

CHAPTER 8. CERTIFICATION OF ALCOHOL AND OTHER DRUG COUNSELORS

Subchapter 1. General Administration

- 13000 Application and Purpose of Chapter
- 13005 Definitions

Subchapter 2. Requirement for Certification for Individuals Providing Counseling Services in AOD Recovery and Treatment Programs

- 13010 Requirement for Certification
- 13015 Requirements for Certification of Licensed Professionals
- 13020 Requirements for Previously Certified AOD Counselors
- 13025 Requirements for Certification by Testing
- 13030 Requirements for Counselors Certified or Licensed in Other States or by Other Certifying Organizations
- 13035 Certifying Organizations

Subchapter 3. Requirements for Certification of AOD Counselors

- 13040 Requirements for Initial Certification of AOD Counselors
- 13045 Issuance of Certification as an AOD Counselor
- 13050 Length of Certification
- 13055 Renewal of Certification
- 13060 Code of Conduct
- 13065 Investigation of Complaints, Suspension, and Revocation
- 13070 Administrative Review
- 13075 Maintenance of Records

Chapter 8. Certification of Alcohol and Other Drug Counselors.

Subchapter 1. Application and Purpose of Chapter and Definitions.

§ 13000. Application and Purpose of Chapter.

The regulations contained in this Chapter shall apply to all individuals providing counseling services in an alcohol or other drug (AOD) program, to all organizations certifying AOD counselors, and to all AOD programs, as defined in Section 13005.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13005. Definitions.

- (a) The following definitions apply to terminology used in this Chapter:
- (1) “Alcohol and other drug (AOD) program” means any of the following:
 - (A) A driving under the influence program licensed pursuant to Chapter 9 (commencing with Section 11836), Part 2, Division 10.5 of the Health and Safety Code (HSC), and the provisions of Chapter 3 (commencing with Section 9795), Division 4, Title 9 of the California Code of Regulations (CCR);
 - (B) A narcotic treatment program licensed pursuant to Article 1, Chapter 10 (commencing with Section 11839), Part 2, Division 10.5, HSC, and the provisions of Chapter 4 (commencing with Section 9995), Division 4, Title 9, CCR;
 - (C) A residential alcohol or drug abuse recovery or treatment program licensed pursuant to Chapter 7.5 (commencing with Section 11834.01), Part 2, Division 10.5, HSC, and the provisions of Chapter 5 (commencing with Section 10500), Division 4, Title 9, CCR;
 - (D) An alcohol or drug recovery or treatment program certified to receive Medi-Cal reimbursement pursuant to Section 51200, Title 22, CCR;
 - (E) An alcohol or drug recovery or treatment program certified pursuant to Section 11830, Chapter 7, Part 2, Division 10.5, HSC; or
 - (F) An alcohol or drug recovery or treatment program funded pursuant to Part 2, Division 10.5, HSC (commencing with Section 11760).
 - (2) “Certified AOD counselor” means an individual certified by a certifying organization pursuant to Section 13035.
 - (3) “Certifying organization” means an organization approved to certify individuals as AOD counselors, as listed in Section 13035.
 - (4) “Counseling services” means any of the following activities:
 - (A) Evaluating participants’, patients’, or residents’ AOD treatment or recovery needs, including screening prior to admission, intake, and assessment of need for services at the time of admission;
 - (B) Developing and updating of a treatment or recovery plan;

- (C) Implementing the treatment or recovery plan;
 - (D) Continuing assessment and treatment planning;
 - (E) Conducting individual counseling sessions, group counseling sessions, face-to-face interviews, or counseling for families, couples, and other individuals significant in the life of the participants, patients, or residents; and
 - (F) Documenting counseling activities, assessment, treatment and recovery planning, clinical reports related to treatment provided, progress notes, discharge summaries, and all other client related data.
-
- (5) “Days” means calendar days unless otherwise specified.
 - (6) “Department” means the Department of Alcohol and Drug Programs.
 - (7) “Hour” means sixty (60) minutes unless otherwise specified.
 - (8) “Registrant” means an individual registered with any certifying organization to obtain certification as an AOD counselor.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

**Subchapter 2. Requirement for Certification for Individuals
Providing Counseling Services in AOD Recovery and Treatment Programs.**

§ 13010. Requirement for Certification.

- (a) By April 1, 2010, at least thirty percent (30%) of staff providing counseling services in all AOD programs shall be licensed or certified pursuant to the requirements of this Chapter. All other counseling staff shall be registered pursuant to Section 13035(f).
- (b) Each AOD program may determine which of the Department approved certifying organizations, as specified in Section 13035, it will recognize when hiring AOD counselors certified by or registered with that/those organization(s).
- (c) Certification pursuant to this Chapter does not confer on any individual any right or privilege to provide AOD treatment services outside of an AOD program or to practice any other profession for which licensure is required.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13015. Requirements for Certification of Licensed Professionals.

- (a) As used in this regulation, “licensed professional” means a physician licensed by the Medical Board of California; or a psychologist licensed by the Board of Psychology; or a clinical social worker or marriage and family therapist licensed by the California Board of Behavioral Sciences, or an intern registered with the California Board of Psychology or the California Board of Behavioral Sciences.
- (b) Licensed professionals, providing counseling services in an AOD program, who are in good standing with their licensing agency, shall not be required to become certified as AOD counselors pursuant to this Chapter. As used in this regulation, “in good standing” means that the individual’s license is valid and is not revoked, suspended, or otherwise terminated.
- (c) Licensed professionals, providing counseling services in an AOD program, shall provide to the AOD program by which they are employed, for retention in their personnel files, a copy of their license to practice in the State of California.
- (d) Licensed professionals, providing counseling services in an AOD program, shall complete 36 hours of continuing education during every two year period of licensure beginning January 1, 2006. Such continuing education shall be based on the curriculum described in Section 13055 and shall be provided or approved by the AOD program employing the licensed professional or one of the certifying organizations specified in Section 13035. Licensed professionals shall be required to complete 36 hours of continuing education during every two year period of licensure; however, at the discretion of the employing AOD program, the continuing education units required by the licensed professional’s licensing board shall satisfy this requirement.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13020. Requirements for Previously Certified AOD Counselors.

- (a) Any individual who was certified to provide counseling services in an AOD program, by a certifying organization (listed in Section 13035), as of April 1, 2005, shall be deemed certified pursuant to the requirements of this Chapter. All such individuals shall comply with all other requirements of Subchapter 3 (commencing with Section 13055) of this Chapter.

- (b) Any individual, certified to provide counseling services in an AOD program, as of April 1, 2005, shall present to the AOD program by which he/she is employed, for retention in his/her personnel file, a copy of his/her certificate as an AOD counselor.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13025. Requirements for Certification by Testing.

At its discretion, until April 1, 2007, any of the certifying organizations listed in Section 13035 may certify any individual employed as an AOD counselor as of April 1, 2005, if the individual:

- (a) Registers to obtain certification with a certifying organization listed in Section 13035;
- (b) Provides written documentation to the certifying organization that he/she has been employed to provide counseling services in an AOD program for the equivalent of forty (40) hours per week for a minimum of five (5) years between April 1, 1995 and April 1, 2005 or provides an official diploma or written transcript verifying that he/she has successfully completed an associate's degree (A.A.), a bachelor's degree (B.A. or B.S.), or a master's degree (M.A.) in the study of chemical dependency; and
- (c) Achieves a score of at least seventy percent (70%) on an oral and/or written examination, approved by the certifying organization. Achievement of a passing score on an oral or written examination administered by any one of the certifying organizations listed in Section 13035 does not mandate any other certifying organization to certify the individual as an AOD counselor.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13030. Requirements for Counselors Certified or Licensed in Other States or by Other Certifying Organizations.

- (a) Any certifying organization listed in Section 13035 may, at its option, certify by reciprocity an individual, who is currently certified or licensed in another state to provide counseling services in an AOD program, or is currently certified by an organization other than those listed in Section 13035, if:
 - (1) The individual registers with one of the certifying organizations listed in Section 13035 and provides the certifying organization with verifiable documentation of his/her current licensure or certification,
 - (2) The certifying organization verifies that the registrant's licensure or certification is current, has never been revoked, and is not currently the subject of an investigation by either the Department or the certifying organization which granted it, and
 - (3) The certifying organization determines to its satisfaction that the standards by which the other state or certifying organization granted licensure or certification were the same as or more stringent than the standards contained in this Chapter.
- (b) The registrant/certified AOD counselor shall comply with all the requirements of Subchapter 3 (commencing with Section 13040) of this Chapter.
- (c) This regulation shall not prohibit any certifying organization from establishing additional terms and conditions for certification by reciprocity, so long as those terms and conditions do not conflict with the provisions of this Chapter.
- (d) This regulation shall not require any certifying organization to grant certification by reciprocity.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

Section 13035. Certifying Organizations

- (a) As of April 1, 2005, the following organizations are approved by the Department to register and certify AOD counselors pursuant to this Chapter:
- (1) The Breining Institute,
 - (2) The California Association of Addiction Recovery Resources,
 - (3) The California Association for Alcohol/ Drug Educators,
 - (4) The California Association of Alcoholism and Drug Abuse Counselors,
 - (5) The California Association of Drinking Driver Treatment Programs,
 - (6) The Forensic Addictions Corrections Treatment,
 - (7) The Indian Alcoholism Commission of California, Inc.,
 - (8) The American Academy of Health Care Providers,
 - (9) The Association of Christian Alcohol & Drug Counselors, or
 - (10) The California Certification Board of Chemical Dependency Counselors
- (b) The Department will also approve any other organization that certifies counselors if it requests in writing that the Department recognize it and it provides written documentation that it complies with all of the requirements of (c) of this regulation, except that the accreditation required by (c)(2) must be in place by the time the organization requests recognition, if the organization requests recognition after April 1, 2007.
- (c) The certifying organizations listed in (a) of this regulation shall:
- (1) Maintain a business office in California, and
 - (2) Become accredited with the National Commission for Certifying Agencies (NCCA) by April 1, 2007 and shall continuously maintain such accreditation. Certifying organizations may obtain information on NCCA accreditation by contacting the NCCA at 2025 M Street NW, Suite 800, Washington D.C. 20036-3309; telephone (202) 367-1165; internet address www.ncca.org;
 - (3) Provide written documentation from the NCCA that the NCCA has determined that the certifying organization complies with the requirements of this Chapter ; and

- (4) Comply with the requirements of this Chapter.
- (d) If any of the certifying organizations specified in this regulation fails to comply with the requirements of this regulation, within five (5) working days following receipt of written notification by the Department that it is no longer approved to certify AOD counselors, the certifying organization shall send written notification to each AOD counselor registered with or certified by the certifying organization, informing him/her of his/her rights and responsibilities, including the following:
 - (1) Before expiration of his/her certification or within six (6) months of the notice (whichever is sooner), the counselor shall register with one of the other certifying organizations listed in (a) of this regulation;
 - (2) For purposes of this Chapter, the AOD counselor's certification remains valid until it expires only if the certified counselor re-registers as required by (d)(1) of this regulation;
 - (3) The new certifying organization shall give credit for any continuing education credits earned while certified by the former certifying organization; and
 - (4) The new certifying organization shall give registrants sufficient credit for education and experience completed to place the registrant at an equivalent level in the new certifying organization.
 - (e) If any of the certifying organizations specified in (a) of this regulation voluntarily chooses to stop certifying AOD counselors, it shall notify the Department in writing of its decision and follow the steps outlined in (d) of this regulation.
 - (f) By October 1, 2005 or within six (6) months of the date of hire, whichever is later, all non-licensed or non-certified individuals providing counseling services in an AOD program shall be registered to obtain certification as an AOD counselor by one of the certifying organizations specified in this regulation.
 - (1) Registrants shall complete certification as an AOD counselor within five (5) years of the date of registration.
 - (2) The certifying organization may allow up to two (2) years additional time for a leave of absence due to medical problem or other hardship, consistent with the policy developed by the certifying organization.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

Subchapter 3. Requirements for Certification of AOD Counselors

§ 13040. Requirements for Initial Certification of AOD Counselors.

Prior to certification as an AOD counselor, the certifying organization shall require each registrant to:

- (a) Complete a minimum of 155 documented hours of formal classroom AOD education, which shall include at least the following subjects:
 - (1) The curriculum contained in “Addiction Counseling Competencies: The Knowledge, Skills, and Attitudes of Professional Practice”, Technical Assistance Publication Series 21(TAP 21), published by the Substance Abuse and Mental Health Services Administration, United States Department of Health and Human Services, Reprinted 2002;
 - (2) Provision of services to special populations such as aging individuals; individuals with co-occurring disorders (e.g., alcoholism and mental illness); individuals with post traumatic stress disorder [PTSD]; individuals with disabilities; diverse populations; individuals with cultural differences, individuals on probation/parole, etc.;
 - (3) Ethics;
 - (4) Communicable diseases including tuberculosis, HIV disease, and Hepatitis C; and
 - (5) Prevention of sexual harassment;
- (b) Complete a minimum of 160 documented hours of supervised AOD training based on the curriculum contained in TAP 21 [as defined in (a) of this regulation] and supervised on-site by an AOD counselor who has been licensed or certified pursuant to this Chapter. As used in this regulation, “supervised” means that the individual supervising the training shall:
 - (1) Be physically present and available on site or at an immediately adjacent site, but not necessarily in the same room at all times, and
 - (2) Document in the registrant’s record that the registrant has completed the supervised training required by this subsection.
- (c) Complete, an additional 2,080 or more documented hours of paid or unpaid work experience providing counseling services in an AOD program prior to, after, or at the same time as completion of the education required in (a) of this regulation and the supervised AOD training required in (b) of this regulation.
- (d) Obtain a score of at least seventy percent (70%) on a written or oral examination approved by the certifying organization;
- (e) Sign a statement documenting whether his/her prior certification as an AOD counselor has ever been revoked; and

- (f) Sign an agreement to abide by the certifying organization's code of conduct, developed pursuant to Section 13060.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13045. Issuance of Certification as an AOD Counselor.

- (a) Prior to certifying a registrant as an AOD counselor, the certifying organization shall contact all other certifying organizations listed in Section 13035 to determine if the registrant's certification was ever revoked.
- (b) If previous certification was revoked, the certifying organization shall document in the registrant's file its reasons for granting or denying certification. The certifying organization shall send written notification to the Department that it has granted certification to a registrant whose previous certification was revoked within 48 hours of granting such certification.
- (c) If the certifying organization denies certification it shall send the registrant a written notice of denial. The notice shall specify the registrant's right to appeal the denial in accordance with the provisions of Section 13070.
- (d) If the certifying organization decides to grant certification, upon completion of all program requirements, as specified in Section 13040, and payment of all fees charged by the certifying organization, the certifying organization shall issue a written certificate to the registrant, stating that he/she is certified as an AOD counselor.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13050. Length of Certification.

Certification as an AOD counselor shall be valid for two (2) years from the date of certification, unless renewed pursuant to Section 13055 or revoked pursuant to Section 13065.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13055. Renewal of Certification.

- (a) In order to renew certification, the certifying organization shall require each certified AOD counselor to complete a minimum of forty (40) hours of continuing education, approved by the certifying organization, during each two-year period of certification.
- (b) If a previously certified counselor's certification expires prior to April 1, 2007, in order to have his/her certification renewed, the counselor shall complete 1.6 hours of continuing education prorated for every month he/she was certified after the effective date of this Chapter, and rounded to the nearest whole hour. For example, if the counselor's previous certification expires on September 30, 2005, the counselor shall be required to complete ten (10) hours of continuing education (i.e., 1.6 hours multiplied by six months) to renew certification.
- (c) The forty (40) hours of continuing education shall include any combination of the following:
 - (1) The curriculum contained TAP 21, as defined in Section 13040;
 - (2) Provision of services to special populations including at least aging individuals; individuals with co-occurring disorders (e.g., alcoholism and mental illness); individuals with post traumatic stress disorder [PTSD]; individuals with disabilities; diverse populations; individuals with cultural differences, individuals on probation/parole, etc.;
 - (3) Ethics;
 - (4) Communicable diseases including tuberculosis, HIV disease and Hepatitis C; and
 - (5) Prevention of sexual harassment.
- (d) At the certifying organization's discretion, the forty (40) hours of continuing education may also include other topics related to the field of alcoholism and drug abuse such as residential treatment, driving-under-the-influence, etc.
- (e) All certifying organizations (listed in Section 13035) shall accept as continuing education credits hours of training in the areas specified in (c) and (d), provided by any State, county, city, or other governmental agency or by any agency which provides services through a contractual arrangement with a State and/or county agency.
- (f) The certifying organization shall document completion of all continuing education hours and the subject matter studied in each certified AOD counselor's record maintained pursuant to Section 13075.

- (g) Prior to renewing certification, the certifying organization shall review the AOD counselor's record to determine if his/her certification has been revoked during the previous certification period.
- (h) If previous certification was revoked, the certifying organization shall document in the registrant's file its reasons for granting or denying renewal of certification. Within 48 hours of renewing certification, the certifying organization shall send written notification to the Department that it has renewed certification of an AOD counselor whose previous certification was revoked.
- (i) If the certifying organization denies renewal, it shall send the AOD counselor a written notice of denial. The notice shall specify the counselor's right to appeal the denial in accordance with the provisions of Section 13070.
- (j) If the certifying organization decides to renew certification, upon completion of all continuing education requirements and payment of all fees charged by the certifying organization, the certifying organization shall issue a written certificate to the registrant, stating that his/her certification as an AOD counselor has been renewed.
- (k) If the AOD counselor's previous certification was revoked, the certifying organization shall deny renewal of certification and shall send the AOD counselor a written notice of denial of renewal. The notice shall specify the AOD counselor's right to appeal the denial in accordance with the procedure established in Section 13070.
- (l) If certification as an AOD counselor has not been revoked, the certifying organization shall renew the AOD counselor's certification upon documentation of completion of a minimum of forty (40) hours of continuing education and payment of a renewal fee as specified by the certifying organization.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13060. Code of Conduct.

- (a) Each certifying organization shall require registrants and certified AOD counselors to comply with a code of conduct developed by the certifying organization in compliance with the requirements of this regulation.
- (b) At a minimum, the code of conduct shall require registrants and certified AOD counselors to:
 - (1) Comply with a code of conduct developed by the certifying organization;
 - (2) Protect the participant's, patient's, or resident's rights to confidentiality in accordance with Part 2, Title 42, Code of Federal Regulations;
 - (3) Cooperate with complaint investigations and supply information requested during complaint investigations unless such disclosure of information would violate the confidentiality requirements of Subpart 2, Title 42, Code of Federal Regulations.
- (c) At a minimum, the code of conduct shall prohibit registrants and certified AOD counselors from:
 - (1) Providing counseling services, attending any program services or activities, or being present on program premises while under the influence of any amount of alcohol or illicit drugs. As used in this subsection, "illicit drugs" means any substance defined as a drug in Section 11014, Chapter 1, Division 10, Health and Safety Code, except:
 - (A) Drugs or medications prescribed by a physician or other person authorized to prescribe drugs, in accordance with Section 4036, Chapter 9, Division 2, Business and Professions Code, and used in the dosage and frequency prescribed; or
 - (B) Over-the-counter drugs or medications used in the dosage and frequency described on the box, bottle, or package insert.
 - (2) Providing services beyond the scope of his/her registration or certification as an AOD counselor, or his/her professional license, if the individual is a licensed professional as defined in Section 13015;
 - (3) Discriminating against program participants, patients, residents, or other staff members, based on race, religion, age, gender, disability, national ancestry, sexual orientation, or economic condition;
 - (4) Engaging in social or business relationships for personal gain with program participants, patients, or residents, their family members or other persons who are significant to them;

- (5) Engaging in sexual conduct with current participants, patients, residents, their family members, or other persons who are significant to them;
 - (6) Verbally, physically, or sexually harassing, threatening, or abusing any participant, patient, resident, their family members, other persons who are significant to them, or other staff members.
- (d) At its discretion, the certifying organization may chose to exclude any conviction(s) for usage or possession of drugs or alcohol, which occurred prior to the time of registration for certification as an AOD counselor, as a violation of the code of conduct.
- (e) Each certifying organization shall notify registrants and AOD counselors, in writing, of any changes to its code of conduct.
- (f) Certifying organizations and AOD programs may impose more stringent standards at their discretion.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13065. Investigation of Complaints, Suspension, and Revocation.

- (a) Within 24 hours of the time an alleged violations of the code of conduct specified in Section 13060 by a registrant or a certified AOD counselor becomes known to an AOD program, the program shall report it to the Department and to the registrant or counselor's certifying organization. Such report may be made by contacting the Department and the certifying organization in person, by telephone, in writing, or by any automated or electronic means, such as e-mail or fax.
- (b) The report shall include facts concerning the alleged violation.
- (c) The Department shall investigate each alleged violation.
- (d) Within ninety (90) days of receipt of the request for investigation, the Department shall send a written order to the certifying organization specifying what corrective action (if any) it shall take, based on the Department's investigation and the severity of the violation.
- (e) If the Department orders the certifying organization to temporarily suspend or revoke a counselor's certification or registration, the certifying organization shall so inform the counselor and the AOD program employing the counselor or registrant in person or by telephone, with written notification to follow, immediately upon receipt of the written order from the Department. The written notification shall inform the counselor or registrant of his/her right to administrative review pursuant to Section 13070.
- (f) The same day that the certifying organization sends written notification to the counselor or registrant, it shall document in its database (pursuant to Section 13075) the violation alleged, the outcome of the Department's investigation, and what action the certifying organization took based on the Department's investigation.
- (h) If the Department does not order temporary suspension or revocation, within ten (10) days of receipt of the written order from the Department, the certifying organization shall send written notification to the counselor or registrant and the AOD program employing him/her, informing him/her of the results of the investigation.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13070. Administrative Review.

- (a) The Department may initiate administrative review if a certifying organization registers or certifies an individual whose previous registration or certification was revoked.
- (b) A counselor or registrant whose registration or certification was denied, temporarily suspended, or revoked may request an informal review by sending a written request for review to the Director, Department of Alcohol and Drug Programs, 1700 K Street, Sacramento, California 95814.
- (c) The written request for review shall be postmarked within fifteen (15) working days of the date of the written notice of denial, temporary suspension, or revocation. The written request for review shall state:
 - (1) The alleged violation of the code of conduct which is at issue and the basis for review.
 - (2) The facts supporting the request for review.
- (d) Failure to submit the written request for review, pursuant to Subsections (b) and (c) of this regulation, shall be deemed a waiver of administrative review.
- (e) Within fifteen (15) working days of receipt of the request for review, the Director or the Director's designee shall schedule and hold an informal conference to review the Department's determination, unless:
 - (1) The counselor or registrant waives the fifteen (15) day requirement, or
 - (2) The Director or the Director's designee and the counselor or registrant agree to settle the matter based upon the information submitted with the request for review.
- (f) At the informal conference, the counselor or registrant shall have the right to:
 - (1) Be represented by legal counsel,
 - (2) Present oral and written evidence, and
 - (3) Explain any mitigating circumstances.
- (g) The representatives of the Department who conducted the investigation shall and their attorney may:
 - (1) Attend the informal conference, and

- (2) Present oral and/or written evidence and information substantiating the alleged violation.
- (h) The informal conference shall be conducted as an informal proceeding.
- (i) Neither the counselor or registrant nor the Department shall have the right to subpoena any witness to attend the informal conference. However, both the counselor or registrant and the Department may call witnesses to present evidence and information at the conference.
- (j) The proceedings of the informal conference may be recorded on audio tape by either party.
- (k) The Department shall mail its decision to affirm, modify, or dismiss the notice of denial, suspension, or revocation to the counselor or registrant. The decision shall:
 - (1) Be postmarked and mailed no later than fifteen (15) working days from the date of the informal conference.
 - (2) Specify the reason for affirming, modifying, or dismissing the suspension or revocation.
 - (3) Include a statement notifying the counselor or registrant of his/her right to appeal the decision made at the informal conference in accordance with Chapter 5 (commencing with Section 11500) Part 1, Division 3, Title 2 of the Government Code.
- (l) The counselor or registrant may appeal the decision made at the informal conference by submitting a written request to the Director of the Department of Alcohol and Drug Programs, 1700 K Street, Sacramento, California, 95814, postmarked no later than fifteen (15) working days from the date the decision was mailed. Upon receipt of the request for appeal, the Department shall:
 - (1) Request the Office of Administrative Hearings to set the matter for hearing, and
 - (2) Notify the counselor or registrant of the time and place of the hearing.
- (m) Failure of the counselor or registrant to submit a written request to appeal the decision made at the informal conference postmarked within 15 working days from the date the decision was mailed shall be deemed a waiver of further administrative review and the decision of the Director or the Director's designee shall be deemed final.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.

§ 13075. Maintenance of Records.

- (a) The certifying organization shall maintain an automated electronic database , containing a record for each registrant or counselor the organization has certified. The record shall document:
 - (1) Completion of all education and work experience required pursuant to Section 13040 and Section 13055;
 - (2) Certification to provide counseling services in an AOD program;
 - (3) Renewal of certification;
 - (4) Investigation and outcome of the investigation of any complaints alleging violations of the code of conduct developed pursuant to Section 13060; and
 - (5) Temporary suspension or revocation of certification pursuant to Section 13065; and
 - (6) The final outcome of any appeal of temporary suspension or revocation adjudicated pursuant to Section 13070.
- (b) The database shall be electronically accessible by the Department and by the public.
- (c) The information contained in the database shall be updated each working day and kept current at all times.
- (d) The certifying organization shall retain the information kept in the database for five (5) years from the date of initial certification, denial, last renewal, temporary suspension, or revocation, whichever occurs last.

NOTE: Authority cited: Sections 11755 and 11834.50 of the Health and Safety Code.
Reference: Sections 11833 and 11834.27 of the Health and Safety Code.
