

Licensing and Enforcement Activity Annual Report

SUMMARY OF LICENSING ACTIVITY	2023-24	2024-25	2025-26
Apps Received	1,487	1,464	1,473
Lic Issued	1,369	1,232	1,306
Lic Renewed	10,126	10,295	10,503
Active Licensed Population	21,324	21,390	21,814
NBRC Therapist Multiple Choice Exam Pass Rate	80.6%	80.1%	79.6%
NBRC Clinical Simulation Exam Pass Rate	68.3%	68.8%	69.2%

SUMMARY OF ENFORCEMENT ACTIVITY

Consumer Complaints - Intake	2023-24	2024-25	2025-26
Complaints Received	274	280	325
Closed Without Referral for Investigation	42	40	62
Referred for Investigation	230	242	263
Pending	2	0	0

Conviction/Arrest Notification Complaints	2023-24	2024-25	2025-26
Complaints Received	373	370	396
Closed without Referral for Investigation	12	9	15
Referred for Investigation	361	361	381
Pending	0	0	0

Investigations	2023-24	2024-25	2025-26
Open	591	603	644
Closed	686	627	644
Pending	71	91	141

Days to Complete Intake & Investigations	2023-24	2024-25	2025-26
Up to 90 Days	579	534	531
91 to 180 Days	55	62	58
181 Days to 1 Year	33	20	46
1 to 2 Years	19	11	8
2 to 3 Years	0	0	1
Over 3 Years	0	0	0
Average No. of Days from Receipt of Complaint to Assignment to Investigator	1	2	1
Average No. of Days for All Investigation Outcomes (from start inv. to referral for prosecution or case closure without referral for prosecution)	54	47	55
Average Number of Days to from Receipt of Complaint to Referral for Prosecution or Case Closure Without Referral for Prosecution	53	47	55

Citations and Fines	2023-24	2024-25	2025-26
Issued	53	40	37
Withdrawn/Dismissed/Reduced	1	1	0
Average No. of Days to Issue a Citation & Fine (from complaint receipt to citation issued)	58	70	100

Total Amount of Fines	2023-24	2024-25	2025-26
Assessed	\$39,123	\$24,075	\$27,700
Withdrawn/Dismissed/Reduced	\$0	\$1,000	\$0
Collected	\$46,692	\$28,316	\$26,883

Criminal/Civil Actions	2023-24	2024-25	2025-26
Referrals for Criminal/Civil Action	0	0	0
Criminal Actions Filed	0	0	0

Attorney General/Disciplinary Actions	2023-24	2024-25	2025-26
Cases Opened/Initiated	32	22	34
Cases Closed	39	31	29
Cases Pending	24	15	22

Number of Days to Complete AG Cases	2023-24	2024-25	2025-26
Up to 1 Year	32	20	22
1 to 2 Years	7	10	5
2 to 3 Years	0	1	0
Over 3 Years	0	0	0
Average Number of Days to Impose Discipline	427	546	448

Formal Actions Filed/Withdrawn/Dismissed	2023-24	2024-25	2025-26
Statement of Issues Filed	0	0	0
Accusations Filed	31	18	25
Restraining/Restriction/Suspension Orders Granted	3	4	5
Statement of Issues Withdrawn/Dismissed	0	0	0
Accusations Withdrawn/Dismissed	0	0	0
Average Number of Days from Closure of Investigation to Imposing Formal Discipline	270	339	262

Administrative Outcomes/Final Orders	2023-24	2024-25	2025-26
License Applications Denied	0	1	0
Revocation	7	10	4
Surrender of License	2	3	5
Probation with Suspension	4	2	0
Suspension Only	0	0	0
Probation Only	17	6	14
Public Reprimand	1	0	0
Other Decisions	0	0	0
Total	31	22	23

Probation	2023-24	2024-25	2025-26
Probations Completed	16	16	16
Probationers Pending (close of FY)	57	52	51

Subsequent Discipline	2023-24	2024-25	2025-26
Probations Revoked	0	3	1
Probationers License Surrendered	3	1	4
Additional Probation Only	1	1	0
Suspension Only Added	0	0	0
Other Conditions Added Only	0	0	0
Other Probation Outcome	0	0	0

Petition: Modification/Term. of Probation	2023-24	2024-25	2025-26
Granted	4	1	2
Denied	0	0	0

Petition Reinstatement of Revoked License	2023-24	2024-25	2025-26
Granted	2	3	0
Denied	0	3	0

Cost Recovery	2023-24	2024-25	2025-26
Ordered	\$343,308	\$418,728	\$226,120
Collected	\$173,798	\$201,947	\$158,967