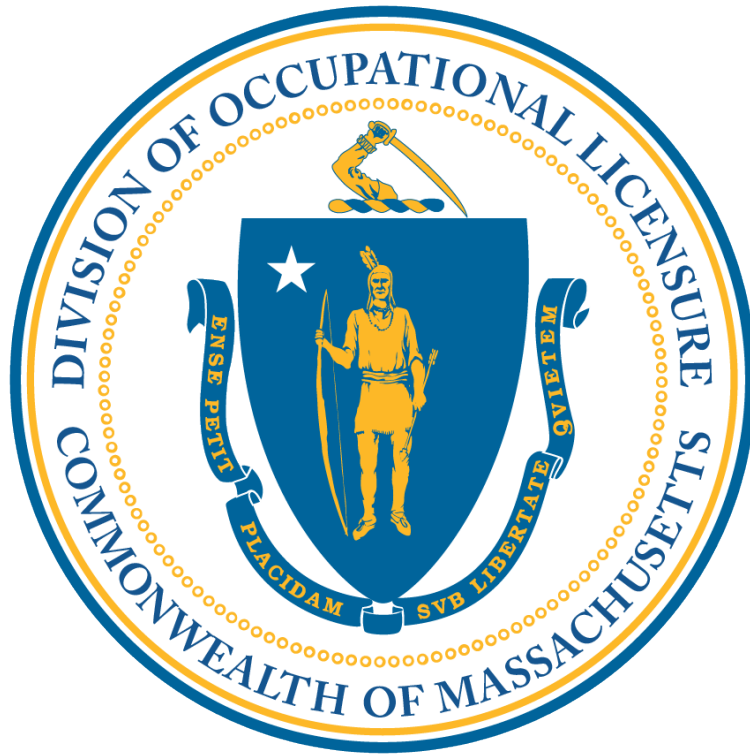


DIVISION OF OCCUPATIONAL LICENSURE



ANNUAL REPORT

FISCAL YEAR 2024

*Division of Occupational Licensure
Office of Consumer Affairs and Business Regulation
Executive Office of Economic Development
Commonwealth of Massachusetts
www.mass.gov/dpl*

I. MESSAGE FROM THE COMMISSIONER

Her Excellency Maura Healey
Governor of the Commonwealth

The Honorable Kim Driscoll
Lieutenant Governor of the Commonwealth

Yvonne Hao, Secretary
Executive Office of Economic Development

Layla R. D’Emilia, Undersecretary
Office of Consumer Affairs and Business Regulation

Karen E. Spilka, Senate President
Massachusetts State Senate

Ronald J. Mariano, Speaker
Massachusetts House of Representatives

Honorable Governor Healey, Lieutenant Governor Driscoll, Secretary Hao, Undersecretary D’Emilia and Members of the General Court:

The Division of Occupational Licensure (DOL) is pleased to present to you with this report summarizing the Agency’s accomplishments and initiatives undertaken during Fiscal Year 2024 (FY24), spanning July 1, 2023, to June 30, 2024.

DOL made significant progress on promulgation of the 10th Edition of the State Building Code (780 CMR) this fiscal year, holding three public hearings in February followed by review of comments and a vote to approve the final draft on May 14, 2024.

During FY24, DOL formally began its technology modernization work when it awarded Accenture the contract for the multi-year, cross agency endeavor. The new system, called eLIPSE, will integrate the agency’s three licensing systems, along with Access databases and other resources, into one integrated platform. When completed, this work will result in a streamlined and efficient tool for licensees, consumers and DOL staff.

DOL welcomed new members of its senior management team this year, including Thomas Lacey as Deputy Commissioner of Public Safety Inspections, Andrew Bridges as Associate Deputy Commissioner of Public Safety Inspections, Bill Corrigan as Associate Deputy Commissioner of Technology, Analytics and Digital Transformation, Rich Holtz as Deputy General Counsel for Boards and Regulations, John Moreschi as First Deputy Commissioner, Chief of Staff and Special Counsel and Sean Pierce as Deputy Chief of Staff and Director of Special Projects.

DOL also added critical public safety staff in the Elevator and Building and Engineering inspections units, as well as new staff in the Office of Investigations and a number of Executive Directors to oversee boards and licensing functions.

The Division of Occupational Licensure plays a critical role in the Commonwealth's public safety, consumer protection and economic development. I take our role in protecting the public seriously, and I continue to be impressed by the staff's commitment to our mission.

On behalf of DOL's staff, board members and myself, I want to thank the Administration and the General Court for your support of our agency. We look forward to continuing to work with you.
Sincerely,

Sarah R. Wilkinson, Commissioner
Division of Occupational Licensure

II. DIVISION OF OCCUPATIONAL LICENSURE (DOL): AGENCY OVERVIEW

About DOL

The Division of Occupational Licensure (DOL) is an Agency within the Office of Consumer Affairs and Business Regulation. DOL oversees 26 boards and a number of other programs, which together license and regulate more than 500,000 individuals and businesses to practice some 100 trades and professions in the Commonwealth of Massachusetts. DOL also licenses and regulates Private Occupational Schools and oversees the Office of Public Safety and Inspections.

Mission

DOL's mission is to protect the public's health, safety and welfare by licensing qualified individuals and businesses to provide services to consumers, while ensuring the fair and consistent enforcement of licensing laws and regulations. DOL also seeks to promote consumer protection, a fair and competitive marketplace, and engage in education and outreach events.

Boards, Offices and Units

Introduction

DOL is organized into two core units: Boards of Registration; and the Office of Public Safety and Inspections. These two units perform the core licensing and regulatory functions of the Agency. Through a shared-services operational model, these units are supported by several other offices including the Office of Investigations, Office of Legal Counsel, Office of Prosecutions, Accounting Unit and the Technology, Analytics, and Digital Transformation Unit.

Boards of Registration

DOL's boards of registration carry out the Agency's mission by licensing individuals and businesses in more than 100 trades and professions. Board members include licensed professionals, as well as members of the public, who serve on their respective boards on a voluntary basis. In addition to licensing qualified individuals, DOL boards of registration investigate and resolve consumer complaints with the assistance of the Agency's enforcement units.

In FY2024, the boards of registration overseen by the DOL included the following:

- Board of Registration of Architects
- Board of Registration of Cosmetology and Barbering
- Board of State Examiners of Electricians
- Board of Registration in Embalming and Funeral Directing
- Board of Registration of Home Inspectors

- Board of Registration of Landscape Architects
- Board of Registration of Massage Therapy
- Board of Certification of Operators of Drinking Water Supply Facilities
- Board of State Examiners of Plumbers and Gas Fitters
- Board of Registration of Professional Engineers and of Professional Land Surveyors
- Board of Public Accountancy
- Board of Registration of Real Estate Appraisers
- Board of Registration of Real Estate Brokers and Salespersons
- Board of Examiners of Sheet Metal Workers
- Board of Registration in Veterinary Medicine

In addition to the boards of registration listed above, DOL also manages the Office of Private Occupational School Education (OS). OS is responsible for the licensure and oversight of private occupational schools operating in Massachusetts. Occupational schools are institutions that offer courses, for profit or by charging tuition, for the purpose of educating and preparing individuals for a business, trade, technical or industrial occupation, or any other vocational purpose. OS is supported by a 12-member Advisory Council, consisting of representatives from other state agencies, consumer advocacy organizations, and the occupational school industry. The Advisory Council is chaired by the Undersecretary of Consumer Affairs and Business Regulation (OCABR), DOL's parent agency.

Office of Public Safety and Inspections

DOL's Office of Public Safety and Inspections (OPSI) is responsible for the oversight of certain infrastructure safety standards and the regulation of certain industries in Massachusetts. It assists DOL in achieving the Agency's mission of protecting the public's health, safety, and welfare through the inspection, investigation, and sanctioning of the activities and industries that it regulates. In FY2023, OPSI consisted of the following boards and divisions:

- Amusement Advisory Board
- Architectural Access Board
- Board of Building Regulations and Standards
- Building Official Certification Committee
- Building Code Appeals Boards
- Board of Elevator Regulations
- Board of Elevator Examiners
- Board of Elevator Appeals
- Board of Engineering Appeals
- Building and Engineering Division
- Bureau of Pipefitters, Refrigeration Technicians, and Sprinkler Fitters
- Elevator Division
- Massachusetts State Athletic Commission
- Regulated Activities Division
- Recreational Tramway Board

Office of Investigations

The Office of Investigations (OI) serves as DOL's front line of consumer protection. The formal consumer complaint process is initiated when a consumer contacts or files a complaint with OI. OI staff conduct investigations into allegations of unlicensed practice or professional misconduct and inspects certain types of business establishments.

Office of Prosecutions

The Office of Prosecutions (OP) prosecutes complaints filed against licensed individuals and businesses, as well as individuals and businesses engaged in the unlicensed practice of a trade or profession falling under DOL's jurisdiction.

Office of Legal Counsel

The Office of Legal Counsel (OLC) consists of three units: Board Counsel; Hearing Counsel; and Public Records. Board Counsels provide legal advice to their assigned boards, offices, and units as it relates to the performance of their day-to-day responsibilities, including the issuance of licenses, the disciplinary process, and the conduct of board meetings. Hearings Counsel, also known as Hearing Officers, generally conduct adjudicatory hearings between licensees or unlicensed individuals and businesses alleged to have violated licensing statutes and regulations, and the relevant board of registration. The Public Records Unit consists of two Records Access Officers and other staff who process, review, and distribute records pursuant to requests from the public.

Accounting

The Accounting Unit focuses on collecting and managing all revenue generated by the Agency. DOL collects between \$40 million and \$48 million annually in over 275,000 individual transactions for all of the licenses, permits, and inspections overseen by the Agency.

Technology, Analytics, and Digital Transformation Unit

The Technology, Analytics, and Digital Transformation Unit focuses on managing three legacy technology platforms: Accela, My License One (MLO), and Inspection and Permitting System (IPS) utilized by both the Boards of Registration and the Office of Public Safety and Inspections. This Unit is currently developing an agency-wide digital transformation through the implementation and deployment of a modern Licensing, Permitting, and Inspection solution.

III. AGENCY ACCOMPLISHMENTS AND ACTIVITIES DURING FISCAL YEAR 2024

FY2024 Notable Accomplishments and Initiatives

- **Welcome Center:** The Welcome Center assisted 11,024 walk-in visitors with basic customer service transactions, such as license renewals, verifications, or name and address changes.
 - 9601 Total Walk-Ins
 - 5312 renewals
 - 3357 Licensing issues (new applications, status updates, exam questions, Duplicate licenses)
 - 193 Reinstatements
 - 739 Miscellaneous (Questions/CORI issues/Address change/appeal/fine)
- **Licensing Platform Unification and Modernization Project:** DOL currently operates on three different software platforms in support of Agency programs. These three platforms perform similar functions but cannot be cohesively integrated. In FY2022, DOL secured capital funding to develop a target Business Capability Model (BCM) that represents DOL's core capabilities and identifies DOL's differentiated capabilities when compared against market offerings readily available in the industry. In continuation of the Technology Modernization effort in FY2024, the DOL team completed a readiness assessment, extensively mapping business processes and analyzing data set documentation. The project team developed business process maps, which will inform the business process redesign necessary to guide the configuration of the new platform and provide the foundation for developing the core solution requirements.

Board of Registration Consumer Complaints Investigated: DOL's Office of Investigations (OI) investigated approximately 959 new complaints on behalf the Agency's boards of registration and the Office of Private Occupational School Education. These complaints included consumer complaints, referrals from other federal and state agencies, and complaints opened by a board of registration to investigate potential wrongdoing. The top five boards of registration with the most complaints investigated by OI included:

- Board of Registration of Real Estate Brokers and Salespersons: 221 complaints
- Board of Registration of Cosmetology and Barbering: 156
- Board of State Examiners of Electricians: 106 complaints
- Board of State Examiners of Plumbers and Gas Fitters: 103 complaints
- Board of Registration in Embalming and Funeral Directing: 101 complaints

Board of Registration Consumer Complaints Resolved: With the input and assistance of other DOL boards, offices, and units, OI also helped to resolve over 972 complaints during this same period. The top 5 boards of registration with the most complaints closed included:

- Board of Registration of Real Estate Brokers and Salespersons: 247 complaints
- Board of Registration of Cosmetology and Barbering: 143 complaints
- Board of State Examiners of Electricians: 102 complaints
- Board of State Examiners of Plumbers and Gas Fitters: 97 complaints
- Board of Registration in Veterinary Medicine: 92 complaints

Board of Registration Consumer Disciplinary Actions: DOL’s Office of Prosecutions (OP) assisted DOL boards of registration in prosecuting and resolving 607 complaints, through the prosecution and issuance of various disciplinary actions against both licensed and unlicensed, individuals and businesses. These disciplinary actions included:

- Fines Assessed: 381
- License Revocations: 82
- License Voluntary Surrender: 43
- Continuing Education: 41
- License Probation: 29
- License Suspended: 16
- License Stayed Suspensions: 6
- License Conditions: 4
- License Reprimand: 3
- License Censured: 0
- License Supervision: 1

The top five boards of registration with the most disciplinary actions issued were:

1. Board of Registration of Real Estate Brokers and Salespersons: 122 disciplinary actions
2. Board of Registration of Plumbers and Gasfitters: 96 disciplinary actions
3. Board of State Examiners of Electricians: 92 disciplinary actions
4. Board of Registration of Massage Therapy: 58 disciplinary actions
5. Board of Registration in Embalming and Funeral Directing: 58 disciplinary actions

IV. DATA TABLES

The following data tables show key statistics about different aspects of DOL’s operations and the professions that it licenses or oversees. The data represents a snapshot of this information, which is dynamic and changes daily. DOL is including this information to better inform readers of this report and help illustrate the scope of the Agency’s impact on the Commonwealth and its workforce. For more up-to-date information, please contact the Agency.

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2024		
BOARD OF REGISTRATION OR DIVISION	NUMBER OF LICENSES	NUMBER OF NEW LICENSES ISSUED
Board of Registration of Architects	8,903	455
Board of Registration of Cosmetology and Barbering	96,138	5,958
Board of Certification of Operators of Drinking Water Supply Facilities	7,247	787
Board of State Examiners of Electricians	43,140	1,597
Board of Registration in Embalming and Funeral Directing	3,234	188
Board of Registration of Home Inspectors	646	42
Board of Registration of Landscape Architects	885	32
Board of Registration of Massage Therapy	11,213	907
Board of State Examiners of Plumbers and Gas Fitters	32,073	2,474
Board of Registration of Professional Engineers and of Land Surveyors	31,178	1,356
Board of Public Accountancy	21,145	627

TABLE 1: NUMBER OF LICENSEES & NUMBER OF NEW LICENSES ISSUED, FY2024		
BOARD OF REGISTRATION OR DIVISION	NUMBER OF LICENSES	NUMBER OF NEW LICENSES ISSUED
Board of Registration of Real Estate Appraisers	3,446	217
Board of Registration of Real Estate Brokers and Salespersons	81,321	3,648
Board of Examiners of Sheet Metal Workers	11,434	527
Board of Registration in Veterinary Medicine	5,010	335
Office of Private Occupational School Education	172	20
OPSI - Elevator Division	946	146
OPSI - Building & Engineering Division	110,931	18,682
OPSI – Regulated Activities Division	4,809	2,802
OPSI – Amusement Licenses	293	88

TABLE 2: NUMBER OF COMPLAINTS OPENED/RECEIVED & NUMBER OF COMPLAINTS CLOSED, FY2024		
BOARD OF REGISTRATION OR DIVISION	NUMBER OF COMPLAINTS OPENED/RECEIVED	NUMBER OF COMPLAINTS CLOSED
Board of Registration of Architects	14	20
Board of Registration of Cosmetology and Barbering	156	143
Board of Certification of Operators of Drinking Water Supply Facilities	9	3
Board of State Examiners of Electricians	106	102
Board of Registration in Embalming and Funeral Directing	101	67
Board of Registration of Home Inspectors	3	4
Board of Registration of Landscape Architects	1	0
Board of Registration of Massage Therapy	42	72
Board of State Examiners of Plumbers and Gas Fitters	103	97
Board of Registration of Professional Engineers and of Land Surveyors	36	31

TABLE 2: NUMBER OF COMPLAINTS OPENED/RECEIVED & NUMBER OF COMPLAINTS CLOSED, FY2024		
BOARD OF REGISTRATION OR DIVISION	NUMBER OF COMPLAINTS OPENED/RECEIVED	NUMBER OF COMPLAINTS CLOSED
Board of Public Accountancy	34	35
Board of Registration of Real Estate Appraisers	21	24
Board of Registration of Real Estate Brokers and Salespersons	221	247
Board of Examiners of Sheet Metal Workers	21	23
Board of Registration in Veterinary Medicine	81	92
Office of Private Occupational School Education	10	5
OPSI - Elevator Division	20	0
OPSI - Building Division	76	21
OPSI - Engineering & Engineering	38	69
OPSI - Regulated Activities Division	31	5
OPSI – Massachusetts State Athletic Commission	15	0

TABLE 3: NUMBER OF DISCIPLINARY ACTIONS ISSUED, FY2024	
BOARD OF REGISTRATION OR DIVISION	NUMBER OF DISCIPLINARY ACTIONS ISSUED
Board of Registration of Architects	16
Board of Registration of Cosmetology and Barbering	42
Board of Certification of Operators of Drinking Water Supply Facilities	9
Board of State Examiners of Electricians	92
Board of Registration in Embalming and Funeral Directing	58
Board of Registration of Home Inspectors	3
Board of Registration of Landscape Architects	0
Board of Registration of Massage Therapy	58
Board of State Examiners of Plumbers and Gas Fitters	96
Board of Registration of Professional Engineers and of Land Surveyors	17

TABLE 3: NUMBER OF DISCIPLINARY ACTIONS ISSUED, FY2024

BOARD OF REGISTRATION OR DIVISION	NUMBER OF DISCIPLINARY ACTIONS ISSUED
Board of Public Accountancy	10
Board of Registration of Real Estate Appraisers	19
Board of Registration of Real Estate Brokers and Salespersons	122
Board of Examiners of Sheet Metal Workers	16
Board of Registration in Veterinary Medicine	46
Office of Private Occupational School Education	3
OPSI - Elevator Division	N/A
OPSI - Building Division	N/A
OPSI - Engineering Division	N/A
OPSI - Regulated Activities Division	N/A

V. DISCLAIMER

The information contained herein is general information about the operations of the Division of Occupational Licensure (DOL), the boards of registration, the Office of Private Occupational School Education, and the Office of Public Safety and Inspections, which operate under the supervision of the Agency, and their respective licensing and enforcement activities. It does not reflect the policies, laws or rules of any particular board, office, or person. All data and statistics in this document are intended only as a summary of the operations and activities of DOL during Fiscal Year 2024 and are subject to change.