

OUR MISSION

To protect consumers through licensing, education, and enforcement of the Professional Fiduciaries Act by promoting and upholding competency and ethical standards across the profession.

**Professional Fiduciaries Bureau (Bureau)
Advisory Committee Meeting
Wednesday, September 24, 2022**

Meeting Minutes

Committee Members Present

Chi Elder, Chair
Bertha Sanchez Hayden, Vice Chair
Wendy Hatch
James Moore
Denise Nelesen

Department of Consumer Affairs (DCA) Staff Present

Rebecca May, Bureau Chief
Angela Cuadra, Bureau Program Analyst
Helen Geoffroy, DCA Legal Counsel

- 1) Call to Order – Ms. Elder called the meeting to order at 10:01 a.m. and stated the meeting was being held via WebEx with no physical public locations pursuant to Government Code section 11133.
- 2) Roll Call & Establishment of Quorum –
Ms. Cuadra called roll. Committee members: Ms. Elder, Ms. Sanchez Hayden, Ms. Hatch, and Mr. Moore were present via WebEx. Ms. Ichikawa and Ms. Nelesen were not present. A quorum was established with four members present. Ms. Nelesen joined the meeting during agenda item #4.
- 3) Advisory Committee, Bureau Chief, Staff and Legal Counsel Introductions – Committee members, Bureau staff, and legal counsel introduced themselves.
- 4) Public Comment on Items Not on the Agenda –

Ms. Hatch noted that Ms. Nelesen had joined the meeting and suggested the Committee revise the roll call and quorum count accordingly.

Ms. Nelesen greeted the Committee and introduced herself.

Public Comment: None.
- 5) Reading of the Professional Fiduciaries Bureau Mission Statement –

Ms. May read the Bureau's mission statement.

Public Comment: None.

6) Discussion and Possible Approval of the Advisory Committee Meeting Minutes from December 8, 2021 –

Ms. Hatch noted the incorrect date listed in the minutes for the SacFast outreach event. Ms. May said the date would be corrected. Mr. Moore noted that the correct date for the event was January 12, 2022. Ms. Hatch motioned to approve the minutes with the corrected date. Ms. Nelesen seconded the motion. A vote by roll call was made: Ms. Elder, Ms. Sanchez Hayden, Ms. Hatch, Mr. Moore, and Ms. Nelesen were in favor. There was no discussion from the committee members and the motion carried with six votes. Ms. Cuadra stated the minutes would be posted to the website as amended.

Public Comment: None.

7) Update from the Director's Office –

Mr. Gregory Pruden, Legislative Manager, Division of Legislative Affairs, stated the Governor signed SB 189 on June 30, 2022, which re-institutes remote meetings through July 31, 2023, and boards and bureaus are encouraged to use Webex to allow public participation. Mr. Pruden also updated the committee on current Covid safety protocols. He stated that the Enlightened Licensing Project report was distributed to all boards and bureaus on May 13, 2022 and next the Department will focus on a review of enforcement processes. Mr. Pruden stated the Department held a brown bag luncheon on July 5, 2022 to introduce changes to the regulation process and on August 10, 2022 to review best practices, content examples and security related to social media. He also provided that the Department is updating its workforce and succession planning to align with the Department's new strategic plan. Mr. Pruden announced recent appointments within the Department.

Public Comment: None.

8) Budget Report –

Ms. Harmony DeFilippo, Budget Analyst, presented the budget projection report and fund condition for the Bureau and explained the structural imbalance the Bureau is facing.

Ms. Hatch asked if the process to correct the imbalance through the regulatory process had already begun. Ms. May stated the process to raise fees is slow-going, that the Bureau has first secured spending authority through a budget change proposal (BCP) in this year's budget act and is now working with the Department to determine the new fee amounts. Ms. May noted that fee increases will occur through the regulatory process

which will take 18-24 months and that the Bureau will notify the public through its interested parties list when the regulation has been filed with the Office of Administrative Law and the public will have an opportunity to comment about the regulation. Ms. May also stated that the Bureau is almost done with a retired/inactive regulation which may impact the Bureau's revenues, making it prudent to wait to have that information so that an accurate fee amount can be determined. Ms. Hatch asked if the Bureau can increase its budget and dip into its excess funds in the state treasury instead of increasing fees and Ms. May replied that the Bureau is fully funded by licensing fees and does not draw from the General Fund. Ms. Hatch stated that if the Bureau is solely funded by licensing and renewal fees, the profession will suffer because new applicants will not be able to afford to apply and current licensees will be encouraged to retire. Ms. May stated she shared Ms. Hatch's concerns and though she cannot predict the full impact of a fee increase, regardless the bureau is mandated to implement new statutory requirements and to find the revenue to do so.

Ms. Nelesen agreed with Ms. Hatch and stated that new legislation should be drafted to provide the Bureau with a new revenue source. Ms. May stated the Bureau is working with the Department to think outside of the box for possible solutions. Ms. May further stated that revenues reflect the small licensing pool and that staff are trying to be deliberate in creating an accurate fee amount, while working within the constraints the Bureau is under.

Ms. Elder shared the same concerns as the other members and stated that she understands that AB 1194 must be implemented and that the only revenue source is licensing fees. She appreciates the three options provided by the budget office to remedy the structural imbalance and asked the budget office to look into the feasibility of a tiered fee schedule in which the Bureau would pay a reduced fee to the Attorney General's office for any cases related to AB 1194. Ms. Elder also stated that passing the full price increase to licensees will create barriers into the profession and encourage current licensees to retire.

Public Comment: Mr. Jerry Desmond commented on behalf of the Professional Fiduciaries Association of California (PFAC) stating that PFAC shares the concerns regarding the structural imbalance and believes fee increases would be a barrier to entry to the profession and supports investigating alternatives. He suggested changing the law to include other professions who are performing duties which require licensure in order to increase the number of licensees.

9) Legislative Update and Discussion –

Mr. Daryl Holloway, DCA Legislative Analyst, reviewed the legislative calendar and status of bills listed on the agenda.

Ms. Hatch asked Mr. Holloway to clarify whether the text of pending legislation is subject to change while in “engrossing and enrollment.” Mr. Holloway confirmed that the engrossing and enrollment process is only related to proofreading and organizing the legislation for presentation to the Governor and there would be no further edits to the text. Ms. Hatch asked if AB 1663 would include private or professional fiduciaries and if it included limited or LPS conservatorships or probate conservatorships. She also asked what liability the “supporter” in this bill would be subject to in their support of a disabled person. Lastly, she asked if Judicial Council knew and understood they would be required to form policies and procedures related to this bill and asked who would monitor and review the forms. Mr. Holloway indicated that he did not have answers to her questions currently but would look into it. Ms. Hatch also asked about the Judicial Council’s responsibility to implement SB 1024, and who would determine if Judicial Council had implemented the bill. Ms. Hatch stated she would like for Mr. Holloway to provide a response at the next meeting and thanked him for his presentation.

Public Comment: None.

10) Bureau Updates –

- Application Licensing and Enforcement Statistics – Ms. May presented licensing and enforcement statistics for fiscal year 2022. Ms. Hatch thanked the Bureau for their work.
- Outreach Events – Ms. May noted that Bureau staff did not attend any outreach events since the last meeting and asked meeting attendees to notify the Bureau via email of any outreach events Bureau staff should attend.
- E-Newsletter – Ms. May stated that the newsletter is the best way outside of the Advisory Committee meetings for the Bureau to disseminate important information. She noted that the next newsletter would be distributed in December and if meeting attendees have suggested items for the newsletter, to please reach out to the Bureau with their suggestions.
- Strategic Plan – Ms. May stated that the Bureau is currently undergoing the strategic planning process, and that the new strategic plan will cover 2023 to 2027. She thanked the Advisory Committee members for providing their input on the current strategic plan and for collaborating with Department staff on the new plan. Ms. May also thanked the public for providing feedback via the Bureau’s online survey. She said she anticipated the new strategic plan will wrap up in the late fall, and once ready will be made public and posted to the Bureau’s website.
- Sunset Review – Ms. May provided an update regarding the general sunset review process, and that the Bureau would be undergoing sunset review next year. She

stated sunset review gives the Legislature the opportunity to determine if the Bureau is meeting its consumer protection mandate and if the sunset date should be extended. She further stated that the Bureau's report to the Legislature is due in January and will be made public at that time, and that the Legislature will hold a hearing regarding the Bureau in the Spring. Ms. May anticipates that after the hearing, one of the legislative committees will author a bill to extend the bureau's sunset for four years and make any other statutory changes it deems necessary.

- Subject Matter Experts – Ms. May stated the Bureau is recruiting subject matter experts to assist in complex enforcement cases. Ms. May provided the minimum qualifications for being a SME and stated that SMEs earn \$75 an hour for reviewing cases and drafting corresponding reports and \$90 an hour for providing expert testimony at an administrative hearing. She asked licensees to apply or to encourage other licensees to apply by contacting the Bureau via email.

Ms. Hatch asked if the Bureau would consider using retired fiduciaries as SMEs as they would not have any potential conflicts of interest. Ms. May responded that current SMEs are all actively licensed because the Bureau has not yet started providing retired licenses. She thanked Ms. Hatch for the suggestion and said the Bureau will look into it further when retired licenses are available.

Ms. Elder asked if information about applying to be a SME is on the Bureau's website and if there are any deadlines to apply. Ms. May responded that there is no deadline to apply and will double check to see if it's on the website. She mentioned that SME recruitment is always in the newsletter but that adding it to the website would be an excellent idea.

Public Comment: None.

11) Proposed Rulemakings Update –

Ms. May reported that the Bureau is currently promulgating two regulations. The first one would establish a retired and inactive license status and it is nearing completion. She provided that the Bureau's initial 45-day comment period closed on December 27, 2021 and an additional 15-day comment period closed on July 28, 2022. She also mentioned that the Bureau anticipates filing the final package with the Office of Administrative Law (OAL) in the next few days and then OAL would have 30 days to approve or disapprove the regulation. Ms. May said the second regulation is to implement AB 465, which requires a cultural competency component pre licensing and continuing education requirements. She provided that the regulation is in its initial comment period until September 20. Ms. May also stated that the proposed text for both regulations can be found on the bureau's website and as the proposed regulations continue to move through

the regulatory process, the bureau will advise the public via the interested parties email list.

Public Comment: None.

12) Future Agenda Items –

Ms. Cuadra noted agenda few items were requested by Ms. Hatch related to AB 1663 and SB 1024 for Mr. Holloway to present at the next meeting. Ms. Cuadra also noted that the December meeting has a standing agenda item to elect a chair and vice chair for 2023.

Ms. Elder asked if the budget office can discuss alternate ways to increase the budget, and provide any other alternatives other than the three options provided by the budget office earlier during the meeting.

Ms. May asked that if any members want to serve as chair or vice chair, or have any questions, to please reach out to her via email.

Public Comment: None.

13) Future Meeting Dates

- Wednesday, December 7, 2022
- Wednesday, March 15, 2023
- Wednesday, June 21, 2023
- Wednesday, September 20, 2023
- Wednesday, December 13, 2023

Committee members did not mention any scheduling conflicts for the future dates and were asked to contact Ms. Cuadra if any conflicts arise.

Public Comment: None.

14) Adjournment – The meeting was adjourned at 11:22 a.m.

Department of Consumer Affairs

Expenditure Projection Report

Professional Fiduciaries Bureau

Reporting Structure(s): 11117000 Support

Fiscal Month: 3

Fiscal Year: 2022 - 2023

Run Date: 11/04/2022

PERSONAL SERVICES

Fiscal Code	Line Item	PY FM13	Budget	Current Month	YTD	Encumbrance	YTD + Encumbrance	Projections to Year End	Balance
5100	PERMANENT POSITIONS	\$256,844	\$332,000	\$20,432	\$66,326	\$0	\$66,326	\$271,625	\$60,375
5100	TEMPORARY POSITIONS	\$7,476	\$22,000	\$0	\$0	\$0	\$0	\$0	\$22,000
5150	STAFF BENEFITS	\$130,917	\$214,000	\$15,065	\$39,715	\$0	\$39,715	\$162,643	\$51,357
	PERSONAL SERVICES	\$395,238	\$568,000	\$35,497	\$106,040	\$0	\$106,040	\$434,268	\$133,732

OPERATING EXPENSES & EQUIPMENT

Fiscal Code	Line Item	PY FM13	Budget	Current Month	YTD	Encumbrance	YTD + Encumbrance	Projections to Year End	Balance
5301	GENERAL EXPENSE	\$160	\$10,000	\$2	\$2	\$0	\$2	\$652	\$9,348
5302	PRINTING	\$1,449	\$4,000	\$0	\$0	\$638	\$638	\$2,900	\$1,100
5304	COMMUNICATIONS	\$562	\$4,000	\$1,380	\$1,409	\$0	\$1,409	\$1,409	\$2,591
5306	POSTAGE	\$136	\$4,000	\$0	\$0	\$0	\$0	\$200	\$3,800
5308	INSURANCE	\$5	\$0	\$0	\$0	\$0	\$0	\$25	-\$25
53202-204	IN STATE TRAVEL	\$0	\$9,000	\$0	\$0	\$0	\$0	\$0	\$9,000
5322	TRAINING	\$0	\$3,000	\$0	\$0	\$0	\$0	\$0	\$3,000
5324	FACILITIES	\$42,935	\$51,000	\$6,983	\$10,426	\$31,857	\$42,283	\$43,816	\$7,184
53402-53403	C/P SERVICES (INTERNAL)	\$4,990	\$199,000	\$210	\$210	\$0	\$210	\$75,023	\$123,977
53404-53405	C/P SERVICES (EXTERNAL)	\$7,341	\$35,000	\$543	\$543	\$200	\$743	\$7,943	\$27,057
5342	DEPARTMENT PRORATA	\$118,967	\$137,000	\$34,250	\$68,500	\$0	\$68,500	\$137,000	\$0
5342	DEPARTMENTAL SERVICES	\$76	\$4,000	\$0	\$0	\$0	\$0	\$80	\$3,920
5344	CONSOLIDATED DATA CENTERS	\$0	\$6,000	\$0	\$0	\$0	\$0	\$1,500	\$4,500
5346	INFORMATION TECHNOLOGY	\$519	\$1,000	\$0	\$0	\$0	\$0	\$529	\$471
5362-5368	EQUIPMENT	\$289	\$16,000	\$0	\$51	\$0	\$51	\$5,254	\$10,746
	OPERATING EXPENSES & EQUIPMENT	\$177,428	\$483,000	\$43,368	\$81,141	\$32,695	\$113,836	\$276,330	\$206,670

OVERALL TOTALS		\$572,665	\$1,051,000	\$78,865	\$187,181	\$32,695	\$219,876	\$710,599	\$340,401
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32.39%

**3108 - Professional Fiduciaries Bureau Fund Analysis of Fund Condition
(Dollars in Thousands)**

Prepared 11.14.2022

2022 Budget Act With FM 3 Projections

	Actuals 2021-22	CY 2022-23	BY 2023-24	BY +1 2024-25	BY +2 2025-26
BEGINNING BALANCE	\$ 343	\$ 310	\$ 158	\$ -345	\$ -880
Prior Year Adjustment	\$ 2	\$ 0	\$ 0	\$ 0	\$ 0
Adjusted Beginning Balance	\$ 345	\$ 310	\$ 158	\$ -345	\$ -880
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS					
Revenues					
4121200 - Delinquent fees	\$ 3	\$ 4	\$ 4	\$ 4	\$ 4
4127400 - Renewal fees	\$ 503	\$ 508	\$ 508	\$ 508	\$ 508
4129200 - Other regulatory fees	\$ 10	\$ 3	\$ 3	\$ 3	\$ 3
4129400 - Other regulatory licenses and permits	\$ 95	\$ 96	\$ 96	\$ 96	\$ 96
4163000 - Income from surplus money investments	\$ 2	\$ 0	\$ 0	\$ 0	\$ 0
Totals, Revenues	\$ 613	\$ 611	\$ 611	\$ 611	\$ 611
Operating Transfers To General Fund 0001 per EO E 21/22-276 Revised (AB 84)	\$ -25	\$ 0	\$ 0	\$ 0	\$ 0
Totals, Transfers and Other Adjustments	\$ -25	\$ 0	\$ 0	\$ 0	\$ 0
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 588	\$ 611	\$ 611	\$ 611	\$ 611
TOTAL RESOURCES	\$ 933	\$ 921	\$ 769	\$ 266	\$ -269
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 572	\$ 711	\$ 1,062	\$ 1,094	\$ 1,127
9892 Supplemental Pension Payments (State Operations)	\$ 12	\$ 12	\$ 12	\$ 12	\$ 12
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 39	\$ 40	\$ 40	\$ 40	\$ 40
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 623	\$ 763	\$ 1,114	\$ 1,146	\$ 1,179
FUND BALANCE					
Reserve for economic uncertainties	\$ 310	\$ 158	\$ -345	\$ -880	\$ -1,447
Months in Reserve	4.9	1.7	-3.6	-9.0	-14.7

NOTES:

Assumes workload and revenue projections are realized in BY +1 and ongoing.
Expenditure growth projected at 3% beginning BY +1.
CY and BY Expenditure & Revenue adjustments are pending Gov. Budget release January 2023.

**Professional Fiduciaries Bureau
December 7, 2022 Legislative Update**

Important Dates

- **Sept. 30** - Last day for Governor to sign or veto bills
- **Oct. 2**- Bills enacted on or before this date take effect January 1, 2023.
- **Dec. 5**- 2023-24 Regular Session convenes for Organizational Session
- **Jan. 1**- Statutes take effect

2022 Legislation Related to the Bureau

[AB 1663 \(Maienschein\) Protective proceedings](#)

Status: Chaptered by Secretary of State - Chapter 894, Statutes of 2022.

This bill revises how probate conservatorships are investigated, established, and terminated. It provides that, when equally qualified as other potential conservators, the conservatee's preference and the prior conservator's preference should prevail.

For petitions filed after January 1, 2023, it prohibits a regional center from acting as a conservator but authorizes the regional center to act as a designee of the director. The bill requires the Director of Developmental Services to develop guidelines to mitigate conflicts that may arise when a regional center is acting as designee, while at the same time providing service coordination to the same person. It also requires the petition for conservatorship to include alternatives to conservatorship and reasons why those alternatives are not suitable, as well as alternatives tried by the petitioner or proposed conservators, and the reasons why those alternatives do not meet the conservatee's needs.

The bill requires the court to provide conservators with written information concerning the conservator's obligations to support the conservatee. It requires the court, within 30 days of the establishment of a conservatorship, and annually thereafter, to provide conservatees under the court's jurisdiction with written information regarding their rights. This includes a personalized list of the rights the conservatee retains. The bill expands the annual duties and reporting requirements of court investigators conducting required visits to assess the progress of the conservatorship and revises the procedures for termination of a limited conservatorship by requiring the court to terminate an uncontested petition for termination under specified circumstances, and without a hearing.

The bill requires the Judicial Council to establish a conservatorship alternatives program within each self-help center in each superior court. Among other goals, the conservatorship alternatives program will provide information relating to less restrictive alternatives to conservatorship. The bill designates the duties of court staff reviewing petitions under the conservatorship alternatives program.

The bill establishes a supported decision making process and a process for entering into a supported decision making agreement for adults with disabilities. It authorizes an adult with a

disability to request and have present one or more adults, including supporters, in any meeting or communication. The bill sets forth the duties of supporters and specifies the elements of a written supported decision making agreement, if one is used.

AB 2841 (Low) Disqualification from voting

Status: Chaptered by Secretary of State - Chapter 807, Statutes of 2022.

Existing law requires a county election official to cancel a person's voter registration in certain circumstances. This including when a person is deemed mentally incompetent, upon proof that the person is presently imprisoned for conviction of a felony, and when a person fails to respond to an address verification mailed by the elections official and does not attempt to vote at the next two federal general elections. Existing law also sets forth criteria and procedures for a person's right to vote to be restored.

The bill's provisions become operative on January 1, 2024 and requires the clerk of the superior court of each county, to notify the Secretary of State each month, of findings made by the court regarding a person's competency to vote and the number of court proceedings related to the determination of a person's competency to vote. The bill requires the Secretary of State, upon receipt of identifying information for the affected persons, to send this information to the appropriate county elections official, who must proceed to cancel the person's registration or notify the person that their right to vote has been restored. The bill requires the elections official to provide notice of the intent to cancel the person's registration between 15 and 30 days before the cancellation.

The bill requires the Secretary of State to post a report on their website each month showing the number of disqualifications and restorations of voting rights that occurred in each county and provide training to court officers and elections officials regarding the aforementioned requirements.

SB 1005 (Wieckowski) Conservatorship: sale of personal residence

Status: Chaptered by Secretary of State. Chapter 91, Statutes of 2022.

This bill revises the provisions authorizing the sale of a conservatee's present or former personal residence, or other real or personal property of the estate, to specifically include the power to partition, or bring an action to partition, the personal residence or other real or personal property of the estate. The bill also subjects partition of the conservatee's present or former personal residence to the same conditions that apply to the sale of the residence.

SB 1024 (Jones) Replacement of an incapacitated or deceased professional fiduciary

Status: Chaptered by Secretary of State. Chapter 612, Statutes of 2022.

Commencing January 1, 2024, this bill authorizes a conservator, agent under a power of attorney, representative of the estate, trustee of a trust, or interested person, to petition for the appointment of a professional fiduciary practice administrator to act as a temporary professional fiduciary when a professional fiduciary either becomes incapacitated or dies and a vacancy exists. The bill expands the definition of "professional fiduciary" to make these

provisions applicable to professional fiduciary practice administrators. This clarifies that professional fiduciary practice administrators are professional fiduciaries regulated by the Professional Fiduciaries Bureau.

[SB 1495](#) (Committee on Business, Professions and Economic Development) Professions and vocations.

Status: Chaptered by Secretary of State. Chapter 511, Statutes of 2022.

This is the omnibus bill for the Senate Committee on Business, Professions and Economic Development. The intent of this bill is to make minor, technical, and non-substantive changes to the Business and Professions Code. It updates the name of the Office of Statewide Health Planning and Development to the Department of Healthcare Access and Information; removes gendered language throughout the Business and Professions Code; and incorporates legislative changes in: Medical Practice Act, Pharmacy Law, Licensed Marriage and Family Therapist Act, Dental Practice Act, Physician Assistant Practice Act, Veterinary Medicine Practice Act, Clinical Social Worker Practice Act, Professional Fiduciaries Act, Contractors State License Law, Collateral Recovery Act, Private Investigator Act, Private Security Services Act, Geologist and Geophysicist Act, and the Automotive Repair Act.

This bill specifies that the Professional Fiduciaries Bureau is required to maintain records that include the names of the licensee's current conservatees, wards, principals under a durable power of attorney for health care, or principals under a durable power of attorney for finances, and the names of the trusts or estates they currently administer, whether the case is court supervised or not.

This bill also expands the annual reporting requirement that professional fiduciaries must make to the Professional Fiduciaries Bureau to include: the names of their current conservatees, wards, principals under a durable power of attorney for health care, or principals under a durable power of attorney for finances, and the names of trusts and decedent's estates currently administered by the licensee whether the cases are court supervised or not. This report must include court names, court locations, and case numbers, where applicable.

These changes were submitted as a legislative proposal by the Professional Fiduciaries Bureau and approved as a non-administration sponsored proposal.



LICENSING AND ENFORCEMENT STATISTICS

JULY 1, 2022–SEPTEMBER 30, 2022

LICENSING STATISTICS

FISCAL YEAR 2022–23

TOTAL LICENSES ISSUED SINCE JULY 1, 2008

1,335

NUMBER OF ACTIVE LICENSES AS OF SEPTEMBER 30, 2022

840

APPLICATIONS

Initial Applications Received FY 22–23: 29

Initial Licenses Issued FY 22–23: 10

PROCESSING TIME FOR COMPLETE APPLICATIONS

Quarter 1 (July–Sep):

35 days from receipt to approval to sit for exam
15 days from passing exam to issuance of license

RENEWALS

Renewals Processed:

Quarter 1 (July–Sep): 189

TOTAL: 189

Processing Timeline:

Quarter 1 (July–Sep): 14 days

ENFORCEMENT STATISTICS

FISCAL YEAR 2022–23

COMPLAINTS RECEIVED

36

COMPLAINTS CLOSED

Opened in FY 18–19: 0

Opened in FY 19–20: 1

Opened in FY 20–21: 2

Opened in FY 21–22: 32

Opened in FY 22–23: 17

TOTAL CLOSED: 52

AVERAGE DAYS TO CLOSE

155

COMPLAINTS PENDING

Opened in FY 18–19: 2

Opened in FY 19–20: 1

Opened in FY 20–21: 14

Opened in FY 21–22: 43

Opened in FY 22–23: 19

TOTAL PENDING: 79

CITATIONS ISSUED

0

ATTORNEY GENERAL CASES INITIATED

4

