gutierrez moved to recommend that Robert Greig and Alex Rogic be awarded the Board's Octavius Morgan Distinguished Service Award for 2015, and to convey to all Board members that contributing a share of the cost of the Octavius Morgan Distinguished Service Award is voluntary.

Tian Feng seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

E. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Review, Leverage, and Evaluate Effectiveness of Board's Liaison Program to Build Stronger Relationships with Organizations

Justin Sotelo informed the Committee that the Board's liaison program is designed to ensure that the Board exchanges information with key entities, and identify potential opportunities for collaboration. Mr. Sotelo noted recent changes to the program, including:

1. Staff distributes reporting requirement reminders for liaisons on a quarterly basis;
2. Staff provides liaisons with talking points, including taking points regarding the Board's support of additional paths to licensure;
3. Liaisons collaborate with staff when communicating licensing information to candidates; and
4. Biannual reporting requirements amended for liaisons to deliver their reports in the spring and fall months, in alignment with the academic calendar.

To enhance the ongoing effectiveness of the liaison program, Mr. Sotelo recommended the development of a standardized summary template to be used by Board liaisons. He explained that the template will summarize each contact with their assigned organizations and schools, and solicit feedback in terms of how the relationship with each entity can be improved. Committee members discussed how the Board could stronger influence academic programs at Community Colleges. Mr. McCauley suggested developing a specific talking point for Community Colleges and its students concerning their pursuit of licensure, such as “Students can begin IDP now,” or “There are multiple pathways, including via an associate degree.”

Tian Feng moved to recommend to the Board that it develop a standardized summary template to be used by Board liaisons, and specific talking points for Community College students concerning their pursuit of licensure.

Sylvia Kwan seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

F. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Increase Board’s Participation in National Council of Architectural Registration Boards

Mr. McCauley reported that the Board’s requests for out-of-state travel approval to participate in the National Council of Architectural Registration Boards (NCARB) have been successful in recent years. He informed the Committee that the Administration also recognized the importance of the Board’s need to participate in the national affairs, and requests for travel to the Annual Meeting and Conference, Regional Summit, and NCARB committee meetings have generally been approved. Mr. McCauley also reminded the Committee of the Board’s approved methods to promote national participation:

1. Publicize the Board’s successful efforts with NCARB via the newsletter;
2. Continue to partner with The American Institute of Architects, California Council to underscore the importance of NCARB;
3. Maintain a list of accomplishments via the Board’s participation in NCARB;
4. Stress with NCARB the importance of “mission critical” agendas; and
5. Incorporate elements of CEO Reports and other NCARB communiqués, as well as The American Institute of Architects reports into the *California Architect* newsletter.

Given the Board’s accomplishments on this objective, Mr. McCauley recommended that the Board continue to monitor the results of efforts to participate and identify additional actions as necessary. Committee members discussed the importance of the Board’s participation and presence on NCARB committees.

Sylvia Kwan moved to recommend to the Board that it continue to monitor the results of efforts to participate in NCARB and identify additional actions as necessary.

Pasqual Gutierrez seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

G. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Annually Present Consumer Satisfaction Survey Data to Measure Performance and Identify Areas for Improvement

Mr. Knox informed the Committee that the Board currently utilizes a general customer satisfaction survey for consumers who have filed complaints against architects/unlicensed individuals and individuals renewing or seeking a license to practice architecture in California. He also informed the Committee that the Board utilizes an additional DCA consumer complaint-specific survey, which is made available to complainants once an enforcement case is closed. Mr. Knox noted that the Board’s general customer satisfaction survey is perhaps too broad for the various categories of constituents the Board serves. He stated that staff has identified potential improvements to the survey and has discussed with DCA Strategic Organization, Leadership, and Individual Development (SOLID) staff various enhancements to the survey.

Mr. Sotelo presented the DCA enforcement-specific survey to the Committee and proposed an additional survey format that is expected to better facilitate the survey’s completion. Mr. McCauley stated that the additional format is an opportunity to ask clarifying questions, and recommended incorporating the use of survey postcards similar to that being used by the Landscape Architects Technical Committee (LATC).

Jon Baker moved to recommend to the Board that staff continue to work with DCA SOLID on better portraying and collecting data for the general customer satisfaction survey, and to make necessary enhancements/improvements to the enforcement-specific survey.

Sylvia Kwan seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

H. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Collaborate with Department of Consumer Affairs’ Office of Public Affairs to Improve Outreach and Communication

Mr. Sotelo informed the Committee that this objective, which calls for collaboration with the DCA Office of Public Affairs to improve outreach and communication, overlaps with the 2015-2016 Strategic Plan objective that directs the Communications Committee to partner with the Contractors State License Board (CSLB) to identify and implement best practices for educating consumers about the Board in order to improve consumer education efforts. He recommended that this objective be merged with the

Communications Committee's related objective and charge the Communications Committee with furthering its work to expand the Board's communications program.

Committee members discussed collaborating with CSLB and LATC to develop a consumer education piece that explains the overall design and construction process, and providing information and materials to schools regarding the licensure process.

Jon Baker moved to recommend that the Board: 1) transfer and merge this objective with the Communications Committee's related objective; 2) consider collaborating with CSLB and LATC to develop a consumer education piece that explains the overall design and construction process; and 3) provide information and materials to schools regarding the licensure process.

Tian Feng seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

I. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Implement BreEZe, an Enterprise-Wide Licensing and Enforcement System, to Improve Consumer, Candidate, and Licensee Services

Vickie Mayer provided the Committee with an update on the status of BreEZe, an enterprise-wide licensing and enforcement system to improve consumer, candidate, and licensee services. She reminded the Committee that BreEZe is being deployed department-wide via three separate releases, and the Board is currently part of Release 3. Ms. Mayer reported that prior to beginning work on Release 3, DCA will perform a formal cost benefit analysis after Release 2 is completed. She also reported that the department will conduct a feasibility study to determine the strategy taken to meet boards and bureaus' business needs, and whether contractors are brought on board, a mix of contractors and state staff, or just state staff will be implementing Release 3. Ms. Mayer reported that DCA anticipates the development of the Release 3 project plan to begin in mid-2016.

J. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Analyze Fees to Determine Whether they are Appropriate

Mr. Sotelo reminded the Committee that at each June Board meeting, members are provided a budget update. He also reminded the Committee that the Board has recently taken two different actions related to the Board's fees and fund condition; an increase of the license renewal fee from \$200 to \$300, and a \$300,000 reduction in its spending authority, effective January 1, 2011 and July 1, 2015, respectively. Mr. Sotelo informed the Committee that staff met with DCA Budget Office personnel to examine the Board's budget and fund condition and analyze whether its fees are appropriate in light of this Strategic Plan objective. He reported that, during this meeting, it was determined by Budget Office staff that the Board's current fund condition is appropriate and that a budget or fee adjustment is not recommended at this time. Mr. Sotelo informed that the Budget Office recommended for the Board to re-assess this issue after the completion of

fiscal year (FY) 2015/16 due to the recent spending authority reduction as a result of the Board's negative Budget Change Proposal. Mr. McCauley agreed that no change in fees are needed, and recommended reassessing fees in another year or two.

Sylvia Kwan moved to recommend that the Board take no action at this time, but to reassess its fees and fund condition after the conclusion of FY 2015/16.

Tian Feng seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

K. Discuss and Possible Action on 2015–2016 Strategic Plan Objective to Complete Sunset Review Process and Implement Recommendation(s) to Comply with Legislature's Directives

Mr. McCauley reminded the Committee that the Board submitted its Sunset Review Report to the Legislature on October 31, 2014, and the hearing was held on March 18, 2015. He reported that only two questions were asked of the Board regarding the: 1) process for determining content for the California Supplemental Examination (CSE), and 2) possible causes for the non-compliance rate on continuing education audits. Mr. McCauley informed that the Board's responses were satisfactory to the Senate and Assembly policy committees, and the Board's written responses also received positive feedback. He reminded the Committee that Assembly Bill 177 (Bonilla), the bill that extends the Sunset date for the Board and LATC, was signed into law on October 2, 2015 and goes into effect January 1, 2016.

To continue to build on the Board's positive outcomes from the Sunset Review process, and to prepare for the next Sunset Review process, Mr. McCauley recommended that the Executive Committee consider the following suggestions:

1. Staff review the Sunset Review Report and Sunset Background Paper and Responses and compile a list of recommendations and suggestions that were noted in the documents.
2. Staff review the metrics in the report and identify opportunities, requirements, and improvements as to data collection.
3. Staff monitor the Sunset Review process on an ongoing basis to identify any emerging cross-cutting issues.

Mr. Gutierrez also proposed that the list of recommendations and suggestions that were noted in the Sunset Background Paper be incorporated into the Board's Strategic Plan.

Jon Baker moved to recommend implementing the following actions to further the Board's 2015-2016 Strategic Plan objective to complete the Sunset Review process and implement recommendation(s) to comply with the Legislature's directives: 1) review the Sunset Review Report and Sunset Background Paper and Responses and compile a list of recommendations and suggestions that were noted in the documents and incorporate as Strategic Plan objectives as appropriate; 2) review

the metrics in the report and identify opportunities, requirements, and improvements as to data collection; and 3) monitor the Sunset Review process on an ongoing basis to identify any emerging cross-cutting issues.

Tian Feng seconded the motion.

Members Feng, Gutierrez, Kwan, and Committee Chair Baker voted in favor of the motion. The motion passed 4-0.

L. Adjournment

The meeting adjourned at 11:38 a.m.