

Ken Lawson, Secretary

Rick Scott, Governor

Board of Accountancy
August 12, 2011

Sheraton Suites Tampa Westshore
4400 West Cypress Street
Tampa, Florida 33607

Friday, August 12, 2011

The meeting was called to order at 9:03 a.m. by Ms. Caldwell, Chair. The roll was called by Ms. Borders-Byrd, and reflected the following persons present.

BOARD MEMBERS

Teresa Borcheck	Present
Cynthia Borders-Byrd	Present
Maria E. Caldwell	Present
William Durkin	Present
Steve Riggs	Present
Eric Robinson	Excused Absence
David Tipton	Present

STAFF

Veloria Kelly	Present
June Carroll	Present

Mary Ellen Clark, Esquire, Assistant Attorney General and Board Counsel was present. Eric Hurst, Chief Attorney, Department of Business and Professional Regulation was present. The court reporter was Sandra Camp.

1. Approve Board Minutes

A. June 17, 2011

Motion was made by Mr. Durkin, seconded by Ms. Borcheck, to approve. Upon vote, the motion passed unanimously.

2. OGC Action Request

A. MEYER, EDWARD MARK - 200104019

Rochelle Reback; attorney for Mr. Meyer was present.

Mr. Tipton was recused.

Motion was made by Mr. Riggs, seconded by Mr. Durkin, to accept voluntary surrender of license as adequate disposition, staff was instructed to include summary of investigative report from Case #2007-038550. Upon vote, the motion passed unanimously.

B. MEYER, EDWARD MARK - 200104019

Motion was made by Mr. Riggs, seconded by Mr. Durkin, to accept voluntary surrender of license as adequate disposition, staff was instructed to include summary of investigative report from Case #2007-038550. Upon vote, the motion passed unanimously.

C. MEYER, EDWARD MARK - 200104019

Motion was made by Mr. Riggs, seconded by Mr. Durkin, to accept voluntary surrender of license as adequate disposition, staff was instructed to include summary of investigative report from Case #2007-038550. Upon vote, the motion passed unanimously.

D. MEYER, EDWARD MARK – 2007038550

Motion was made by Mr. Riggs, seconded by Mr. Durkin, to accept voluntary surrender of license as adequate disposition, staff was instructed to include summary of investigative report from Case #2007-038550. Upon vote, the motion passed unanimously.

E. OSIMEN, CHRISTOPHER – 2010060187

Ms. Caldwell, and Ms. Borders-Byrd were recused.

Mr. Tipton chaired.

Michael Thornton; attorney for Mr. Osimen was present.

Motion was made by Mr. Durkin, seconded by Ms. Borcheck, that a right to hearing was waived. Upon vote, the motion passed unanimously. Motion was made by Mr. Durkin, seconded by Ms. Borcheck, to adopt the findings of fact and adopt the law as set forth in the administrative complaint. Upon vote, the motion passed unanimously. Motion was made by Mr. Durkin, seconded by Mr. Riggs, to revoke license and impose cost of \$117.04 to be paid within thirty days of date of Final Order. Upon vote, the motion passed unanimously.

F. PEPPLER, BRIDGET – 2010052774

Ms. Caldwell, and Ms. Borders-Byrd were recused.

Mr. Tipton chaired.

Motion was made by Mr. Riggs, seconded by Mr. Durkin, that a right to hearing was waived. Upon vote, the motion passed unanimously. Motion was made by Mr. Riggs, seconded by Mr. Durkin, to adopt the findings of fact and adopt the law as set forth in the administrative complaint. Upon vote, the motion passed unanimously. Motion was made by Ms. Borcheck, seconded by Mr. Durkin, to reject stipulation that was presented. Upon vote, the motion passed unanimously. Motion was made by Mr. Durkin, seconded by Ms. Borcheck to offer counter stipulation to relinquish license within thirty days of date of Final Order and pay cost of \$122.88 due within thirty days of date of Final Order. Upon vote, the motion passed unanimously.

G. SULLIVAN & COMPANY, P.A. (KEVIN SULLIVAN D-B-A) – 2009065062

This case was postponed.

H. SULLIVAN, KAREN – 2009065050

This case was postponed.

I. SULLIVAN, KEVIN – 2009065056

This case was postponed.

3. Petitions for Variance or Waiver

A. HUMLICEK, MELANIE

Ms. Humlicek was present with her attorney Ms. Perrino.

Motion was made by Mr. Tipton, seconded by Mr. Durkin, to approve based on Ms. Humlicek's experience as it was under the supervision of a licensed CPA, and she passed the 4th portion of the CPA exam within two (2) months of the June 30, 2010 deadline. Upon vote, the motion passed unanimously.

B. SULLIVAN, BRIAN

Mr. Sullivan was present.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to approve based on Mr. Sullivan's experience as it was under the supervision of a licensed CPA. Upon vote, the motion passed unanimously.

4. Reconsiderations

A. DICKSON, ROSELINE

Ms. Dickson was present.

This will come back before the board upon receipt of updated official transcripts.

B. SCHNEIDER, CHARTERED – CASE #2010-006379

Motion was made by Ms. Borders-Byrd, seconded by Mr. Riggs, to approve Final Order as written. Upon vote, the motion passed unanimously.

5. Now Meets Requirements

A. MILLER, VANESSA

Motion was made by Ms. Borders-Byrd, seconded by Mr. Riggs, to reconsider, vacate previous denial and approve. Upon vote, the motion passed unanimously.

6. Exams – Recommended Approvals

Michael A. Gualario	Applicant charged with possession of altered driver's license on July 3, 1990; court costs and community services hours. All sanctions have been satisfied. Applicant charged with driving while license suspended for financial responsibility on February 27, 1993; court costs and fine. All sanctions have been satisfied. Charged with driving while license suspended; show new tag and valid license. All sanctions have been satisfied.
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Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Matthew Lambert	Applicant charged with DUI on February 23, 2003, all sanctions have been satisfied. Applicant charged with purchase, possession, manufacture, distribution or sale of marijuana and
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driving while license suspended on August 23, 2006, applicant pled nolo contendere, placed on probation and paid fine, all sanction have been satisfied. Applicant charged with DUI on September 21, 2006, found guilty of reckless driving placed on probation, paid fine all sanctions have been satisfied.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Joel Pierre Applicant was charged with Organized Scheme to Defraud and Grand Retail Theft on January 16, 2003; nine (9) months probation and restitution of \$1066.59. All sanctions have been satisfied.

Mr. Pierre was present.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Elizabeth M. Sparkman Applicant charged with attached tag not assigned on May 14, 2003; paid court cost and ticket. Applicant charged driving while license suspended, on Oct. 9, 2003, paid court cost and ticket. Applicant charged with driving while license suspended, on Feb. 26, 2008; paid court cost and ticket.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

Natalie E. Yarborough Applicant charged with DUI September 14, 2004; probation, completed and disposed in court. Applicant charged with DUI on June 30, 2009; probation, completed and disposed in court. All sanctions have been satisfied. Applicant was charged with driving while license suspended/revoked on November 6, 2009; jail time served. All sanctions have been satisfied.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to approve for convictions only. Upon vote, the motion passed unanimously.

7. Exams – Denials

Jake Adlao Deficient 15 semester hours of graduate level courses from an accredited institution, of which six (6) semester hours must be in accounting and three (3) semester hours in taxation; these courses must taken after admission to graduate school. Also deficient three (3) semester hours of business law to include coverage of contracts, torts and the Uniform Commercial Code.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to deny. Upon vote, the motion passed unanimously.

MD Rashedul Alam Applicant deficient 15 semester hours of graduate level courses from an accredited institution, of which six (6) semester hours must be in accounting courses, and three (3) semester hours of taxation; these courses must be taken after admission to graduate

school. Also deficient coverage of upper division accounting information systems and 12 semester hours of upper division general business to include three (3) semester hours of upper division business law coverage of contracts, torts, and Uniform Commercial Code.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to deny. Upon vote, the motion passed unanimously.

Erik Russell Atkinson Applicant is deficient three (3) semester hours of upper division accounting to include coverage of accounting information systems.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to deny. Upon vote, the motion passed unanimously.

Kit Chui Applicant is deficient coverage of upper division accounting information systems.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to deny. Upon vote, the motion passed unanimously.

Terri Lynn Holley Applicant is deficient coverage of upper division accounting information systems.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to deny. Upon vote, the motion passed unanimously.

Amy R. Kern Applicant is deficient coverage of upper division cost/managerial accounting and three (3) semester hours of business law.

Lazaro J. Perez Applicant deficient Interstate Exchange of Information form from Colorado.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to deny. Upon vote, the motion passed unanimously.

Nevine Sidhom Applicant failed to satisfy requirements of 61H1-27.002; deficient official transcripts for evaluation; also deficient a complete application.

Motion was made by Mr. Riggs, seconded by Ms. Borders-Byrd, to deny. Upon vote, the motion passed unanimously.

8. Endorsement – Recommended Approvals

Leah Marie Bonetti Applicant was charged with DUI on August 8, 2002; one (1) year probation. All sanctions have been satisfied. Charged with possession of cannabis & paraphernalia on November 24, 2005; completed misdemeanor intervention program. All sanctions have been satisfied.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Tipton, to deny unless Ms. Bonetti waives her ninety days and appears before the board at their October 7, 2011 board meeting. Upon vote, the motion passed unanimously.

9. Endorsement - Consideration

Donald Allen Carobine Applicant answered affirmatively question regarding holding self out or practiced as a CPA in the geographical boundaries of the State of Florida.

Motion was made by Ms. Borders-Byrd, seconded by Ms. Borcheck, to approve. Upon vote, the motion passed unanimously.

Dale Creed Jones Applicant failed to register Oklahoma reciprocal license on August 20, 1999; reciprocal license revoked. All sanctions have been satisfied.

Motion was made by Mr. Durkin, seconded by Ms. Borcheck, to approve. Upon vote, the motion passed unanimously.

10. Maintenance and Reactivation – Consent Agenda – Staff Approvals

Motion was made by Ms. Borders-Byrd, seconded by Mr. Riggs, to approve. Upon vote, the motion passed unanimously.

11. Maintenance and Reactivation – Recommended Approvals

Walter L. Johnston Applicant charged with insufficient funds checks on March 20, 2006; Restitution paid/Adjudication of guilt withheld. All sanctions were satisfied. Charged with insufficient funds checks on Jun 19, 2006; restitution paid/adjudication of guilt withheld. All sanctions were satisfied. Charged with expired vehicle registration on September 18, 2006; fine/adjudication of guilt withheld. All sanctions were satisfied. Charged with invalid drivers license on September 18, 2006; fine/adjudication of guilt withheld. All sanctions were satisfied. Charged with insufficient funds checks on February 12, 2008; restitution paid/adjudication of guilt withheld. All sanctions were satisfied.

Motion was made by Mr. Riggs, seconded by Ms. Borcheck, to approve. Upon vote, the motion passed unanimously.

Edward Stephen Sager Applicant was charged with grant theft on June 8, 1993; probation/early termination. All sanctions have been satisfied.

Mr. Sager was present.

Motion was made by Mr. Tipton, seconded by Ms. Borders-Byrd, to deny based on 473.308 (5)(6). Upon vote, the motion passed unanimously.

12. Maintenance and Reactivation – Requests to Reactivate

Karen M. Compton Ms. Compton's license reverted to "delinquent" status on January 1, 1988 for failure to submit continuing professional education (CPE) hours, a passing score on the laws and rules exam and the renewal fee. Her license reverted to "null and void" status on January 1, 1990.

Ms. Compton was present.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Tipton, to extend the "delinquent" status for one (1) year in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Richard M. Dotson Mr. Dotson's license reverted to "delinquent" status on January 1, 2008 for failure to submit the continuing professional education hours, and a passing score on the laws and rules exam. His license reverted to "null and void" status on January 1, 2010.

Motion was made by Ms. Borcheck, seconded by Mr. Riggs, to extend the "delinquent" status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

James A. Grandoff Mr. Grandoff is requesting reinstatement of his license. His license reverted to "delinquent" status on January 1, 1995 for failure to submit the (CPE) hours, a passing score on the laws and rules exam, and the license renewal fee. His license reverted to "null and void" on January 1, 1997.

Mr. Grandoff was present.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Tipton, to extend the "delinquent" status for nine (9) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Donald Harvey Mr. Harvey's license reverted to "delinquent" status on January 1, 2009 for failure to submit continuing professional education (CPE) hours, a passing score on the laws and rules exam and the license renewal fee. His license reverted to "null and void" on January 1, 2011.

Mr. Harvey was present.

Motion was made by Mr. Tipton, seconded by Ms. Borders-Byrd, to instruct staff to evaluate under the amnesty provision. Upon vote, the motion passed unanimously.

Manuel A. Hernandez Mr. Hernandez license reverted to "delinquent" status on January 1, 2008 for failure to submit continuing professional education hours, a passing score on the laws and rules exam and the license renewal fee. His license reverted to "null and void" on January 1, 2010.

Mr. Hernandez was present.

Motion was made by Ms. Borders-Byrd, seconded by Mr. Tipton, to extend the "delinquent" status for nine (9) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Maria Hernandez-Roque Ms. Hernandez-Roque's license reverted to "delinquent" status on January 1, 1997 for failure to submit continuing professional education (CPE) hours, a passing score on the laws and rules

exam and the license renewal fee. Her license reverted to "null and void" on January 1, 1999.

Ms. Roque was present.

Motion was made by Mr. Riggs, seconded by Mr. Tipton, to extend the "delinquent" status for nine (9) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

John B. Holder Mr. Holder is requesting reinstatement of his license. His license reverted to "delinquent" status on January 1, 2008 for failure to submit the license renewal fee. His license reverted to "null and void" on January 1, 2010.

Motion was made by Ms. Borcheck, seconded by Mr. Riggs, to extend the "delinquent" status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Wendy K. Kilpatrick Ms. Kilpatrick license reverted to "delinquent" status on January 1, 2009 for failure to submit (CPE), a passing score on the laws and rules exam and the license renewal fee. Her license reverted to "null and void" status on January 1, 2011.

Motion was made by Ms. Borcheck, seconded by Mr. Riggs, to extend the "delinquent" status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Robert F. Kowalczyk Mr. Kowalczyk is requesting reinstatement of his license. His license reverted to "delinquent" status on January 1, 1991 for failure to submit the (CPE) hours, a passing score on the laws and rules exam, and the license renewal fee. His license reverted to "null and void" on January 1, 1993.

Motion was made by Mr. Riggs, seconded by Mr. Tipton, to extend the "delinquent" status for nine (9) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Carol Lynn Orwin Ms. Orwin's license reverted to "delinquent" status on January 1, 2008 for failure to submit continuing professional education (CPE) hours, and a passing score on the laws and rules exam. Her license reverted to "null and void" status on January 1, 2010.

Motion was made by Ms. Borcheck, seconded by Mr. Riggs, to extend the "delinquent" status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

Ronald M. Pereira Mr. Pereira is requesting reinstatement of his license. His license reverted to "delinquent" status on January 1, 1999 for failure to submit the (CPE) hours, a passing score on the laws and rules exam, and pay the license renewal fee. His license reverted to "null and void" on January 1, 2001.

Motion was made by Ms. Borcheck, seconded by Mr. Riggs, to extend the "delinquent" status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the

motion passed unanimously.

William Pittman, Jr. Mr. Pittman's license reverted to "delinquent" status on January 1, 2008 for failure to submit a passing score on the laws and rules exam. His license reverted to "null and void" status on January 1, 2010.

Motion was made by Ms. Borcheck, seconded by Mr. Riggs, to extend the "delinquent" status for six (6) months in order to reactivate under the unusual hardship provision. Upon vote, the motion passed unanimously.

13. Maintenance and Reactivation – Denials

Laura K. Bennett Ms. Bennett is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and eight (8) in board approved ethics for the period ending June 30, 2011. She is deficient four (4) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Cheryl Bird Ms. Bird applied under the amnesty program and is required to complete 120 continuing professional education (CPE) hours with 30 in A/A and eight (8) in board approved ethics by June 30, 2011. She is deficient four (4) CPE hours of board approved ethics

Ms. Bird was present.

Motion was made by Mr. Tipton, seconded by Ms. Borders-Byrd, to grant an extension until September 30, 2011 to complete deficiencies. Upon vote, the motion passed unanimously.

Susan F. Bounds Ms. Bounds is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and eight (8) in board approved ethics for the period ending June 30, 2011. She is deficient four (4) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Katalina Cruz Ms. Cruz is required to submit 120 continuing professional education (CPE) hours with 30 in accounting and auditing with eight (8) in board approved ethics for the period ending June 30, 2011. She is deficient four (4) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Phyllis S. Fowler Ms. Fowler is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and

eight (8) in board approved ethics for the period ending June 30, 2011. She is deficient four (4) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Jill Talbott Garner Ms. Garner is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and eight (8) in board approved ethics for the period ending June 30, 2011. She is deficient eight (8) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Kenneth P. Lee Mr. Lee is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and eight (8) in board approved ethics for the period ending June 30, 2011. He is deficient two (2) total CPE hours and sufficient proof of attendance for all courses listed on his reporting form - no proofs submitted.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Richard F. Malzahn Mr. Malzahn is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and eight (8) in board approved ethics for the period ending June 30, 2011. He is deficient four (4) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Martha M. Marin Ms. Marin is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and eight (8) in board approved ethics. She is deficient four (4) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Dean Ross Mr. Ross is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and eight (8) in board approved ethics for the period ending June 30, 2011. He is deficient four (4) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Alina R. Serentill Ms. Serentill is required to complete 120 continuing professional education (CPE) with 30 in accounting and auditing and eight (8)

in board approved ethics. She is deficient eight (8) CPE hours in board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

Heather L. Vollenweider Ms. Vollenweider is required to complete 120 continuing professional education (CPE) hours with 30 in accounting and auditing and eight (8) in board approved ethics for the period ending June 30, 2011. She is deficient eight (8) hours of board approved ethics.

Motion was made by Mr. Durkin, seconded by Ms. Borders-Byrd, to grant a ninety day extension to complete deficiencies. Upon vote, the motion passed unanimously.

14. Maintenance and Reactivation – Voluntary Relinquishment

Farhat, Isa	41176
Herrmann, Janis	20075
Lowe, Emmons B Jr.	37511
McKay, Kimberly K	40611
Miller, Murphy Jr.	4920
Minch, Alfred W.	17206
Smith, Steven K	7204

Motion was made by Mr. Riggs, seconded by Ms. Borcheck, to approve those listed. Upon vote, the motion passed unanimously.

15. Deceased Practitioners

There was a moment of silence for those listed.

16. Temporary Permits

Motion was made by Ms. Borders-Byrd, seconded by Mr. Durkin, to ratify staffs action. Upon vote, the motion passed unanimously.

17. Reports

A. PROCESCUING ATTORNEY REPORT

Mr. Hurst reported.

18. Administrative

A. CHAPTER 10.550 - LOCAL GOVERNMENTAL ENTITY AUDITS

This was an informational item.

B. CHAPTER 10.650 - LOCAL GOVERNMENTAL ENTITY AUDITS

This was an informational item.

C. FOREIGN ACCOUNTING FIRMS OPERATING IN FLORIDA

This was an informational item.

D. HAND HELD METAL DETECTOR WANDS

This was an informational item.

E. MEDIA RELATIONS GUIDE

This was an informational item.

F. RESUME FROM JEFF HALLER

Motion was made by Mr. Tipton, seconded by Mr. Durkin, to approve to serve on the Continuing Professional Education Committee. Upon vote, the motion passed unanimously.

G. RULES REPEAL

The board discussed the rules listed for repeal, and it was determined no action would be taken at this time.

ADDITIONS

A. Consider 473.3066 Peer Review

Mr. Johnson and Mr. Hart presented the amendments and additions to F.S. 473.3066 Peer review oversight committee, F.S. 473.311 Renewal of license, F.S. 473.3125 Peer Review, F.S. 473.323 Disciplinary proceedings, and 473.316 Communications between the accountant and client privileged.

No action was taken on this by the board, however if board members had any concerns they were to notify Ms. Kelly.

B. Consider Customer Survey

Mr. Ayrish, Director of Service Operations informed the board that a customer survey satisfaction had been performed. A survey was sent out to 35,563 participants inquiring as to their experience and satisfaction with the Customer Contact Center. Mr. Ayrish informed the board that there were about four hundred or 3.2% who participated in the survey. The survey consisted of ten questions, such as the reason for their call to the Customer Contact Center, the professionalism, and courtesy shown, satisfaction to the response given, and accuracy of information given.

Mr. Ayrish informed board members that the Customer Contact Center will be sending out emails reminding licensees of their renewal. Mr. Ayrish let board members know that there has been cross training so that the agents in the Customer Contact Center will be better prepared to answer questions. He also let the board know that he and Ms. Kelly meet weekly/biweekly to discuss the calls received. Fewer calls are being received since the average time to process applications has been shortened.

C. Presentation from Office of the Secretary – Deputy Secretary Tim Vaccaro

Deputy Secretary Vaccaro introduced himself to the board, and thanked them for the work that they do. Mr. Vaccaro informed them he was always available to them, and that he had an open door policy. Mr. Vaccaro expressed that Secretary Lawson was committed to helping the board and profession. Ms. Caldwell thanked him for attending. Board members expressed their concerns about the budget issues regarding where and how often the board is permitted to

meet, and attending conferences. Mr. Vaccaro told the board that the Department is working on a project to streamline the application processes. Mr. Vaccaro informed the board that he has met with Mr. Johnson of the FICPA regarding complaints that licensees/applicants may have with the department, so the Department will know the issues and can put processes in place to better serve.

19. NASBA

A. CBT FEE CHARGE

This was an informational item.

ADDITIONS

- A. Consider sending representation to the following NASBA Conferences:
104th Annual Meeting – October 23rd – 26th 2011 – Nashville TN
30th Annual Conference State Board – March 11-14 – San Antonio, TX
30th Annual Conference for State Board Legal Counsel – March 11-13, 2012, San Antonio TX

Motion was made by Mr. Tipton, seconded by Mr. Riggs, to send Ms. Borders-Byrd and Mr. Durkin to the 104th Annual conference, send Ms. Clark and Mr. Hurst, to the 30th Annual Conference for State Board Legal Counsel, and Ms. Kelly to attend the 30th Annual Conference. Upon vote, the motion passed unanimously.

20. FICPA

A. DISCUSSION

Mr. Johnson of the FICPA informed the board that the FICPA has been working closely with Secretary Lawson as well as Deputy Secretary Vaccaro on issues concerning CPAs and the board. Mr. Johnson told the board that the FICPA is looking into the privatization of the board. He stated the FICPA has formed a committee, which includes former board members, Marshall Gunn, Jim Thielen, current chair of the board Maria E. Caldwell and Stam Stathis who has served on committees for the board. Mr. Johnson informed the board that he would be contacting the Engineers board to see how the privatization of their profession is run. The FICPA will continue working on this and performing studies as to the feasibility.

21. Other Business

The board discussed adding expanding the three (3) members Probable Cause Panel to four (4), using a former board member the fourth member.

22. Future Meetings

This was an informational item.

23. Adjourn

The meeting was adjourned at 1:28 p.m.

Maria E. Caldwell, Chair