

CCIDC

®



California Council for Interior Design Certification

California Council for Interior Design Certification

California Legislature

Report to the Joint Legislative
Sunset Review Committee

November, 2012

1605 Grand Avenue, Suite 4
San Marcos, CA 92078
760.761.4734 • www.ccidc.org

TABLE OF CONTENTS

1. Background and Description of the CCIDC and Regulated Profession	p.2
Mission Statement	p.2
Background	p.2
National Overview	p.2
Legislative History	p.3
Committees	p.4
Board Description and Composition	p.5
Table 1a. Attendance	p.6
Table 1b. Meeting Locations	p.6
Table 1c. CCIDC/Committee Member Roster	p.7
2. Performance Measures and Customer Satisfaction Surveys	p.9
3. Fiscal and Staff	p.10
Table 2. Fund Condition	p.11
Table 3. Expenditures by Program Component	p.11
Table 4. Fee Schedule and Revenue	p.12
Staffing Issues	p.13
4. Certification Program	p.14
Table 6. Certification Population	p.15
Table 7a. Licensing Data by Type	p.15
Table 7b. Total Licensing Data	p.16
Examinations	p.17
Table 8a. Examination Data	p.17
School Approvals	p.19
Continuing Education Competence Requirements	p.19
5. Enforcement Program	p.21
Table 9a. Enforcement Statistics	p.21
Chart Summary	p.21
Cite and Fine	p.22
Cost Recovery and Restitution	p.23
6. Public Information Policies	p.23
7. Online Practice Issues	p.26
8. Workforce Development and Job Creation	p.26
Table 10. School Outreach Programs	p.27
9. Current Issues	p.27
10. CCIDC Action and Response to Prior Sunset Issues	p.27
11. New Issues	p.29
12. Attachments	p.34

California Council for Interior Design Certification

BACKGROUND INFORMATION AND OVERVIEW OF THE CURRENT REGULATORY PROGRAM

As of November 2012

Section 1 –

Background and Description of the CCIDC and Regulated Profession

Provide a short explanation of the history and function of the CCIDC. Describe the occupations/profession that are licensed and/or regulated by the CCIDC (Practice Acts vs. Title Acts).

MISSION STATEMENT - To establish and implement professional standards and educational requirements, educate the public, and facilitate interior design professional's compliance with our standards and code of ethics in order to provide for the protection, health, safety and welfare of the public.

BACKGROUND – CCIDC (The California Council for Interior Design Certification) is the organization that certifies interior designers who voluntarily want to be “Certified Interior Designers” in California as defined under Chapter 3.9, Section 5800 of the California Business and Professions Code since the statute was put in place in 1991. The council is charged with approving examinations, and verifying experience and education requirements for those who want to become Certified Interior Designers, and maintaining a database of those who do so. CCIDC has certified 4,829 individuals since 1991, of which 2,721 are still active mostly in the State of California. Over the past 21 years many CIDs have left the business due to economic reasons, retired, resigned, or passed away. Since the last Sunset Review in 2002, CCIDC has approved and certified 763 Certified Interior Designers.

NATIONAL OVERVIEW - The latest statistics from the Federal Bureau of Labor Statistics is projecting 56,500 interior design jobs in the United States from 2010 to 2020. The projected growth rate for interior designers during this period is 19%, whereas the projected growth rate for all jobs is 14%. 10,900 jobs in this category are expected to be added during this period. Median pay is \$47,000 per year or \$22.25 per hour.

The interior design profession has been hit hard in the past 4 years due to the economic recession, and in particular because of the adverse effects that have also hit the housing market. Over 50% of all interior designers work in the residential market.

In many states the minimum requirement in terms of education is a Bachelor's Degree in Interior Design; however, California leads the nation with the number of community colleges that offer both Associate Degrees and Certificates in interior design. These career technical/professional programs provide graduates direct access into the work force and the profession. These graduates qualify for, and successfully pass, the “IDEX California” examination (see Section 10, Prior Sunset issues for a complete review of the examination process) to become Certified Interior Designers in California.

LEGISLATIVE HISTORY - CCIDC is a “private” nonprofit mutual benefit corporation. It was established in January 1992 as the organization responsible for administering the requirements of the Certified Interior Designers Law under Chapter 3.9, Section 5800 of the California Business and Professions Code. CCIDC defines and enforces standards of competence, ethics, professionalism, and administers a program of voluntary certification of interior designers in California.

SB 153 became effective January 1, 1991, creating a “Title Act” codifying the title “Certified Interior Designer”. The California Council for Interior Design Certification (CCIDC) was created by a coalition of professional interior design organizations in January 1992. CCIDC’s bylaws define classes of affiliation, govern affiliation, govern appointment and election of directors, and specify roles and responsibilities of the board and staff.

In early 1995, Senator Milton Marks introduced SB 1028 that amended Section 5800 of the California Business and Professions Code and changed the definition of an interior design organization to a “nonprofit professional organization of Certified Interior Designers whose governing board included representatives of the public”. Governor Pete Wilson signed the amendment into law.

In late 1995, Section 5800 of the California Business and Professions Code regarding Certified Interior Designers was included in overall Sunset legislation. Sunset of Section 5800 was passed in 1996.

Senator Bruce McPherson introduced SB 435 to reverse the Sunset of Section 5800 for one year. Governor Pete Wilson signed the bill into law in 1997.

In 1998, Senator Bruce McPherson introduced SB 1471, which extended the Section 5800 Sunset until January 12, 2002. Governor Pete Wilson signed the bill into law.

From 1996 until 2000 the International Conference of Building Officials (ICBO) had been creating a new universal international building code, the ICC 2000, for adoption in all states, including Canada and Mexico. The language in this code that would affect interior designers was the definition “Registered Design Professional”. The interior design profession has been concerned that adoption of this code and definition will prevent interior designers from being able to submit plans to building officials for building permits, especially in California where the title “Certified” is used, and not the title “Registered”.

In order to address this issue, and the ongoing concern of consumer protection, CCIDC and other coalitions jointly sponsored AB 1096 in February of 1999. This bill made its way successfully through both houses of the California legislature, but was vetoed by Governor Gray Davis on September 10, 2000.

In April of 2001, SB 136 was amended to include changes to Section 5800 of the Business and Professions Code. This bill extended the Sunset for Section 5800 until January 1, 2004 and required all examinations utilized by CCIDC for the certification process to comply with Section 139 of the Business and Professions Code. It also required CCIDC to change from a 501(c)(6) corporation to a 501(c)(3) corporation, to provide an independent audit of its financial transactions and to report to the Joint Legislative Sunset Review Committee by September 1, 2002 (extended subsequently to 2008) on outreach efforts, examinations, finances, interactions of the organization, and materials and information. SB 136 also made it an unfair

business practice for any person to represent themselves as a “Certified Interior Designer”, unless they complied with the requirements of Section 5800. See item 3 below for all legislation that has affected CCIDC since the last Sunset Review in 2003.

COMMITTEES

1. Describe the make-up and functions of each of the CCIDC’s committees.

CCIDC has no public committees per se, only four internal committees. These are Compensation, CALBO, Marketing & Outreach, and Education & Examination Committees.

COMPENSATION COMMITTEE – Made up of the executive officers of the board, Chair, Vice-Chair, Treasurer and Secretary. They prepare and survey anonymously the entire board on the performance of the Executive Director on an annual basis and determine salary and or salary increases.

CALBO COMMITTEE – Made up of one or two active board members, including ex-officio and past board members and the CCIDC Executive Director to interact, attend, and liaise with CALBO (California Building Officials) especially at the CALBO Annual Business Meeting, which is held at various locations around the state. This gives CCIDC the opportunity to explain certification to hundreds of building officials from all over the state where Certified Interior Designers submit their plans for permitting purposes.

Reports by this committee are made three times per year at every board meeting.

MARKETING & OUTREACH COMMITTEE – Again, made up of one or two active board members, including ex-officio and past board members and the Executive Director as well as an outside paid Public Relations consultant. The purpose of the committee is to reach out to various constituencies through Internet web based programs, print media and personal contact. The main communication to and from CCIDC is through its web site at www.ccidc.org where four distinct sections reach out to consumers, CIDs, students and non-Certified Interior Designers and building officials.

There are also 3 printed brochures available (copies are in the Appendix), one for consumers provided by CIDs (Answers and Basics for Consumers, “ABC”), one for building officials also provided by CIDs (Q&A for Building Officials) and one for students and non-Certified Interior Designers (Interior Design Certification for Students). All brochures are provided for free to those who wish to use them.

Lastly, personal contact is made to all interior design programs and schools in California where various board members, or the Executive Director, go out to give in-person presentations on certification at the various school locations to students. This has been extremely successful and CCIDC presentations are now a part of a regular program at nearly all schools in California every year.

Reports by this committee are made three times per year at every board meeting.

EDUCATION & EXAMINATION COMMITTEE – This committee is typically made up of board members who are not only Certified Interior Designers, but interior design school educators as well. The purpose of this committee is to review the examination process CCIDC uses to qualify candidates for certification, to ensure such examination(s) conform to California standards as codified in CBPC Section 139 and the policy promulgated by said statute by the Office of Examination Resources (OER) under the Department of Consumer Affairs. The CCIDC board has also determined that in order to protect California consumers, any examination used to qualify Certified Interior Designers in this state must be relevant to the California Building Codes, Title 24, and all other regulations and codes applicable to the practice of interior design in California.

Reports by this committee are made three times per year at every board meeting.

BOARD DESCRIPTION & COMPOSITION – The law provides for an “interior design organization” to administer voluntary certification (such organization is defined in the code as a “nonprofit organization, exempt from taxation under Section 501(c)(3) of Title 26 of the United States Code, of Certified Interior Designers whose governing board shall include representatives of the public”).

Under the current bylaws of CCIDC, the board shall be composed of not more than eleven (11) members, five of whom will occupy a seat for each of the designated national professional interior design associations, namely the American Society of Interior Designers (ASID); the Interior Design Society (IDS); the International Interior Design Association (IIDA); the International Furnishing and Design Associates (IFDA); and the National Kitchen and Bath Association (NKBA). There is also a professional member of the board who is not affiliated with any of these organizations who represents the “independent” or non-affiliated interior designers. Representing the interior design educators is a representative occupying a seat designated for the Interior Design Education Council (IDEC). Lastly, there are four (4) public member positions on the board, none of whom are associated, or ever have been, with the interior design profession in any way whatsoever.

All “professional” (i.e. non-public) members of the CCIDC board are, and must be, Certified Interior Designers in accordance with the CCIDC bylaws. All board members must be residents of California.

Each director serves a 3 year term with a 2 term maximum. The board has occasionally granted a one year grace period to certain termed out directors in order to stagger terms and avoid too many leaving the board at one time, or in other instances to allow for continuity for a special project of program.

Table 1a. Attendance

Member Name	JAN 2008	MAY 2008	SEP 2008	JAN 2009	MAY 2009	SEP 2009	JAN 2010	MAY 2010	SEP 2010	JAN 2011	MAY 2011	OCT 2011
Donald Chu, Ph.D.	P	T	-	-	-	-	-	-	-	-	-	-
Joann Cleckner, CPA	P	T	-	-	-	-	-	-	-	-	-	-
MaryJo Camp, CID	P	P	P	T	-	-	-	-	-	-	-	-
Holly Hodnick, CID	P	A	P	T	-	-	-	-	-	-	-	-
Viveca Bissonnette, CID	P	A	P	P	V	-	-	-	-	-	-	-
Claudia Andreasen, CID	P	P	P	A	P	P	A	T	-	-	-	-
Zara Stender, CID	P	P	P	P	P	P	P	P	P	P	T	-
David Wagner, CID	P	P	P	P	P	P	P	P	P	P	T	-
Deborah Ogden, CID	P	P	A	P	A	P	P	P	P	P	P	P
Robert E. Wright	P	P	P	P	P	P	P	P	P	P	P	P
Richard Galitz, MD	P	P	P	P	A	P	P	P	P	A	P	P
John Searles	-	-	P	P	P	P	P	P	P	P	P	A
Susan Hauser, CPA	-	-	P	P	P	P	P	P	P	P	A	P
Marie Cooley, CID	-	-	-	-	P	P	P	P	P	P	P	P
Chris Coldoff, CID	-	-	-	-	-	P	P	P	P	V	-	-
Joanne Stage, CID	-	-	-	-	-	P	P	P	P	P	V	-
Michelle Eaton, CID	-	-	-	-	-	-	-	-	P	P	P	P
Millie Kwong, CID	-	-	-	-	-	-	-	-	-	P	A	P
Brian Kaneko, CID	-	-	-	-	-	-	-	-	-	-	P	P
Kimberly Alonzo, CID	-	-	-	-	-	-	-	-	-	-	P	P
Patsy Zakian-Greenough, CID	-	-	-	-	-	-	-	-	-	-	-	P

P = Present, A = Absent, T = Termed Out, V = Voluntarily left the board.

Table 1b. Meeting Locations

Meeting Date	Location
January 26, 2008	Waterfront Plaza Hotel – Ten Washington Street, Oakland
May 3, 2008	Hilton San Diego Resort & Spa – 1775 East Mission Bay Drive, San Diego
September 20, 2008	Marriott Courtyard Burbank Airport – 2100 West Empire Avenue, Burbank
January 24, 2009	Hilton San Diego Resort & Spa – 1775 East Mission Bay Drive, San Diego
May 30, 2009	Hilton Hotel – 3050 Bristol Street, Costa Mesa
September 19, 2009	Sheraton Grand Sacramento Hotel – 1230 J Street, Sacramento
January 23, 2010	Hilton Checkers – 535 S. Grand Avenue, Los Angeles
May 14, 2010	Hilton Financial District – 750 Kearny Street, San Francisco
September 25, 2010	Hilton San Diego Resort & Spa – 1775 East Mission Bay Drive, San Diego
January 22, 2011	Hilton Los Angeles North Glendale – 100 West Glenoaks Blvd, Glendale
May 14, 2011	Hilton San Diego Resort & Spa – 1775 East Mission Bay Drive, San Diego
October 1, 2011	Hilton Financial District – 750 Kearny Street, San Francisco, CA 94108

Table 1c. CCIDC/Committee Member Roster

Member Name	Date First Appointed	Date Re-appointed	Date Term Expires	Appointing Authority	Type (public or professional)
Donald Chu, Ph.D.	5/2002	5/2005	5/2008	Public	Public
Joann Cleckner, CPA	5/2002	5/2005	5/2008	Public	Public
Viveca Bissonnette, CID	5/2003	5/2006	5/2009	IIDA	Professional
Maryjo Camp, CID	5/2003	5/2006	5/2009	NKBA	Professional
Holly Hodnick, CID	5/2003	5/2006	5/2009	IDEC	Professional
Claudia Andreasen, CID	5/2004	5/2007	5/2010	ASID	Professional
Chris Coldoff, CID	9/2009	-	1/2011	IIDA	Professional
Joanne Stage, CID	9/2009	-	5/2011	NKBA	Professional
Zara Stender, CID	5/2006	5/2009	5/2011	IDS	Professional
David Wagner, CID	5/2005	5/2008	5/2011	Independent	Professional
Richard Galitz, MD	10/2007	5/2011	5/2014	Public	Public
Deborah Ogden, CID	5/2006	5/2009	5/2013	IFDA	Professional
Robert Wright	5/2006	5/2009	5/2013	Public	Public
Marie Cooley, CID	5/2009	5/2012	5/2015	IDEC	Professional
Susan Hauser, CPA	5/2008	5/2011	5/2014	Public	Public
John Searles	5/2008	5/2011	5/2014	Public	Public
Michelle Eaton, CID	9/2010	5/2013	5/2016	ASID	Professional
Millie Kwong, CID	1/2011	5/2014	5/2017	IIDA	Professional
Kimberly Alonzo, CID	5/2011	5/2014	5/2017	IDS	Professional
Brian Kaneko, CID	5/2011	5/2014	5/2017	Independent	Professional
Patsy Zakian-Greenough, CID	5/2011	5/2014	5/2017	NKBA	Professional

1. In the past four years, was the CCIDC unable to hold any meetings due to lack of quorum? If so, please describe. Why? When? How did it impact operations?

CCIDC has not had a problem making a quorum for any of its meetings in the past four years, nor since the last Sunset Review in 2002. CCIDC board meetings are very well attended by all board members almost all of the time with very few exceptions.

2. Describe any major changes to the CCIDC since the last Sunset Review, including:

- **Internal changes (i.e., reorganization, relocation, change in leadership, strategic planning)**

There have been no reorganizations or relocations since the last Sunset Review. Leadership at the board level does change from time to time as board members are termed out under the CCIDC Bylaws. Other than staff changes at the administrative level in the past 4 years, the staff leadership has remained the same for 13 years.

In the past 9 years since the last Sunset Review the board leadership has changed at least 3 times with the executive officers. It should be noted that the current leadership of Chair, Vice-Chair, Treasurer and Secretary has been handled by all four public members of the board, who are not Certified Interior Designers for the past year, and a public member has been leading the board as Chair for the past four years.

The board regularly conducts strategic planning meetings as an ongoing process the day prior to each scheduled board meeting.

- **All legislation affecting the CCIDC since the last Sunset Review.**

The last Sunset Review for CCIDC was in 2002/2003. The following are bills that have affected CCIDC since that date.

2003 – SB363 extends the Sunset date until January 1, 2006, and requires the board to report in 2005 on the costs and benefits of the California Codes and Regulations Examination (CCRE) administered by CCIDC, and to explore feasible alternatives.

2004 – SB1913 amends Section 5810 and extends the Sunset date to January 1, 2007.

2005 – SB232 amends Section 5810 and extends the Sunset date to January 1, 2008.

2006 – SB1476 amends Section 5810 and extends the Sunset date until January 1, 2010. It also amends Section 5811 by extending the date requiring CCIDC to report on the CCRE to 2008.

2009 – SB819 amends Section 5801 clarifying the education and work experience for Category “D” as contained within the statute.

2010 – SB294 amends Section 5810 and extends the Sunset date until January 1, 2014.

- **All rules and regulation changes and all bylaw changes approved by the CCIDC the last sunset review. Include the status of each change approved by the CCIDC.**

There have been no Bylaw or Rules and Regulation changes since the last Sunset Review.

3. Describe any major studies conducted by the CCIDC.

CCIDC has not conducted any major studies in order to support its mission of certifying interior designers.

4. List the status of all national associations to which the CCIDC belongs.

CCIDC has been and continues to be a member of the following organizations:

CALBO (California Building Officials)

LEED (Leadership in Energy and Environmental Design – USGBC)

ASAE (American Society of Association Executives)

- **Does the CCIDC’s membership include voting privileges?**

It does in LEED and ASAE for board members only.

- **List committees, workshops, working groups, task forces, etc., on which CCIDC participates.**

CALBO – CCIDC has participated on the CALBO “State Licensing Boards Committee” and helped in developing a guide on state licensing and certification laws design professionals. The guide was published by CALBO in 2009.

- **How many meetings did CCIDC representative(s) attend? When and where?**

There were approximately a dozen CALBO committee meetings and all were conducted by telephonic conference calls.

- ***If the CCIDC is using a national exam, how is the CCIDC involved in its development, scoring, analysis, and administration?***

CCIDC used 3 national exams from the date of the last Sunset Review in 2003 and was never involved in the development, scoring, analysis or administration of any of them. All three were private examinations generated outside of California.

In addition to the 3 national examinations, CCIDC used a supplemental examination because none of the national examinations addressed California building codes or Title 24 accessibility codes and regulations. This was called the “California Codes and Regulations Examination (CCRE). This had been in place since 1994 and was under the control of CCIDC, but administered by an outside agency (Castle Worldwide). It went through several updates and expansions as new California building codes were adopted by the state until 2008.

In 2008 California adopted an entirely new building code, integrating Title 24, which made the CCRE obsolete. At this point in time the CCIDC board decided to go to one California code based examination and away from candidates having to take both a national examination and a supplemental examination.

In 2009 CCIDC launched a new single examination, the IDEX California, in order to qualify candidates for certification purposes. A complete description of this examination and the rationale behind it are explained in Section 4, items 16, 21, and 23, Section 8, item 47, and all of Section 10, in response to CCIDC’s compliance with the statutory requirements of BPC Section 5801.1 and 5811.

Section 2 – Performance Measures and Customer Satisfaction Surveys

5. ***Provide results for each question in the customer satisfaction survey broken down by fiscal year. Discuss the results of the customer satisfaction surveys. Does CCIDC have a customer satisfaction survey? How does CCIDC assess whether or not its consumers are satisfied with its operations?***

In determining CCIDC customers we realized there were two categories. One is for the CIDs we certify on a regular basis including renewals, and the other the general public, because we are as a non-profit certification board with a voluntary program always extolling the virtues of hiring a certified interior designer over a non-certified interior designer to the consumer. Because of this we developed two surveys aimed at each constituency, one for certified interior designers only titled “The CID Satisfaction Survey”, and one for all others otherwise referred to as consumers titled “The Consumer Satisfaction Survey”.

Unfortunately, most people are not very well disposed to filling out online surveys, no matter how brief, unless there is a reward of some kind at the end of the survey, because as a society we are inundated with them on a daily basis.

Our “Consumer Satisfaction Survey (general public) survey was put online in 2004 and as of this date has only received 9 responses. Our consumer survey has 8 simple questions with 6 multiple choice answers applicable to the first 5 questions, so it is very brief and

easy to complete. All of this is spelt out on the CCIDC web site. The 6 possible quality rating answers are; 1.) Superior, 2.) Very Satisfactory, 3.) About Average, 4.) Somewhat Unsatisfactory, 5.) Unsatisfactory, and 6.) Not Applicable. Again, these only apply to the first 5 questions. The remaining 3 questions are requests for determining suggestions from the consumer and how we can serve them better.

None of the 9 responses fell below answer 3, “About Average”, and most (66%) were in the “Superior” and “Very Satisfactory” range.

Our survey aimed at CIDs, “The CID Satisfaction Survey” was put online in January of 2005. So far it has only received a total of 17 responses. This survey has 13 questions with the same 6 potential multiple choice answers as the other survey. Again, the multiple choice answers only apply to the first 5 questions. The remainder are seeking feedback and contact information.

Most of the answers ran the gamut of the 6 answers with the higher percentage (40% to 60%) falling into the “Very Satisfactory” and “About Average” range.

Section 3 – Fiscal and Staff

Fiscal Issues

6. Describe the CCIDC’s current reserve level and spending. Describe CCIDC’s budget year: When does it begin? When does it end?

CCIDC’s budget year runs from January 1st to December 31st each year. The current economy over the past several years has devastated the interior design profession in California. It has been especially hard hit in the residential arena due to the housing market. Consequently CCIDC has seen a lot of Certified Interior Designers either retiring, or moving into other professions. The bottom line has been a significant loss of revenue.

On the brighter side since CCIDC started administering a California based examination (IDEX California) it has helped offset some of these losses due to shrinking certificate holders. The current reserve level is lower than desired, however income will increase in the next fiscal cycle. CCIDC’s renewals run high and low over a two year cycle with odd years having more renewals than even years. This has resulted in uneven income year to year since the inception of CCIDC in 1992.

7. Describe if/when a deficit is projected to occur and if/when fee increase or reduction is anticipated. Describe the fee changes (increases or decreases) anticipated by the CCIDC.

Unless the U.S. economy picks up considerably in 2013, along with the California housing market, we anticipate more losses of Certified Interior Designers in California that will outpace the number of new candidates. This will in all probability result in a deficit in 2014.

CCIDC is reluctant to raise fees at this point in time, or in the foreseeable future as it may result in more losses of current CIDs. CCIDC does not anticipate a fee increase in the next two to three years.

Table 2. Fund Condition						
(Dollars in Thousands)	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
Beginning Balance	310	558	514	598	310	231
Revenues	3332	2994	3995	3572	3440	
Total Revenue	\$3642	\$3552	\$ 4509	\$4170	\$3750	\$
Budget	3005	3207	4018	3543	3590	3252
Expenditures	3075	3525	3831	3768	3419	
Loans	0	50	40	31	20.9	11.8
Accrued Interest	0	.77	5.5	4.4	2.6	
Fund Balance	\$558	\$514	\$598	\$310	\$231	\$
Months in Reserve	3.0	2.75	3.25	1.66	1.25	

8. Describe history of general fund loans. When were the loans made? When were payments made? What is the remaining balance?

CCIDC as a private non-profit organization does not make, or have access to general fund loans. All loans must be obtained in the private sector. In 2008 when the CCIDC board decided to go to a single California based examination, it took out an unsecured loan of \$50,000.00 from a private investor at 9% interest. This was to cover an anticipated cost of over \$100K for the entire examination development, half of which was covered out of CCIDC general operating revenues. This loan has almost been paid back at this point and will be fully discharged by September 2013.

9. Describe the amounts and percentages of expenditures by program component. Use Table 3. Expenditures by Program Component to provide a breakdown of the expenditures by the CCIDC in each program area. Expenditures by each component should be broken out by personnel expenditures and other expenditures (OE&E). Please explain if OE&E is not tracked separately, or if it is included in administration.

CCIDC does not track expenditures by program component or track OE&E. We have compiled the numbers using our financial records and assigning the appropriate OE&E to each component. The Personnel Services are not tracked by component so they are inclusive of all components.

Table 3. Expenditures by Program Component								
	FY 2008		FY 2009		FY 2010		FY 2011	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Examination	INCL.	40,461	INCL.	58,382	INCL.	26,015	INCL.	15,175
Certification	INCL.	52,518	INCL.	39,349	INCL.	51,909	INCL.	48,460
Administration*	180,671	78,850	206,574	78,851	210,580	88,296	204,525	73,745
TOTALS	\$180,671	\$171,829	\$206,574	\$176,582	\$210,580	\$166,220	\$204,525	\$137,380

*Administration includes costs for executive staff, CCIDC, administrative support, and fiscal services.

10. Describe certification renewal cycles and history of fee changes in the last 10 years. Give the fee authority (Business and Professions Code or CCIDC Bylaws and regulation citation) for each fee charged by the CCIDC.

The certification renewal fee for Certified Interior Designers is bi-annual. The original fee for two years initial and renewal fees at CCIDC’s inception in 1992 was \$200.00. This was raised to \$250.00 for a two year initial and renewal fee in 2008. All other fees have remained the same other than the IDEX California fee, which was introduced in 2008. The IDEX fee is \$375.00, which is far less than any of the national examination fees, most of which exceed \$1,000.00.

The authority under which CCIDC charges fees is contained within the CCIDC Bylaws, Article V, Section 5.01.n.

It should be noted that the “Inactive Status” was eliminated by the board at the end of 2007, with a one year grace period through to the end of 2008. It was determined by the board that a number (278) of Certified Interior Designers were paying the inactive status fee of \$25.00 per year, but still using the full “current” title in violation of the CCIDC Rules and Regulations. After a review of policies on inactive status of comparable state boards, it was determined by the CCIDC board to allow those on inactive status one year to return to “current” status, or go to a retired or delinquent status, and eliminate the inactive status category altogether.

Table 4. Fee Schedule and Revenue							
Fee	Current Fee Amount		FY 2008 Revenue	FY 2009 Revenue	FY 2010 Revenue	FY 2011 Revenue	% of Total Revenue
Application Fee – One time only fee	\$150.00		15,750.00	30,250.00	24,500.00	17,700.00	
Certification/Renewal Fee – Bi-Annual	\$250.00		245,950.00	304,185.00	265,925.00	278,144.00	
Penalty Late Fee – Per occurrence	\$100.00		2,100.00	1,500.00	1,300.00	750.00	
Inactive Status Fee – Annual	\$25.00		6,175.00	1,575.00	0.00	0.00	
IDEX Examination Fee – per registration	\$375.00		1,125.00	54,550.00	60,775.00	42,550.00	
CCRE Exam Fees – per registration	\$100.00		19,350.00	0.00	0.00	0.00	
Other Income – CEU/CID Pages			8,986.00	7,452.00	4,720.00	4,905.00	

11. Describe any Budget Changes by the CCIDC in the past four fiscal years.

There have not been any significant budget changes in the past four years, other than looking for ways to cut expenses. An example of this most recently was to cut the two-day board meeting to a one-day board meeting, thus eliminating overnight stays at hotels and additional meals. The CCIDC board is comfortable with this. This has cut the cost of a board meeting in half.

Staffing Issues

12. Describe any staffing issues/challenges, i.e., vacancy rates, staff turnover, recruitment and retention efforts, succession planning.

The CCIDC staff is comprised of two people, namely the Executive Director and the Executive Administrator. There have been no issues regarding staffing. The Executive Director is a Certified Interior Designer by training and vocation for almost 40 years before taking on the role at CCIDC. He is also experienced trained in book-keeping and administration, which allows all of the financial record responsibilities to be administered by the same person alleviating the need for extra staff. The Executive Administrator is very experienced and highly trained in all aspects of the programs and software used by the organization.

Using state of the art software programs and equipment, all or most of the organizations need's can be met with these two people. As a private organization CCIDC also has the ability to hire outside consultants as needed to deal with workload spikes and currently uses a webmaster for its Internet presence and a public relations consultant to reach out to consumers and students at interior design schools and programs.

It should also be noted that CCIDC does not have "cite and fine" authority and therefore does not need investigators, a staff attorney, or liaison staff with the DCA.

13. Describe the CCIDC's staff development efforts and how much is spent annually on staff development.

Currently there are no scheduled staff development efforts, other than self learning by staff on the latest trends in certification on a national level through ASAE, social media, web advances and innovations. This is accomplished through online reading, learning courses and webinars.

Section 4 – Certification Program

14. What are the CCIDC's performance targets/expectations for its licensing¹ program? Is the CCIDC meeting those expectations? If not, what is the CCIDC doing to improve performance?

Given the economy over the past 4 years and the shrinking market for interior design services, especially in California, CCIDC's goal has been to minimize the loss of CIDs as much as possible by seeking new applicants to offset the inevitable losses as existing CIDs either retire or change professions.

One of the most promising programs has been the student outreach program, which started with a brochure specifically targeted towards students and non-Certified Interior Designers. This brochure has been widely distributed among all of the interior design programs and schools in California. There has also been a very successful program of giving in-person presentations at all of the interior design schools in California, given mostly by the Executive Director and several CCIDC board members. In addition to this

¹ The term "license" in this document includes a license certificate or registration.

program where possible based upon time constraints a presentation on Ethics and Business Practices for interior designers has also been given.

15. Describe any increase or decrease in average time to process applications, administer exams and/or issue licenses. Have pending applications grown at a rate that exceeds completed applications? If so, what has been done to address them? What are the performance barriers and what improvement plans are in place? What has the CCIDC done and what is the CCIDC going to do to address any performance issues, i.e., process efficiencies, regulations, BCP, legislation?

The average time to process applications and issue certifications has been greatly reduced over the past 4 years. Under the old examination system too much was dependent upon the applicant in terms of them submitting their documentation in a timely manner. Also under the old system the test could be taken before an application was even processed, so a successful test candidate could literally wait forever before applying to become a CID and complete their certification.

Since 2008 and the implementation of the new single IDEX California examination from multiple national examinations, and a supplemental examination, every candidate must complete an application for certification first before registering for the examination. This process requires each candidate to submit all of their supporting documentation, including school transcripts, before they can register to take the IDEX California. All of this must be met before the examination registration deadline, so time becomes imperative. Once all of the documentation is complete and the candidate is approved for examination registration by CCIDC, their names are submitted to the IDEX California testing agency, Castle Worldwide.

If the candidate successfully passes the IDEX California examination, and has met all of the other certification requirements already documented they can be approved and certified within one or two weeks of their examination results.

If they are a graduating student taking the examination right out of school, then all they require is the requisite work experience and then they can be certified at that time with adequate proof of such work experience.

It should be further noted that the national examinations and the now obsolete CCRE supplemental examination were, and still are in some cases, paper and pencil examinations. In the case of the national examinations there are drawing and design components that can only be graded by jury. This has caused examination results to be delayed by as much as up to 3 months. By going to the new California only IDEX California examination CCIDC has eliminated this waiting time. The IDEX California is a computer based online examination comprised of multiple choice questions only. The results are normally made available within days after the close of the examination window. CCIDC does not require drawing or design skills to be tested for certification as all applicants have a minimum of education (2 years) or work experience (5 years) before they can even apply to take the examination. Candidates should already possess these requisite skills. The purpose of the IDEX California examination is to test candidates on their knowledge of California building codes and regulations, ethics and business practices, and design standards, the knowledge of which goes towards protecting California consumers.

16. How many licenses or registrations does the CCIDC issue each year? How many renewals does the CCIDC issue each year?

See Table 6 below.

Table 6. Certification Population

		FY 2008	FY 2009	FY 2010	FY 2011
Interior Design Certification In the State of California	Active	2510	2420	2366	2255
	Out-of-State	216	232	197	170
	Out-of-Country	6	6	2	2
	Delinquent	234	293	357	390
	Expired	1263	1331	1391	1448
	Retired	103	149	182	216
	Deceased	35	39	42	47
	Revoked	2	2	2	2

Table 7a. Licensing Data by Type

Application Type		Received	Approved	Closed	Issued	Pending Applications			Cycle Times		
						Total (Close of FY)	Outside CCIDC control*	Within CCIDC control*	Complete Apps	Incomplete Apps	Combined IF unable to separate out
FY 2009	(Exam)	149	149	119	128	-	-	-	-	-	-
	(License)	149	149	119	124	-	-	-	-	-	-
	(Renewal)	-	-	n/a	1092	-	-	-	-	-	-
FY 2010	(Exam)	152	152	118	152	34	34	0	67	148	85
	(License)	152	152	118	129	15	15	0	67	148	85
	(Renewal)	-	-	n/a	934	-	-	-	-	-	-
FY 2011	(Exam)	126	126	81	104	45	45	0	23	101	50
	(License)	126	126	81	110	18	18	0	23	101	50
	(Renewal)	-	-	n/a	1002	-	-	-	-	-	-

* Optional. List if tracked by the CCIDC.

Table 7b. Total Licensing Data			
	FY 2009	FY 2010	FY 2011
Initial Licensing Data:			
Initial License/Initial Exam Applications Received	149	152	126
Initial License/Initial Exam Applications Approved	149	152	126
Initial License/Initial Exam Applications Closed	119	118	81
License Issued	124	129	110
Initial License/Initial Exam Pending Application Data:			
Pending Applications (total at close of FY)	30	34	45
Pending Applications (outside of CCIDC control)*	30	34	45
Pending Applications (within the CCIDC control)*	0	0	0
Initial License/Initial Exam Cycle Time Data (WEIGHTED AVERAGE):			
Average Days to Application Approval (All - Complete/Incomplete)	222	85	50
Average Days to Application Approval (incomplete applications)*	355	148	101
Average Days to Application Approval (complete applications)*	202	67	23
License Renewal Data:			
License Renewed	1092.74	934.7	1002.576
* Optional. List if tracked by the CCIDC.			

17. How does the CCIDC verify information provided by the applicant?

CCIDC provides extensive application forms online on its web site for all candidates to fill out. Application forms are aligned with the different paths to certification. All applications must eventually be accompanied with sealed original school transcripts verifying education, a resume of affidavit, or tax return proving work experience, and proof of examination when using a national test in addition to the California supplemental examination. This last item will no longer be required in 2013 as all candidates will be required to take the IDEX California as the only valid examination.

a. What process is used to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant?

CCIDC does not have access to criminal records through the DOJ; however there is a requirement under oath to disclose any prior felony criminal history with an explanation on the CCIDC application forms.

b. Does the CCIDC fingerprint applicants?

CCIDC does not fingerprint applicants as again it does not have access to criminal data records through the DOJ. CCIDC does not see a need to fingerprint applicants as the practice of interior design cannot constitute a crime by itself, and for issues like fraud, or grand theft there are plenty of existing laws to protect the consumer.

c. Have all current licensees been fingerprinted? If not, explain.

Does not apply to CCIDC, see above.

d. Is there a national databank relating to disciplinary actions? Does the CCIDC check the national databank prior to issuing a license? Renewing a license?

There is no national databank relating to disciplinary actions against interior designers. None of the professional associations, or any of the 3 national examining bodies, maintain any database of disciplinary actions or complaint logs for public use. CCIDC does maintain a record of all complaints it receives from the general public, and will compare the names of new applicants, and renewals against that list.

e. Does the CCIDC require primary source documentation?

For all candidates applying with education as part of their application process, CCIDC does require original sealed school transcripts as part of their documentation. All other documentation comes from the candidate.

For all candidates using a national examination for certification an original verification is required from the test vendor. This will no longer be required in 2013.

18. Describe the CCIDC’s legal requirement and process for out-of-state and out-of-country applicants to obtain licensure.

CCIDC uses the same process for certification of out-of-state and out-of-country applicants that it uses for in state applicants. Since going to the new IDEX California examination process in 2009, which is given online at approved testing sites around the country and around the world, it has made it much simpler to accommodate these applicants. There are no legal impediments to handling out-of-state or out-of-country applicants.

19. Does the CCIDC send No Longer Interested notifications to DOJ on a regular and ongoing basis? Is this done electronically? Is there a backlog? If so, describe the extent and efforts to address the backlog.

CCIDC as a private non-profit organization does not interact with DOJ.

Examinations

Table 8. Examination Data			
California Examination (include multiple language) if any:			
	License Type	CID	CID
	Exam Title	SPRING IDEX	FALL IDEX
FY 2009	# of 1 st Time Candidates	45	51
	Pass %	82.2222%	86.2745%
FY 2010	# of 1 st Time Candidates	58	78
	Pass %	96.5557%	84.61538%
FY 2011	# of 1 st time Candidates	54	53
	Pass %	94.4444%	84.90566%

20. Describe the examinations required for licensure. Is a national examination used? Is a California specific examination required?

As of 2008 CCIDC only requires one examination for certification, the IDEX California examination. This is a specific California examination because the California Building Code and Title 24 are very unique to California, and no other states. No national examinations test for California specific codes or Title 24.

21. What are pass rates for first time vs. retakes in the past 4 fiscal years? (Refer to Table 8: Examination Data)

The average pass rates for first time takers of the IDEX California are in the 80% range. At first look this might seem high; however we have discussed this at great length with the testing agency Psychometrician. Based upon these discussions it's been determined that our test groups are very small based upon typical sized groups for state based examinations. CCIDC averages about 60 candidates for each test whereas with national examinations it can run into thousands, and at least hundreds for state examinations. Small groups tend to be highly motivated and prepared, so consequently the pass rate is higher. With larger groups there are more unprepared candidates than with a small group, which in turn gives a lower pass rate.

Is the IDEX California examination too easy? We've had 5 national examination certificate holder candidates, namely the NCIDQ, fail this examination over the past 4 years. The Psychometrician feels the IDEX California examination is valid in terms of Section 139 of the BPC and the policy requirements, and that the examination is very defensible. Most candidates who fail this examination pass on the second try even though 50% of the examination items are changed. There have been several candidates who have failed multiple times so we try to give them feedback based upon their individual domain scores so they can focus their studies in those areas.

22. Is the CCIDC using computer based testing? If so, for which tests? Describe how it works. Where is it available? How often are tests administered?

With the inception of the IDEX California examination CCIDC went away from paper and pencil administered examinations to computer based testing only. The IDEX California examination was developed here in California with the services of Castle Worldwide, a nationally recognized test development and psychometric organization.

The examination is given online twice a year within specific 31 day test windows in October and May. Candidates can choose from 39 different testing sites around the state, plus various testing sites around the country for out-of-state candidates, as well as various testing sites in other countries for out-of-country candidates. Once a candidate has registered for the examination they are given a unique I.D. log in and password. They can then enter the Castle Worldwide web site and choose the exact location, date and time they want to take the examination within that specific 31 day testing window.

The examination consists of 150 multiple choice questions with four distracters for each question and they have 3 hours within which to complete the test. Up to 50% of the questions are changed utilizing the item bank for each examination so that examinations are not fully repeated. Most candidates complete the examination within 2 hours or so. Results are generated by Castle Worldwide within a week or so after the testing window completion date to CCIDC for distribution to the candidates.

23. Are there existing statutes that hinder the efficient and effective processing of applications and/or examinations? If so, please describe.

There are no statutes that hinder the processing of applications or examinations.

SCHOOL APPROVALS

24. Describe legal requirements regarding school approval. Who approves your schools? What role does BPPE have in approving schools? Does the CCIDC work with BPPE in the school approval process?

There are no legal requirements for CCIDC regarding school approval. CCIDC accepts all accredited schools whose accreditation is recognized by the U.S. Department of Education.

Most interior design programs are within larger schools such as universities and community colleges across the state, and many private colleges with multiple programs that include interior design. There are also a few pure private interior design schools scattered around the state. The breakdown is as follows:

Community Colleges 30

Universities 12

Private vocational schools 22

Online programs 2

A complete listing of all schools including contact information is on the CCIDC web site.

25. How many schools are approved by the CCIDC? How often are schools reviewed?

There are no requirements for CCIDC to approve or review any schools for certification purposes. We do ensure all schools are properly accredited, including online schools.

26. What are the CCIDC's legal requirements regarding approval of international schools?

There are no legal requirements for CCIDC to approve international schools.

Continuing Education/Competency Requirements

27. Describe the CCIDC's continuing education/competency requirements, if any. Describe any changes made by the CCIDC since the last review.

Under the CCIDC Rules and Regulations all Certified Interior Designers are required to take 10 hours (1.0 CEU) of continuing education every two years prior to renewal.

a. How does the CCIDC verify CE or other competency requirements?

CCIDC has implemented an online interactive CE Registry where Certified Interior Designers can create their own profile data file with their own I.D. log in and password. This gives them 24/7 access to their profile where they can enter all of their CEU units, even going back up to 9 years. Every time a CEU unit is logged into their account a copy is forwarded electronically to the CCIDC office where it can be entered on that particular CIDs data file. CIDs can also update their personal contact information through this same registry.

b. Does the CCIDC conduct CE audits on its licensees? Describe the CCIDC's policy on CE audits.

With the new online system implemented over the past several years CCIDC has the ability to monitor all CIDs CE completion and registration. The audit process is ongoing as renewals are generated every month on an anniversary basis.

c. What are consequences for failing a CE audit?

CIDs are notified when their CE requirements are not met for a specific renewal period. They are given an allotted time frame within which to comply and are also directed to the CCIDC online CE opportunity page on the CCIDC web site where there are many CE offerings, some of which are free. Failure to comply holds up their renewal process and receipt of a new I.D. card and stamp.

d. How many CE audits were conducted in the past four fiscal years? How many fails?

The CE audit is a continuous process as CIDs come up for renewal. Anyone who fails to meet the requirements is directed to suitable CEUs on the CCIDC web site and given time to comply.

e. What is the CCIDC's course approval policy?

The CE has to be relevant to the practice of interior design or the business of interior design.

CCIDC accepts all CEUs approved by recognized groups like all of the interior design associations who approve of CEUs, specific organizations like the "Interior Design Continuing Education Council", AIA, CALBO, LEED, and a professional CEU developer who's CEUs are approved in general by the profession. CCIDC will also accept other non-interior design CEUs that are relative to the business of interior design like general marketing and development programs, accounting programs like QuickBooks, and Computer Aided Drafting (CAD) programs to name a few.

f. Who approves CE providers? Who approves CE courses? If the CCIDC approves them, what is the CCIDC application review process?

CCIDC does not have the resources or staff to approve CE providers or CE courses. CCIDC accepts CE courses approved by other organizations relative to the interior design profession, or as noted above.

g. How many applications for CE providers and CE courses were received? How many were approved?

CCIDC receives no more than one or two requests per year, and in most cases the CEs are already approved by another entity acceptable to CCIDC. In rare cases where the CE provider wants CCIDC approval we request a complete overview and description of the CEU including its goals and objectives. If approved we will issue a letter of acceptance and approval and list the CEU on our web site on our CEU opportunity page.

h. Does the CCIDC audit CE providers? If so, describe the CCIDC's policy and process.

CCIDC does not audit CE providers.

i. Describe the CCIDC's effort, if any, to review its CE policy for purpose of moving toward performance based assessments of the licensees' continuing competence.

This has not been a policy or requirement of CCIDC and Certified Interior Designers are responsible to ensure their own competency within their area of expertise.

**Section 5 –
Enforcement Program**

28. What do overall statistics show as to increases or decreases in disciplinary action since last review.

Table 9a. Enforcement Statistics									
Year	Number of Complaints	Number of Complaints CID	Number of Complaints NON-CID	ASID CID	ASID NON CID	IIDA CID	IIDA NON CID	NKBA CID	NKBA NON CID
1993	1	0	1	0	1	0	0	0	0
1994	0	0	0	0	0	0	0	0	0
1995	4	2	2	0	0	0	0	0	0
1996	5	2	3	1	0	0	1	0	0
1997	8	4	4	0	0	0	0	0	0
1998	7	4	3	1	1	0	0	0	0
1999	4	2	2	0	0	0	0	0	0
2000	9	4	5	0	1	0	0	0	0
2001	10	5	5	0	0	0	0	0	0
2002	18	1	17	1	6	0	1	0	0
2003	10	4	6	1	2	1	0	0	0
2004	12	3	9	2	3	0	0	0	0
2005	14	8	6	1	3	0	0	1	0
2006	19	9	10	3	1	0	0	0	0
2007	25	13	12	3	3	0	0	0	0
2008	10	6	4	4	0	2	0	1	0
2009	3	0	3	0	0	0	0	0	0
2010	7	2	5	1	0	0	0	0	0
2011	7	2	5	2	1	1	0	0	0
2012	0	0	0	0	0	0	0	0	0
Total	173	71	102	20	22	4	2	2	0

CHART SUMMARY:

We have 173 documented “official” complaints since CCIDC was founded in 1992. “Official” complaints are where a consumer has filled out a CCIDC formal complaint form against an interior designer citing specific violations against the CCIDC Code of Ethics and Standards. These are broken down by year in the foregoing chart.

Out of the 173 complaints received since the inception of CCIDC, 71 were against Certified Interior Designer's (CIDs); 42 complaints were against ASID members, out of whom 20 were also CIDs; 6 were against IIDA members, out of whom 4 were CIDs and 2 were against NKBA members, both of whom were CIDs.

Some consumers choose not to pursue a complaint with CCIDC for various reasons, or seek alternative remedies such as the courts. Some write it off to bad experience and do nothing. In some cases CCIDC has mediated some complaints and obtained satisfactory results for both parties. In others CCIDC has acted as an expert witness during a deposition or in Small Claims court, or obtained expert witnesses for plaintiffs, in successful legal actions. Some CID’s have been disciplined by being suspended, or by being required to attend classes on Ethics and Business Practices, or both. Three CID’s have been permanently revoked with several more pending permanent revocations awaiting a final vote of the CCIDC board. Several others

allowed their certification to expire prior to final board action. These have been noted on the CCIDC web site for public consumption.

29. How are cases prioritized? What is the CCIDC's compliant prioritization policy? Is it different from DCA's Complaint Prioritization Guidelines for Health Care Agencies (August 31, 2009)? If so, explain why.

All complaints are dealt with as they are received by CCIDC. The volume is not overwhelming as one can see from the chart above, so prioritization is not an issue. Because CCIDC is not a part of the DCA we are not aware of their guidelines.

30. Are there mandatory reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report actions taken against a licensee. Are there problems with receiving the required reports? If so, what could be done to correct the problems?

Because CCIDC is not a state agency, but a non-profit instead, there are no legislative requirements requiring anyone to report violations taken against a CID. All complaints are filed voluntarily with CCIDC by the general public.

31. Does the CCIDC operate with a statute of limitations? If so, please describe and provide citation. If so, how many cases were lost due to statute of limitations? If not, what is the CCIDC's policy on statute of limitations?

There is a statute of limitations of one year in filing a complaint with CCIDC that the complainant follow up with any requested documentation or evidence. Failure to do so indicates a lack of interest and the case is closed. Again, because of the low volume of complaints they are dealt with very quickly. Because CCIDC does not have cite and fine authority there is little CCIDC can do other than revoke or suspend a CIDs certification.

32. Describe the CCIDC's efforts to address unlicensed activity and the underground economy. Is there any level of uncertified activity by interior designers? Is an uncertified person who prohibited from doing anything that they would be permitted to do if they had a certificate? If so, what does CCIDC do when they become aware of such activity?

Certification is a voluntary program so there is no such thing as "unlicensed" activity. Anyone can call themselves an interior designer, or practice interior design. There is nothing an uncertified person cannot do because they are not certified, other than use the title Certified Interior Designer, which is prohibited by Section 5812 as an unfair business practice. Occasionally we do become aware of certain individuals who are using this title but have never been certified by CCIDC, or anyone else for that matter. Typically we follow up with a cease and desist letter to the individual citing Section 5812 of the BPC, which normally resolves the matter. CCIDC has had issues with the appellation "CID" which is discussed in Section 11, Item 3.A.

Cite and Fine

33. Discuss the extent to which the CCIDC has used its cite and fine authority. Discuss any changes from last review and last time regulations were updated. Has the CCIDC increased its maximum fines to the \$5,000 statutory limit?

CCIDC does not have any statutory cite and fine authority.

34. How is cite and fine used? What types of violations are the basis for citation and fine?

CCIDC does not have any statutory cite and fine authority.

35. How many informal office conferences, Disciplinary Review Committees reviews and/or Administrative Procedure Act appeals in the last 4 fiscal years?

Not applicable to CCIDC.

36. What are the 5 most common violations for which citations are issued?

The 5 most common violations are: unfulfilled contract obligations (consumer feels work is not completed for fees paid); disputes over charges for fees or goods sold; outright fraud or theft of deposits (deposit taken and no work done at all); failure to deliver goods purchased (money taken and no products or goods received in return); acting as a general contractor without a license (taking money from the consumer for construction work and failing to carry it out in a proper manner).

37. What is average fine pre and post appeal?

CCIDC does not have any statutory cite and fine authority.

38. Describe the CCIDC's use of Franchise Tax CCIDC intercepts to collect outstanding fines.

CCIDC does not have this authority.

Cost Recovery and Restitution

As a private non-profit CCIDC does not have the authority to implement cost recovery.

**Section 6 –
Public Information Policies**

39. How does the CCIDC use the internet to keep the public informed of CCIDC activities? Does the CCIDC post CCIDC meeting materials online? When are they posted? How long do they remain on the website? When are draft meeting minutes posted online? When does the CCIDC post final meeting minutes? How long do meeting minutes remain available online?

The CCIDC web site utilizes a number of in-house online applications, web pages and outside social media (Facebook) to keep the public informed of its activities. Our web server utilizes a dedicated calendar and the general public can subscribe to our monthly electronic online newsletter (CCIDC e-News), and access our entire past newsletters in an online archive.

All meetings and agendas for meetings are posted online and announced several months in advance in the CCIDC monthly electronic newsletter. They are typically posted several months in advance including meeting date, time and location. They are posted as soon as they are confirmed by the board. They remain on the web site until the actual meeting date has passed and then removed, making way for the next scheduled meeting date.

Draft meeting minutes are not posted online until approved by motion of the board at a regularly scheduled board meeting. As soon as the previous board meeting minutes are approved they are posted online within a few days. Our meeting minutes are archived and available online to the general public for the past 10 years.

40. Does the CCIDC webcast its meetings? What is the CCIDC's plan to webcast future CCIDC and committee meetings?

CCIDC does not web cast its meetings as the meetings are moved around the state and setting up web cast equipment is still somewhat difficult and expensive on a temporary basis. The board did look into a webcast similar to "Go to Meetings.com" but the regular program was limited to six participants with video capability and the rest up to 25 by teleconference using Skype. To do this with video capability for up to 25 people was going to cost almost as much as an on-site meeting.

It should be noted for the record, because CCIDC is exclusively California, most meeting locations are within driving distance of at least 50% of the board at any given time. This saves on transportation costs versus that of a national organization that would require members to travel long distances incurring large travel costs. The board has also, in the name of saving money, reduced its two day meeting format to one day utilizing conference centers near large airports. This has cut the individual meeting cost by 50%.

41. Does the CCIDC establish an annual meeting calendar, and post it on the CCIDC's web site?

Yes, every January a new meeting calendar is established for the three regularly scheduled meetings throughout the year, namely end of January, May and September. As other board activities become known they too are added to the calendar including special events. These dates are also posted on the web site under "News" and included in the monthly electronic newsletter.

42. Is the CCIDC's complaint disclosure policy consistent with DCA's Recommended Minimum Standards for Consumer Complaint Disclosure? Does the CCIDC post accusations and disciplinary actions consistent with DCA's Web Site Posting of Accusations and Disciplinary Actions (May 21, 2010)?

CCIDC is not aware of the DCA policy noted above as it is not under DCA's jurisdiction. CCIDC does post disciplinary actions on its web site for public view after a disciplinary action has been completed and affirmed by the board. We do not post accusations, and follow due process for all CIDs accused of any impropriety. All complaints must be finalized in accordance with our Bylaws, Rules and Regulations before posting publicly.

43. What information does the CCIDC provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?

CCIDC has an online database ("Verify a Designer") where the public can search for a CID by entering the designer's certification number, or any of the following key words: first name, surname, city, or state (we do have a number of CIDs who live outside of California). After an inquiry online the information provided is the designer's full name; certification number; certification status, i.e. current, delinquent, expired, retired, suspended, revoked, or expired with action pending. The last one means the CID allowed their certification to expire before a disciplinary hearing or action could take place and they are no longer allowed to use the Certified Interior Designer title. For example, in cases where the "city" or "state" is put in as the search parameter, all of the CIDs located in that city or state will come up.

CCIDC also has a special section where current CIDs can purchase their own web page on the CCIDC web site under the heading "Find a Designer". They can input all of their

personal or business contact information, including a link to their own web site if they have one. They can also add up to 800 characters of text about themselves and the types of services they offer, and they can display up to 8 photographs of their work. The cost for this is \$100.00 for 18 months. They are notified in advance when the page is about to expire so they can renew online. If it expires it is saved and can be reactivated so they do not need to rebuild it.

If a consumer wants a contact list within their specific area of CIDs they can contact CCIDC via E-mail or by phone and we will run a list in our database and send it to them. With this list they will be able to contact individual CIDs by name and telephone number in order to set up consultations or interviews for selection.

For privacy reasons we do not divulge home addresses, or E-mail addresses, of CIDs to the general public.

44. What methods are used by the CCIDC to provide consumer outreach and education?

Over the past nine years since the last sunset review CCIDC has employed various means to reach the public and to educate them on the importance of hiring Certified Interior Designers. Specifically we have a strong Internet presence with the CCIDC web site, we have also placed many articles in design related magazines written by Certified Interior Designers on many different topics of interest to the general public, and also attended many Home and Garden shows up and down the state with our booth on a complimentary basis. A lot of the home shows included lecturing opportunities to the public at the show on Certified Interior Designers.

The Home & Garden show program was fairly successful early on, but a lot of shows are not being put on now because of the economy and poor attendance. They are very expensive to put on for the promoters and if companies are not renting space because of low public attendance they cannot survive. CCIDC came to the conclusion that a lot of attendees at these shows were looking for interests other than hiring interior designers. These shows typically run for 3 or 4 days from 10:00 in the morning until 7:00 p.m. or later in the evening. It became difficult to staff these events even with volunteers and the low interest rate of this particular audience.

CCIDC has a public relations consultant who has actively sought placement of interior design related articles in local, regional and statewide lifestyle and home and garden magazines and newspapers. This program was very successful at first, the magazines were getting interesting and authoritative articles for free, and CCIDC was getting significant exposure, all aimed at the consumer. Unfortunately the economy has also taken its toll on these magazines and a lot of them have closed down due to lack of advertising revenue, or have simply gone to an online version.

The most successful tool for reaching the general public, potential CIDs, students, and continues to be so, is the CCIDC web site. The web site continues to receive a continuous growth of visitors each year and has a vast source of information geared to consumers, CIDs, students and building officials alike. Some of the particular web pages aimed at consumers are as follows:

“Consumers Guide to Hiring a Certified Interior Designer”

“Ever Consider Hiring an Interior Designer”, radio interview.

“The Difference Between a Decorator and a Designer”

“Common Mistakes When Hiring an Interior Designer”

There are also pages for consumers to see consumer alerts, how to file a complaint against a designer, including an online complaint form, complaint statistics, disciplinary actions against CIDs, and a consumer feedback and satisfaction survey. Consumers can also sign up to get the monthly CCIDC electronic newsletter for free.

One of the most visited areas on our web site, other than that for consumers, is the school page listing. We have listed all of the interior design programs in California including web sites and contact information along with faculty contact names where available.

Section 7 – Online Practice Issues

45. Discuss the prevalence of online practice and whether there are issues with unlicensed activity. How does the CCIDC regulate online practice? Does the CCIDC have any plans to regulate Internet business practices or believe there is a need to do so?

This does not apply to CCIDC as it is a voluntary certification program, and not a restrictive licensing scheme. We do occasionally come across unlawful user of the title or the use of the appellation “CID” (which is not codified – see Section 11, Item 3.A.). This has been discussed in Section 7, Item 45.

Section 8 – Workforce Development and Job Creation

46. Describe the CCIDC’s efforts to work with schools to inform potential licensees of the certification requirements and certification process.

CCIDC implemented an aggressive interior design school outreach program back in 2008 in order to reach potential candidates for certification. All interior design programs were contacted over the course of the year and offered a representative of CCIDC to come and give their interior design students a free one hour presentation on the certification program in the state of California along with extensive information on the new IDEX California examination, and multiple handouts and brochures.

The table below shows the number of school presentations given in California over the past 5 years. This program coincided with the introduction of a single California certification examination in 2008, namely the IDEX California. CCIDC also provides a two hour presentation on “Ethics and Business Practices for Interior Designers that many schools have participated in. Some schools have participated in multiple presentations of both presentations over the past five years and include these presentations as part of their regular curriculum.

Non-School presentations include special gatherings of interior designers, student career forums, large private interior design firms, and industry sponsored showcases.

Table 10. School Outreach Presentations		
Year	Number of Schools Visited	Non-School Presentations
2008	6	0
2009	19	0
2010	29	6
2011	23	5
2012	29	2
TOTAL	106	13

**Section 9 –
Current Issues**

47. What is the status of the CCIDC’s implementation of the Uniform Standards for Substance Abusing Licensees?

Not applicable to CCIDC.

48. What is the status of the CCIDC’s implementation of the Consumer Protection Enforcement Initiative (CPEI) regulations?

Not applicable to CCIDC.

49. Describe how the CCIDC is participating in development of BreEZe and any other secondary IT issues affecting the CCIDC.

Not applicable to CCIDC.

**Section 10 –
CCIDC Action and Response to Prior Sunset Issues**

Include the following:

1. Background information concerning the issue as it pertains to the CCIDC.

After the last Sunset Review, Section 5811 of the BPC was amended to address the multitude of examinations required in order to become a Certified Interior Designer. When certification was first introduced in 1992, only one portion of a six part national examination, the NCIDQ, was used prior to, and through, the grand-parenting period, which expired on December 31, 1994.

After the grand-parenting period expired by statute in 1994, the full six part NCIDQ examination was required by CCIDC in order to become a CID. Because the NCIDQ examination did not test on California codes and regulations, CCIDC developed and introduced its own 25 question supplemental examination on “California Codes and Regulations”, the CCRE, in order to assuage the concerns of California building officials who felt the national examination was inadequate in California by itself.

After the first Sunset Review hearings in 1996 the NCIDQ examination was heavily criticized by the JLSRC committee for very low passing rates for those candidates taking that particular test. Along with CCIDC, the NCIDQ was taken to task in the Sunset Review report and was accused of deliberately failing candidates in order to

make more revenue by having them take certain sections over and over again. CCIDC had no part in the scoring process.

In 1999 CCIDC was approached by both the National Kitchen & Bath Association (NKBA) and the Council for Qualification of Residential Interior Designers (CQRID) and asked if the CCIDC board could adopt their specific examinations in addition to the NCIDQ examination for the requirements for becoming a CID. They cited the 1996 Sunset Review, in particular the poor performance of the NCIDQ examination, and felt it was detrimental and unfair to their constituents who had already taken either the NKBA or the CQRID examinations in having to take an examination with such a low rating from the California legislature.

After a review by a renowned psychometrician from the Rand Institute of both the NKBA and CQRID examinations, they were both determined to be "valid" as defined by Section 139 and the DCA policy promulgated by that statute. NCIDQ refused to participate in this process, however it should be noted for the record that after the first Sunset Review report NCIDQ completed a new occupational analysis and went from a six part examination to a three part examination, which is still in use today. Both examinations (NKBA & CQRID) were adopted as pathways to becoming a Certified Interior Designer by CCIDC that same year in addition to the revamped NCIDQ examination. At the same time CCIDC's testing vendor Castle Worldwide determined that the CCRE, in order to become a "valid" examination, needed to be expanded from 25 multiple choice questions to 75.

These were the examination requirements used by CCIDC until after the third Sunset Review in 2003 until the end of 2008.

2. *Short discussion of recommendations made by the Committee/Joint Committee during prior sunset review.*

After the last Sunset Review for CCIDC in 2003, the legislature amended Section 5811 of the BPC to read as follows:

5811. An interior design organization issuing stamps under Section 5801 shall provide to the Joint Committee on Boards, Commissions, and Consumer Protection by September 1, 2008, a report that reviews and assesses the costs and benefits associated with the California Code and Regulations Examination and explores feasible alternatives to that examination.

It is our understanding that the committee felt there were too many obstacles and costs associated with becoming a Certified Interior Designer in California. They felt there were barriers to entry to the profession, and the public members, as well as others, of the CCIDC board agreed.

3. *What action the CCIDC took in response to the recommendation or findings made under prior sunset review.*

In 2008 the opportunity presented itself to address this issue because the state of California adopted a whole new building code which rendered the CCRE obsolete. Faced with the prospect of having to rewrite the entire codes and regulations portion of the CCRE the CCIDC board decided to address the concerns voiced in Section 5811.

It was determined unanimously by the CCIDC board to develop an entirely new examination for California Certified Interior Designer candidates and replace the national exams and the CCRE, thus removing significant costs and barriers to entry to the profession. In 2008 the CCIDC developed the “IDEX California” examination as the only examination required in order to test candidates for certification.

First, barriers were removed by requiring only one examination for certification that actually tested candidates on codes, regulations, ethics, business practices and design standards relevant to California, which correlates with their education in California and the practice of interior design in California. CCIDC went to a single online 3 hour examination, the IDEX California in 2009, instead of several days of a mostly pencil and paper examination in the case of the national examinations that did not test on California knowledge.

Second, the cost for this examination has been reduced to \$375.00 as opposed to as much as up to \$1,200.00 or more for a national examination. In addition candidates that were taking national examinations were required to learn codes that were not applicable to the California Building Code and Title 24.

Of further note, the NCIDQ examination no longer accepted “Experience Only” candidates as required by California statute 5801.(d).

The CCIDC board believes by doing this it has responded to the JLSRC committee’s concerns codified into Section 5811.

4. ***Any recommendations the CCIDC has for dealing with the issue, if appropriate.***

See above.

Section 11 – New Issues

This is the opportunity for the CCIDC to inform the Committee of solutions to issues identified by the CCIDC and by the Committee. Provide a short discussion of each of the outstanding issues, and the CCIDC’s recommendation for action that could be taken by the CCIDC, by DCA or by the Legislature to resolve these issues (i.e., legislative changes, policy direction, budget changes) for each of the following:

1. Issues that were raised under prior Sunset Review that have not been addressed.

CCIDC does not believe there are any other issues raised under the prior Sunset Review that need to be addressed.

2. New issues that are identified by the CCIDC in this report.

See Item 3 below.

3. New issues not previously discussed in this report.

CCIDC would like to bring to the committee’s attention the following issues:

A. Within the statute of Section 5800 of the BPC the title “Certified Interior Designer” is codified and protected under 5812 as an unfair business practice for any person to represent themselves as such unless they have complied with the requirements of the chapter.

Designers tend to abbreviate just about everything and use the common appellation “CID” to denote their Certified Interior Designer standing. CCIDC would like to request the committee to consider adding the appellation “CID” as used in offering interior design and amending Section 5812 to reflect this. A copy of the request for proposed legislation for a committee bill is attached in the appendix to this report.

- B. In the past 4 years or so two pieces of legislation have been introduced to “Register” interior designers within a practice act, SB 1312 and AB 2482, one proposed creating a sub-board under the California Architects Board, and one proposed creating a distinctly separate board of registered interior designers under the DCA. Both pieces of legislation failed.

Certified Interior Designers, all other interior designers, building designers, contractors, owner builders, and the general public are exempt from certain non-structural, non-seismic aspects of the architect’s practice act, specifically defined in Sections 5537 and 5538 of the BPC. These exemptions allow Certified Interior Designers to prepare and submit plans to local building departments for permitting purposes.

One of the biggest concerns raised by the proponents of this legislation at the time was the issue of interior designers being able to submit their non-structural, non-seismic interior design plans to local building departments for building permit approval and acquisition purposes and being denied access without an architect or engineer’s stamp. They felt that by having a “state” sanctioned registration scheme for interior designers would afford them unfettered access to all building departments across the state.

The proponents thinking and rationale in pursuing “registration” schemes for interior designer’s stems from within the building code itself. Within the code there is a title of “Registered Design Professional” which is commonly used to refer to registered architects and licensed engineers as a catchall term. This is for the benefit of building officials so that they know who can stamp and sign structural and seismic drawings used for permitting and construction purposes. The issue of “Certified” or exempt persons who are allowed by both the building code and state law to do non-structural and non-seismic work is not addressed in the building code. This has caused confusion with building officials in not knowing that Certified Interior Designers with their education, examination and work experience, more than qualifies them to do this type of work. As a matter of record architects commonly hire interior designers to do work beyond their particular expertise in interior areas. This unfortunate aspect of the building code is in conflict with the fact that Certified Interior Designers ability to provide certain kinds of services lies in the statute of another profession, Section 5537 and 5538 of the architects practice act.

Simply put; in the very large jurisdictions like Los Angeles, San Francisco, and San Jose, CIDs literally have to “beg” to be able to submit their non-structural/non-seismic drawings, and continuously try to explain a complicated exemption in another professions practice act. All the profession is looking for is a level playing field. Perhaps there is a way of tying the “certification” aspect to the “registration” aspect. As stated at the bottom of page 12 under Section 4, Certification Program, “The term license in this document includes license, certificate, or registration.”

If we could get building officials to view “certification” as it would pertain to the building code and viewed in a similar manner as the term registered design professional it would go a long way to alleviating this problem, and possibly avoid a future barrage of “registration” practice acts from the profession.

The way the building codes are written into law, the responsibility for who can and cannot submit plans for permitting purposes lies solely at the discretion of the local building official, and not the state. Indeed, according to the California Architects Board it is not unusual for architect’s plans to be rejected by building officials if they are not of sufficient quality, or do not contain the correct code information, or if the building official deems they require a structural or civil engineer’s stamp in order to mitigate risk and ensure proper compliance. This is their prerogative under California law; no one has unfettered access to building departments as all of the assumed risk for building permits rests with the local jurisdiction.

CCIDC has worked closely with CALBO, the non-profit association of building officials in California, over the past 15 years to educate and apprise all 450 plus building departments of the existence and competency of trained, educated, examined and experienced Certified Interior Designers.

We have done this by publishing a brochure specifically for building officials citing the attributes of Certified Interior Designers and the exemptions under the architects practice act. Many thousands of these brochures have been delivered to building officials across the state over this time period. We have also taken the opportunity to speak to literally hundreds of building officials during this time in order to engage on this topic and our concerns.

What is apparent is that not all building departments are the same, and the bigger they are the more restrictive they are. Some of this is understandable considering the sheer volume of permits issued in a given year by these larger departments, and many adopt a policy of not allowing any plans to go through unless they are stamped by an architect or engineer, even though state law allows for unlicensed plans to be submitted. This causes a lot of frustration for interior designers knowing they are allowed to do this work by state law without an architect or engineer’s stamp, and it increases the cost of design significantly to the consumer, if they are forced to hire an architect or engineer, who in turn may have to hire an interior designer because that work is not within their area of expertise. A large part of the problem is the plan check personnel are not familiar with state laws and exemptions, and that the exemptions within the architects practice act are not clear, especially when it comes to interior designers.

In our many discussions with building officials one theme has stood out, and that is that they would like to see a clearer description in our statute of what Certified Interior Designers are allowed to do under state law and specifically with regard to the exemptions contained within the architect’s practice act. They have said if they can see it in a statute or regulation they will be more inclined to allow it, providing they still maintain their authority over the permitting process.

We would like to propose the following clarifying language be inserted into the Certified Interior Designer statute replacing Sections 5800, 5805, 5806 and 5812 only. All other are sections to remain as is, or to be modified, as required by the JLSRC.

Business and Professions Code
Chapter 3.9 Interior Designers
Sections: 5800, 5805, 5806 and 5812

5800. As used in this Chapter:

(a) "Certified Interior Designer" or the initials "CID" as used in this context shall mean an Occupations Title Standard for a person who meets all of the following requirements:

Prepares and submits non-structural or non-seismic plans and documents consistent with Section 5805 to local building departments that are of sufficient complexity so as to require the skills of a licensed contractor to implement them.

Engages in programming, planning, designing and documenting the construction and installation of non-structural or non-seismic construction elements, finishes, veneers, furnishings and the administration and installation thereof.

Provides plans and documents that illustrate partition layouts, horizontal exiting, rated corridors, reflected ceiling plans and lighting orientation, locate power and communications outlets, materials and finishes and furniture, including storefronts, interior alterations, fixtures, millwork, appliances and equipment for all buildings including but not limited to high-rise office and high-rise residential buildings.

Engages in coordination and collaboration with other allied design professionals who may be retained to provide consulting services, including but not limited to architects, structural, mechanical, and electrical engineers, and various specialty consultants.

Demonstrates, by means of education, experience and examination, the competence to protect and enhance the health, safety and welfare of the public.

The certification of Interior Designers does not prohibit Interior Designer or Interior Decorator services by any person or retail activity.

5805. Nothing in this Chapter shall preclude Certified Interior Designers from submitting non-structural, non-seismic interior design plans for commercial or residential buildings to local building officials, as provided for in Section 5538. In exercising discretion with respect to the acceptance of interior design plans, the local building official shall reference the California Building Standards Code and the Occupational Title Standard set forth in Section 5800(a)

5806. (a) A certified interior designer shall use a written contract when providing professional design services to a client pursuant to this chapter. The written contract shall be executed by the certified interior designer and the client, or his or her representative, prior to the certified interior designer commencing services. The written contract shall include, but not be limited to, all of the following items:

- (1) A full description of all services to be provided by the certified interior designer to the client.
- (2) A description of any basis of compensation applicable to the contract and the method of payment agreed upon by both parties.
- (3) The name, address, and certification number of the certified interior designer and the name and address of the client.
- (4) A description of the procedures the certified interior designer and the client will use to accommodate additional services.
- (5) A description of the procedures to be used by either party to terminate the contract.

(6) A three-day rescission clause (notice of cancellation) in accordance with Sections 1688 to 1693 inclusive of the Civil Code.

(7) All certified interior designers shall include in all of their contracts with their clients, a printed disclosure stating whether they carry errors and omissions insurance.

(b) This shall not apply to any of the following:

(1) Professional services rendered by a certified interior designer to a charity or philanthropic entity for which compensation will not be charged.

(2) Professional services rendered by a certified interior designer to an architect licensed to practice architecture under Chapter 3 (commencing with Section 5500), or to a landscape architect licensed to practice landscape architecture under Chapter 3.5 (commencing with Section 5615), or to a professional engineer registered to practice engineering under Chapter 7 (commencing with Section 6700).

5812. It is an unfair business practice for any person to represent themselves as a “certified interior designer” or a “CID” unless they comply with the requirements of this chapter.

CCIDC believes with these clarifications in the Certified Interior Designer statute it will go a long way to clearing up the confusion experienced by many building officials as to what they can legally do in California. Building officials still retain the right to make the final determination. We also think it will help ease the restrictions at the larger building departments and allow CCIDC to enter into dialogue in order to affect appropriate revisions of their very restrictive policies. One of the unintended consequences of overly restrictive policies is permit avoidance, a significant problem according to the California Contractors State Licensing Board (CSLB). If the process becomes too restrictive people avoid the permit process altogether and “bootleg” the work with the assistance of a compliant contractor. This results in a loss of revenue to the local jurisdiction, a lack of safety because the work is not being inspected by a third party for code compliance. This could lead to catastrophic consequences in cities like Los Angeles and San Francisco where overly restrictive policies prevail and permit avoidance is rampant.

CCIDC added a new Section 5806 to the statute regarding a required use of contracts or letters of agreement when providing interior design services to a client. Currently in law there are no requirements for interior designers having to provide a contract or letter of agreement, and in fact in many client/interior designer complaints and disputes, such a document is often lacking. Section 5806 is advisory to all CIDs, but still cannot compel a CID to provide a contract or letter of agreement as the certification program is voluntary without cite or fine capability. CCIDC believes by adding this section it will go a long way towards convincing CIDs to create and provide such documents in every instance, not only to better safeguard the public, but themselves as well.

CCIDC has reviewed these clarifying changes on an informal basis with the California Architects Board as it is their statute we are exempted under, and so far they have raised no objection. Likewise we have also reviewed them with several stakeholder professional organizations and all have indicated they could support this bill language.

4. *New issues raised by the Committee.*

CCIDC is not aware of any new issues raised by the committee at this time.

Section 12 – Attachments

The following attachments are provided:

- A. CCIDC's Bylaws.
- B. CCIDC's Rules and Regulations.
- C. CCIDC's Administrative Policy Manual.
- D. Sample Brochures used for Consumers, Building Officials and Students.
- E. IDEX California Study Guide.
- F. CCIDC's Code of Ethics and Conduct.
- G. California Legislative Counsel Letter on Certified Interior Designers.
- H. CALBO Guide to Licensing Requirements
- I. Senator Craven Letter
- J. Acronyms used in the Interior Design Profession.