



Edmund G. Brown Jr.
GOVERNOR

CALIFORNIA ARCHITECTS BOARD
PUBLIC PROTECTION THROUGH EXAMINATION, LICENSURE, AND REGULATION

MINUTES

EXECUTIVE COMMITTEE MEETING

December 1, 2016

Sacramento and Various Teleconference Locations in California

A. Call to Order/Roll Call/Establishment of a Quorum

Committee Members Present

Jon Alan Baker, Chair
Matthew McGuinness, Vice Chair
Tian Feng
Sylvia Kwan (arrived at 10:13 a.m.)

Board Staff Present

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

Guests Present

Jimmy Fremgen, Consultant, Assembly Committee on Business and Professions
Shelly Jones, Department of Consumer Affairs (DCA) Executive Office

Committee Chair Jon Baker called the meeting to order at 10:01 a.m., and Matthew McGuinness called roll. Three members of the Committee constitute a quorum for the transaction of business. There being three 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 Possible Action on November 24, 2015, Executive Committee Meeting Summary Report

Mr. Baker asked for comments concerning the November 24, 2015, Executive Committee Meeting Summary Report.

Tian Feng moved to approve the November 24, 2015, Executive Committee Summary Report.

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Jon Alan Baker seconded the motion.

Committee members who were not present at the previous meeting asked whether they must abstain from voting on the minutes. Doug McCauley explained that the Rule of Necessity allows those members to vote.

Members Feng, McGuinness, and Committee Chair Baker voted in favor of the motion. Member Kwan was absent at time of vote. The motion passed 3-0.

D. Selection of 2016 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 significantly to the Board. Mr. Knox presented two potential recipients for 2016 for the Committee's recommendation to the Board: Donald Hodges and Connie Christensen. He noted that award recipients will be profiled in the Board's quarterly newsletter, *California Architects*. Mr. Knox asked the Committee to consider suspending the award until there is a need to recognize a greater variety of volunteers.

Mr. McCauley noted that Board members must cover the cost of the award with personal funds. Mr. McCauley recognized that the Octavius Morgan Distinguished Service Award may have served its purpose. He reiterated the suggestion of suspending the award for five years until a cadre of deserving individuals are identified; alternatively, he suggested, the Committee could recommend expanding nominations to non-traditional candidates (LATC-affiliated, national participants, etc.).

Matthew McGuinness moved to recommend to the Board that Donald Hodges and Connie Christensen be awarded the Board's Octavius Morgan Distinguished Service Award for 2016.

Jon Alan Baker seconded the motion.

Mr. Feng recommended reviewing Octavius Morgan Distinguished Service Award nominees' curriculum vitae for the Committee's and Board's consideration in the future. Sylvia Kwan agreed with the suggestion. Mr. McCauley informed that staff always asks nominators to provide as much information as possible, and that staff will redouble those efforts.

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

The Committee conveyed opposition to the idea of suspending the Octavius Morgan Distinguished Service, and support for the idea of expanding the types of candidates that can be nominated.

Jon Alan Baker moved to encourage the Board to continue with the Octavius Morgan Distinguished Service Award and expand the candidate pool to non-traditional candidates in the years ahead.

Matthew McGuinness seconded the motion.

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

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

Mr. Knox reminded the Committee that the Board’s liaison program is designed to ensure that the Board exchanges information with key entities. He noted that changes to the program in 2014 included the following enhancements:

1. Staff will distribute reporting requirement reminders for liaisons on a quarterly basis;
2. Staff will provide liaisons with talking points (including integrated and multiple path to licensure);
3. Liaisons will collaborate with staff when communicating licensing information to candidates; and
4. Biannual reporting requirements modified to provide reports in the spring and fall months, in alignment with the academic calendar.

Mr. Knox informed the Committee that, at its December 10, 2015, meeting, the Board approved the Committee’s recommendation to continue with the 2014 improvements and to implement the following additional enhancements: 1) develop a standardized summary template to be used by liaisons, 2) expand talking points to include community colleges, and 3) monitor the liaison program for one year and reassess its effectiveness after implementing the enhancements. He advised that each of these enhancements were implemented in 2016, and asked the Committee to discuss the effectiveness of the liaison program.

Ms. Kwan opined that the schedule of quarterly contact with targeted schools and organizations and biannual reporting to the Board is excessive. Mr. McGuinness opined that the liaison talking points developed and maintained by staff are effective. The Committee agreed that the liaison program as currently implemented is valuable.

Matthew McGuinness moved to recommend to the Board that the liaison program continue as currently implemented.

Tian Feng seconded the motion.

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

F. Update 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 that the Board currently utilizes a general customer satisfaction survey for candidates, licensees, and consumers who have filed complaints against architects/unlicensed individuals. He also informed that the Board utilizes a DCA consumer complaint-specific survey which is provided to complainants when an enforcement case is closed. Mr. Knox directed the Committee’s attention to the results from the general survey for fiscal years (FY) 2014/15 and 2015/16, and to the results from the complaint-specific survey from FY 2014/15 through November 4, 2016. Mr. Knox noted that the Board’s general survey results indicate an overall customer satisfaction rate of 82 percent. He reminded members that staff is currently identifying potential improvements and modifications to the general survey so that it is better tailored to the Board’s various constituents and allows the Board to collect more reliable data.

Mr. Baker commented that it would be helpful for the Board to know of the changes made to operations and procedures as a result of survey responses. Mr. McCauley noted that improvements are being made to keep complainants updated on the status of their filed complaints. The Committee discussed the survey data and suggestions were made to better display the data.

Tian Feng moved to recommend to the Board to continue with current efforts to develop enhanced consumer satisfaction surveys.

Jon Alan Baker seconded the motion.

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

G. Update 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

Mr. McCauley updated the Committee on the status of BreEZe, the enterprise-wide licensing and enforcement system designed to improve consumer, candidate, and licensee services. He reminded the Committee that BreEZe is being deployed department-wide via three separate releases; the Board is part of Release 3. Mr. McCauley advised that, per the State Auditor, DCA is conducting a cost-benefit analysis and a gap analysis for Release 3 boards and bureaus. Absent any contrary finding in that analysis, he noted, DCA plans to bring the remaining boards and bureaus into BreEZe, but likely will do so in smaller groups. Mr. McCauley explained that the path forward will include business process planning, “use cases” developed, and solution requirements will be defined. Next, he commented that the Department of Technology’s four-stage Project Approval Lifecycle will facilitate business analysis justification, alternatives and cost benefit analysis, solution development framework, and project approval. Mr. McCauley informed that the final step of the process will be implementation, possibly following an agile or agile-hybrid development methodology. He advised that no action concerning

BreEZe is required of the Committee or Board at this time. Mr. McCauley stated that, perhaps, the Board's largest BreEZe benefit, once implemented, will be the ability to process credit card transactions. He also noted that staff intends to implement BreEZe with existing resources, and that fiscal implications are unknown at this time. Mr. McCauley opined that should there be additional BreEZe-related costs, the Board's budget authority will be adjusted accordingly.

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

Vickie Mayer reminded the Committee that the Strategic Plan objective to analyze fees to determine whether they are appropriate was considered by the Committee last year. At that time, Ms. Mayer indicated, the DCA Budget Office determined that the Board's fund condition was appropriate and that a budget or fee adjustment was not recommended. She also noted that Budget Office personnel advised the Board to re-assess this issue after the completion of FY 2015/16, due to the recent \$300,000 spending authority reduction as a result of the Board's negative Budget Change Proposal. Ms. Mayer informed the Committee of Business and Professions Code section 128.5 that requires the Board to maintain its fund condition at less than 24 months. She advised that the Department of Finance recommends the fund condition be between three to six months. Ms. Mayer reported that staff again met with Budget Office staff after the completion of FY 2015/16, and assessed the Board's fund condition as being in a good state, within an appropriate range, and with months in the reserve at a downward trend. Ms. Mayer recommended that the Board continue to monitor the fund condition with DCA Budget Office staff until such time their determination changes.

Sylvia Kwan moved to recommend to the Board to maintain fees at their current levels and continue to monitor the Board's fund condition with DCA Budget Office personnel until such time their determination changes.

Matthew McGuinness seconded the motion.

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

I. Update 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 advised that Board staff will begin preparations for the 2018 Sunset Review process. He explained seven issues raised by the Legislature from the 2014 Sunset Review Report related to 1) travel restrictions, 2) pro-rata, 3) BreEZe implementation, 4) streamlining licensure, 5) continuing education audit failure rate, 6) information sharing with national disciplinary database, and 7) collection of fines. Mr. McCauley reported that there were no directives made by the Legislature during or after the March 18, 2015, hearing; however, within the seven issues addressed, there are several actionable items the Board should monitor or implement. He then outlined

Legislative committee staff recommendations, as well as recommended Board responses and actions for each of the seven issues.

Jon Alan Baker moved to recommend to the Board to endorse the actions related to the background and status on the following Sunset Review issues 1) travel restrictions (no additional action needed), 2) pro-rata (no additional action needed), 3) BreEZe implementation (continue Strategic Plan objective), 4) streamlining licensure (continue Strategic Plan objective), 5) continuing education audit failure rate (address in required Legislative Report), 6) information sharing with national disciplinary database (continue work within current authority-no additional action needed), and 7) collection of fines (no additional action needed).

Matthew McGuinness seconded the motion.

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

J. Adjournment

The meeting adjourned at 11:13 a.m.