



Board of Behavioral Sciences

# Memo

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**To:** Board Members **Date:** February 14, 2024  
**From:** Steve Sodergren  
Executive Officer  
**Subject:** Executive Officer Report

## BUDGET UPATE

The Board’s budget for fiscal year (FY) 2023-24 is \$14,148,000. Based on the information available to the Board, expenditures to date are \$6,530,034.

- Personal Services \$3,368,777 (23.81%)
- Operating Expenses & Equipment \$1,927,228 (13.62%)
- Enforcement \$372,102 (2.63%)
- Exams \$861,926 (6.09%)

The Board’s Fund Condition for FY 2023-24 currently reflects a reserve of 11.8 months.

Attachment A: BBS Fund Condition

## PERSONNEL UPDATE

### PROMOTIONS/NEW EMPLOYEES

#### **Executive Unit**

Staff Service Manager I (Specialist) / Regulatory Manager - Christy Berger accepted a promotion as the Regulatory Manager with the Board. Christy’s first day in this position was January 16, 2024.

#### **Enforcement Unit**

Staff Services Analyst (SSA) / Discipline & Probation – Paul Drabkin was promoted from a Management Services Technician position within the Registration, Examination & Cashiering Unit. Paul’s first day as an enforcement analyst was December 26, 2023.

### ***Registration Unit***

Staff Service Manager I / Registration Manager - Carl Peralta accepted a promotion as the Registration Manager over the newly formed Registration Unit. Carl's first day in this position was Monday, February 12, 2024.

Management Services Technician (MST) / Registration Evaluator – Vanessa Garay was hired from the Department of Education. Vanessa's first day with the Board was December 4, 2023.

MST / Registration Evaluator (limited term) – Zach Beauchamp was promoted from an Office Technician position within the Examination & Cashiering Unit. Zach's first day as a registration evaluator was February 16, 2024.

### ***Licensing Unit***

SSA / Licensing Lead Analyst – Hayley Sutter accepted a promotion as the Licensing Lead Analyst. Hayley's first day in this position was November 1, 2023.

SSA / Licensing Analyst – Ashley Fryer was hired from the private sector. Ashley's first day with the Board was January 22, 2024.

### ***Examination & Cashiering Unit***

Office Technician (OT) / Cashier – Pratiskya Baral was hired from the Department of Food and Agriculture. Pratiskya's first day with the Board was on December 18, 2023.

## **DEPARTURES**

### ***Discipline & Probation Unit***

Associate Governmental Program Analyst (AGPA) / Discipline & Probation – Amanda Cantrell's last day with the Board was on December 15, 2023.

## **VACANCIES**

The Board currently has four (4) vacancies.

### ***Enforcement Unit***

OT / Enforcement Technician – The Board has reposted this position and will be conducting interviews.

### ***Registration Unit***

SSA / Licensing Associate Evaluator (2 vacancies) – Board staff has received applications and will be scheduling interviews within the next few weeks to fill these vacancies.

### ***Examination & Cashiering Unit***

OT / Cashier – Board staff will submit a request to Human Resources to refill this vacancy.

### **PERSONNEL REQUESTS**

AGPA / Administration – Board staff will submit a request to Human Resources to refill this vacancy to assist with special projects within the Administration Unit.

## **LICENSING UPDATE**

### **POPULATION**

A total of 4,566 new registration/licenses were issued in the second quarter of fiscal year (FY) 2023/2024. As of January 22, 2024, the Board has 142,714 registrants/licensees which is an approximate 2% gain since first quarter of FY 2023/2024. This figure includes all licenses that have been issued and that are current and/or eligible to renew.

Attachment B1: BBS Population Report

### **APPLICATIONS RECEIVED/APPROVED (FY 2023-24)**

Overall, in the second quarter of FY 2023/24, the Board received approximately 39% less applications than were received in the first quarter of FY 2023/2024.

Attachment B2: Licensing Applications Received/Processing Times

### **PROCESSING TIMES**

Due to an increase in applications this year and unexpected staff vacancies during the busy season, the Board recognized greater than normal processing times. To prepare for the next busy season, which is expected to begin in May, Board management is actively working on implementing improvements aimed at enhancing productivity, increasing communication to applicants, and minimizing future delays. The initiatives that the Board is working on include:

- Establishing online Associate Registrations Applications
- Cross train additional staff members on the application review process so that they may assist when necessary.
- Restructuring the Registration and Licensing Units to enhance oversight and employee retention.
- Create additional tools that will allow evaluators to calculate supervised hours more efficiently.

Attachment B2: Licensing Applications Received/Processing Times

## **ADMINISTRATION APPLICATIONS RECEIVED**

Overall, in the second quarter of FY 2023/24, the Board received approximately 10% less applications than were received in the first quarter of FY 2023/2024. It is noteworthy that more registrants and licensees are taking advantage of online submittals.

Attachment B3: Administration Applications Received

## **EXAMINATION UPDATE**

### **EXAMINATION PASS RATES**

Attached for your review are the examination statistics by school. A total of 5,634 exams were administered in the 2nd quarter of FY 2023/2024. This represents an approximate 1.5% decrease in exam administrations from the 1st quarter of FY 2023/2024.

Attachment C1: Exam Pass Rate Report

Attachment C2: Exam School Report 2nd Quarter FY 2023-2024.

### **BOARD DEVELOPED EXAMINATIONS**

#### ***Examination Development***

Four examination development workshops were conducted from October 1, 2023 through December 31, 2023. All workshops were in-person at the Office of Professional Examination Services (OPES) office in Sacramento. Board staff continues to work with OPES on recruiting subject matter experts (SME) for the various Board administered exams.

#### ***Occupational Analysis***

An Occupational Analysis for each profession regulated by the Board is conducted every five years to ensure that examination content reflects the competencies required for current practice. As a result, examination outlines may be updated to ensure the validity of the exam. For the law and ethics exam, this helps to ensure that any law changes applicable to a profession within the past five years have been incorporated.

In 2024, new exam outlines for the LCSW and LMFT law and ethics exams became effective January 1, 2024, and the LPCC law and ethics exam became effective February 1, 2024.

With these new outlines, the sample questions were not part of the outlines. The sample questions have been included in the Pearson Vue exam candidate handbook.

## **ASSOCIATION OF SOCIAL WORK BOARDS (ASWB)**

### ***New Examination Vendor (PSI)***

ASWB transitioned to their new exam vendor, PSI, effective January 1, 2024. With the new exam vendor, ASWB has a new exam portal for the Board to upload new eligibilities and to download exam results. ASWB is working with the Board in providing an exam results report, which includes the Board's file number to assist in the processing times of downloading exam scores and approving initial license issuance applications.

### ***Survey: Examining Disparities***

The Department of Social Work of Western Kentucky University received a grant from ASWB to examine disparities in social work licensure pass rates among people of color and those aged 40 and over. Specifically, they will be examining factors that impact disparity in pass rates for social work licensure, its impact on the social work profession, and solutions to reduce this disparity. Board staff distributed the survey through social media. The survey closed on February 15<sup>th</sup>.

### ***Community Conversation Report Published***

The Human Resources Research Organization (HumRRO), with support from The CODE Group, facilitated the qualitative research earlier this year to gain insights from social workers around the United States and Canada about their experiences with the licensure process and the licensing examinations. The report has recommendations for the education community, professional organizations, and the regulatory community. [Community Conversations ASWB](#)

### ***Social Work Census***

The Social Work Workforce Coalition, a diverse group of social work organizations brought together by the Association of Social Work Boards, will launch the [Social Work Census](#) in March 2024. The census will serve as a comprehensive workforce study that will create the most inclusive picture to date of who today's social workers are. It will gather important demographic information about social workers for use by researchers and others to help them understand the value of professional practice, build awareness of workforce issues, and suggest the best solutions for workforce challenges.

## **NATIONAL BOARD OF CLINICAL COUNSELORS (NBCC) / CENTER FOR CREDENTIALING AND EDUCATION (CCE)**

NBCC (CCE), the exam administrator of the National Clinical Mental Health Counseling Examination (NCMHCE), implemented a new retake policy. Effective January 1, 2024, the waiting period between failed examination attempts decreased from 90-days to 30-days.

California Code of Regulations section 1805.05(d) states "Waiting periods for national examinations that are accepted by the board shall be determined by

that national testing entity.” With this section, there was no additional work required from Board staff.

While candidates receive an unofficial score report at the completion of the examination to allow a re-examination in 30-days, the official score reports will continue to forward to the Board around the 20<sup>th</sup> of the month following the exam.

An update was posted to social media as well as the BBS subscriber list. Updates to the Board’s website have been requested.

### **PEARSON VUE**

The exam candidate handbook has been updated and is viewable on Pearson Vue’s website [www.pearsonvue.com/cabbs](http://www.pearsonvue.com/cabbs).

The updates include adding abandonment verbiage to various sections to alert those candidates who have had their supervision/experience approved to be aware of their eligibility end dates. This includes adding the current California Code of Regulations section 1806 Abandonment of Application.

The 2024 LCSW, LMFT, and LPCC law and ethics exam outlines have replaced the prior outlines.

A new section was added for exam sample questions for the LCSW, LMFT, and LPCC law and ethics exams.

The current LMFT clinical exam outline has sample questions, and these have been added to the new sample question section in the exam candidate handbook.

The current LEP written exam outline does not have sample questions. During the recent LEP exam workshop, sample questions were created and have been added to the new sample question section in the exam candidate handbook.

### **ENFORCEMENT UPDATE**

In the second quarter of FY 2023/24, the Board received 505 consumer complaints and 240 criminal convictions. Additionally, 532 cases were closed and 27 were referred to the office of the Attorney General. Currently, the average number of days to complete formal discipline is 374 days, the average number of days a case is at the Attorney General’s office is 233 days, and the average number of days to complete a Board investigation is 71 days.

During the second quarter of FY 2023/24, the Board received 6 petitions for modifications or early termination of probation.

## EDUCATION AND OUTREACH

### **SOCIAL MEDIA ENGAGEMENT**

The Board continues to utilize social media to provide updates and resources to stakeholders. The Board has noticed some decreases in Facebook and Instagram reaches and visits. This decrease is expected as the cyclical nature of the application process and the end of spring graduation season. An increase in activity is expected over the next two quarters as we approach a new graduation season.

The Board's Facebook and Instagram pages visits were down 15.8% and 19.2% compared to the last report. However, the Board's Facebook and Instagram followers have increased by 947 and 694 respectively. The Board's Facebook page reach continues to steadily increase this quarter by 3%.

Although X (formerly Twitter) does not provide analytics for unpaid accounts, we are able to compare the number of followers which continues to increase. Staff will continue to post updates on X, but the primary platform to engage with constituents will be on Facebook and Instagram.

### **OUTREACH EVENTS**

During the second quarter of FY 2023/24, Board staff conducted four outreach events.

Attachment E1: Outreach Event Report

### **NEWSLETTER**

The BBS Winter Newsletter has been published and posted to the Board's website. This newsletter includes information about law changes for 2024 and continuing education requirements for new licensees. It also includes an article concerning licensure examinations.

Attachment E2: CA BBS Winter Newsletter

## ORGANIZATIONAL EFFECTIVENESS

### **BREEZE SYSTEM UPDATES**

During the last quarter, staff worked with the Office of Information Services (OIS) to update the Breeze system for implementation of AB 232 and created the new online application for the Temporary 30-Day Practice Allowance for out-of-state licensees. Currently, there are 42 updates waiting to be developed and implemented. The majority

of those updates are for the preliminary development of an online registration application.

## **COMMUNICATION**

The Department of Consumer Affairs (DCA) Consumer Information Center handled 3,807 calls for the Board during the second quarter of FY 2023/24. The average wait time per call was 1:49 minutes.

Board staff received 26,281 emails during the second quarter of FY 2023/24.

Attachment F1: BBS Calls Received/Handled by CIC

Attachment F2: BBS Emails Received

## **ORGANIZATIONAL DEVELOPMENT**

Per the Board's Strategic Plan (Goal 5.1) to review its organizational structure to ensure efficient operations and to foster upward career mobility among staff, the Board has restructured its Registration, Examination and Cashiering Unit (REC). The restructure has created a separate Registration Unit, and an Examination & Cashiering Unit. The prior REC Unit Manager, Cynthi Burnett, will continue to manage the Examination & Cashiering Unit staff.

Carl Peralta, previously the Board's Licensing Lead Evaluator, was hired on February 12<sup>th</sup> as the Registration Manager over the newly formed Registration Unit. The additional manager allows the Board to establish a unit that will be solely focused on the review and approval of registrant applications. Over the past five years there has been a significant increase in the volume of registrant applications received by the Board. The Board is projecting that application volumes will continue to increase at approximately the same rate or greater in part due to the State initiatives to increase the mental health workforce.

The establishment of this unit will reduce the span of control for the Registration Manager which will increase the ability of management to supervise more effectively and attend to the program management duties. These program management duties include the continuous evaluation of the program and implementing solutions to address any program inefficiencies. This will assist the Board's efforts in reducing licensure barriers, timely process applicants through the licensure process and aid in the development of a mental health workforce that will be able to meet the needs of California consumers.

Additionally, the Board has created two new Lead Associate Evaluator positions for the Registration Unit. The Lead Associate Evaluators will assist with evaluating Associate Clinical Social Worker and Associate Marriage and Family Therapist registration applications. In addition, duties will include providing presentations at outreach events and developing an evaluator training program for each registration type.



The restructure of the REC Unit will allow for improved communication and greater consistency throughout the Board and creates promotional opportunities for Board staff which can assist in employee retention.

### **BBS EFFICIENCY PROJECT**

In June of 2021, the Board staff asked the DCA Organizational Improvement Office (OIO) to assist in documenting the current business processes for the Administrative, Licensing, Examination and Enforcement Units, as well as analyze the business processes for efficiencies. The OIO met with Board SMEs to map the Board's As-Is and Could-Be processes.

The goal of the project was to:

- Identify strategies and make recommendations that will help the Board fully utilize BreEZe capabilities. These strategies will focus on creating and promoting efficiencies within the Board.
- Identify strategies and make recommendations that improve the quality of workflow.
- Identify strategies and make recommendations that will help reduce paper usage within the Board.
- Identify strategies and make recommendations that will reduce and maintain the Board's processing timeframe to meet statutory and regulatory requirements.
- Identify strategies and make recommendations that will streamline staff productivity and reduce significant variation in workload completion.

Through workshops and discussion, the OIO assisted the Board in mapping and reviewing over forty current processes. From this work the OIO created four overarching recommendations:

- First, reduce the number of manual processes needed by using BreEZe to generate and send letters via email, instead of sending it via regular mail. Any licensing application that can be submitted and processed entirely online/through BreEZe should be completed online. This will eliminate wait time for the consumer while mail is delivered, and fees are cashiered. Further, it will greatly reduce the amount of paper used by BBS, improve organization, and ease the complications of record retention of paper files.
- Second, make several adjustments to BreEZe functionality to improve efficiency and tracking.
- Third, make several procedural changes to how the board processes its workload, all aimed at increasing efficiency.
- Last, communicate these changes consistently to all staff and in writing to eliminate any confusion or variability in how BBS processes its workload.

The final report was completed in December 2023 and is attached for the Board's review.

Attachment F2: Board of Behavioral Sciences Efficiency Project

### **DIVERSITY, EQUITY & INCLUSION (DEI)**

Over the past year, providing DEI-related training and developing resources for all employees has been a priority of the department's DEI Steering Committee.

In 2023, SOLID trainers completed a DEI certification program to increase availability of DEI related courses through SOLID. Prior to certification, SOLID offered three DEI courses. After obtaining certification, SOLID developed 11 new courses and closed out 2023 with over 2,000 DEI course completions by DCA staff. In 2024, the DEI Committee and SOLID will continue to focus on expanding training and exploring opportunities to further expand employee engagement.

In January 2024, DCA launched a DEI webpage which contains DEI information and resources and memorializes the department's DEI activities.

Yeaphana La Marr, DEI Committee Chair, last day with DCA was on January 16, 2024. The Committee will vote and elect a new Chair at its April 5<sup>th</sup> meeting.

During the Board meeting on February 29<sup>th</sup>, there will be a DEI Supplemental Planning Strategic Session.

### **STRATEGIC PLAN UPDATE**

The Strategic Plan Update is attached.

Attachment G: BBS Strategic Plan Update February 2024

# ATTACHMENT A: BBS FUND CONDITION

## 0773 - Behavioral Science Fund Analysis of Fund Condition (Dollars in Thousands) 2024-25 Governor's Budget With FM 6 Projections

Prepared 1.31.2024

	Actual 2022-23	CY 2023-24	BY 2024-25	BY +1 2025-26	BY +2 2026-27
<b>BEGINNING BALANCE</b>					
Prior Year Adjustment	\$ 146	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 11,194	\$ 18,461	\$ 14,982	\$ 20,592	\$ 25,857
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>					
Revenues					
4121200 - Delinquent fees	\$ 180	\$ 181	\$ 183	\$ 183	\$ 183
4127400 - Renewal fees	\$ 12,231	\$ 12,344	\$ 12,457	\$ 12,457	\$ 12,457
4129200 - Other regulatory fees	\$ 187	\$ 189	\$ 190	\$ 190	\$ 190
4129400 - Other regulatory licenses and permits	\$ 7,384	\$ 7,586	\$ 7,600	\$ 7,600	\$ 7,600
4163000 - Income from surplus money investments	\$ 406	\$ 360	\$ 456	\$ 382	\$ 454
4171400 - Escheat of unclaimed checks and warrants	\$ 29	\$ 15	\$ 15	\$ 15	\$ 15
4172500 - Miscellaneous revenues	\$ 5	\$ 4	\$ 4	\$ 4	\$ 4
Totals, Revenues	\$ 20,422	\$ 20,679	\$ 20,905	\$ 20,831	\$ 20,903
Loan from the Behavioral Sciences Fund (0773) to the General Fund (0001) per Control Section 13.40, Budget Act of 2023	\$ -	\$ -10,000	\$ -	\$ -	\$ -
Totals, Transfers and Other Adjustments	\$ -	\$ -10,000	\$ -	\$ -	\$ -
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>	\$ 20,422	\$ 10,679	\$ 20,905	\$ 20,831	\$ 20,903
<b>TOTAL RESOURCES</b>	\$ 31,616	\$ 29,140	\$ 35,887	\$ 41,423	\$ 46,760
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 12,130	\$ 13,208	\$ 14,306	\$ 14,735	\$ 15,177
9892 Supplemental Pension Payments (State Operations)	\$ 212	\$ 212	\$ 158	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 813	\$ 738	\$ 831	\$ 831	\$ 831
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ 13,155	\$ 14,158	\$ 15,295	\$ 15,566	\$ 16,008
<b>FUND BALANCE</b>					
Reserve for economic uncertainties	\$ 18,461	\$ 14,982	\$ 20,592	\$ 25,857	\$ 30,752
Months in Reserve	15.6	11.8	15.9	19.4	22.4

### NOTES:

1. Assumes workload and revenue projections are realized in BY +1 and ongoing.
2. Expenditure growth projected at 3% beginning BY +1.

**ATTACHMENT B1: LICENSING POPULATION**

<b>NEW REGISTRATIONS &amp; LICENSES ISSUED FY 23/24</b>					
	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>TOTALS</b>
AMFT Registration	763	<b>1,590</b>			<b>2,353</b>
ASW Registration	1,131	<b>1,061</b>			<b>2,192</b>
APCC Registration	355	<b>479</b>			<b>834</b>
LMFT Upgrade	558	<b>612</b>			<b>1,170</b>
LMFT Initial	16	<b>12</b>			<b>28</b>
LCSW Upgrade	610	<b>492</b>			<b>1,102</b>
LCSW Initial	145	<b>105</b>			<b>250</b>
LEP Initial	48	<b>36</b>			<b>84</b>
LPCC Upgrade	154	<b>130</b>			<b>284</b>
LPCC Initial	73	<b>49</b>			<b>122</b>
<b>TOTAL</b>	<b>3,749</b>	<b>4,566</b>			<b>8,315</b>

<b>LICENSE POPULATION (As of 1/22/24)</b>				
<b>License</b>	<b>Active</b>	<b>Current Inactive</b>	<b>Delinquent</b>	<b>Total Population</b>
AMFT	14,653	NA	1,952	<b>16,605</b>
ASW	16,035	NA	3,214	<b>19,249</b>
APCC	4,907	NA	2,091	<b>6,998</b>
LMFT	47,057	3,709	3,800	<b>54,566</b>
LCSW	34,046	2,236	2,327	<b>38,609</b>
LEP	1,646	288	338	<b>2,272</b>
LPCC	4,114	172	129	<b>4,415</b>
<b>TOTAL</b>	<b>122,458</b>	<b>6,405</b>	<b>13,851</b>	<b>142,714</b>

**Attachment B2: Licensing Applications Received/Processing Times**

<b>APPLICATIONS RECEIVED FY 23/24</b>					
<b>Applications</b>	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>+/- Last Qtr</b>
AMFT Registration	1,558	<b>687</b>			<b>-56%</b>
AMFT Sub Registration	181	<b>127</b>			<b>-30%</b>
LMFT Exam	677	<b>618</b>			<b>-9%</b>
LMFT Out of State	8	<b>16</b>			<b>+100%</b>
ASW Registration	1,280	<b>522</b>			<b>-59%</b>
ASW Sub Registration	264	<b>167</b>			<b>-37%</b>
LCSW Exam	617	<b>665</b>			<b>+8%</b>
LCSW Out of State	125	<b>88</b>			<b>-30%</b>
LEP Exam	45	<b>39</b>			<b>-13%</b>
APCC Registration	613	<b>285</b>			<b>-54%</b>
APCC Sub Registration	15	<b>18</b>			<b>+2%</b>
LPCC Examination	150	<b>147</b>			<b>-2%</b>
LPCC Out of State	75	<b>69</b>			<b>-8%</b>
<b>Total Applications</b>	<b>5,608</b>	<b>3,448</b>			<b>-39%</b>

<b>APPLICATION PROCESSING TIMES FY 23/24</b>					
<b>Applications</b>	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>	<b>+/- Last Qtr</b>
AMFT Registration	62	<b>90</b>			<b>+32 Days</b>
LMFT Examination	108	<b>117</b>			<b>+21 Days</b>
ASW Registration	50	<b>88</b>			<b>+24 Days</b>
LCSW Examination	97	<b>85</b>			<b>+13 Days</b>
LEP Examination	40	<b>43</b>			<b>+9 Days</b>
APCC Registration	28	<b>93</b>			<b>-5 Days</b>
LPCC Examination	57	<b>48</b>			<b>+25 Days</b>

**Attachment B3: Administration Applications Received**

<b>ADMINISTRATIVE APPLICATION VOLUMES FY 23/24</b>						
<b>Applications</b>		<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>+/- Last Qtr</b>
Duplicate Certification No Fee	M	35	46			+31%
	O	10	0			-100%
Duplicate Cert with Fee	M	26	17			-35%
	O	1,157	1,101			-5%
Supervisor Certification	M	1	0			-100%
	O	143	102			-29%
Change of Name	M	432	231			-47%
	O	0	249			+100%
Change of Address	M	129	99			-23%
	O	3,548	3,125			-12%
Certification Letter	M	131	105			-20%
	O	782	648			-17%
<b>TOTAL Applications</b>		<b>6394</b>	<b>5732</b>			<b>-10%</b>
M=Manual (Submitted Paper Form) O=Online (Submitted Online Form)						

**ATTACHMENT B4: RENEWAL APPLICATIONS RECEIVED**

<b>RENEWAL APPLICATIONS RECEIVED FY 23/24</b>						
<b>Renewals</b>		<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>+/- Last Qtr</b>
AMFT	M	345	<b>1435</b>			<b>+316%</b>
	O	2734	<b>1658</b>			<b>-39%</b>
LMFT	M	450	<b>2339</b>			<b>+420%</b>
	O	5151	<b>3173</b>			<b>-38%</b>
ASW	M	499	<b>1174</b>			<b>+135%</b>
	O	3883	<b>2348</b>			<b>-40%</b>
LCSW	M	264	<b>1355</b>			<b>+413%</b>
	O	3753	<b>2305</b>			<b>-39%</b>
LEP	M	31	<b>86</b>			<b>+177%</b>
	O	191	<b>111</b>			<b>-42%</b>
APCC	M	193	<b>464</b>			<b>+140%</b>
	O	892	<b>424</b>			<b>-52%</b>
LPCC	M	19	<b>178</b>			<b>+837%</b>
	O	414	<b>255</b>			<b>-38%</b>
<b>TOTAL RENEWALS</b>		<b>18819</b>	<b>17305</b>			
<b>Active from Inactive</b>		<b>28</b>	<b>67</b>			
<b>Active from Retired</b>		<b>2</b>	<b>1</b>			
<b>Inactive</b>		<b>1</b>	<b>0</b>			
<b>Retired</b>		<b>46</b>	<b>40</b>			
M=Manual (Submitted Paper Form) O=Online (Submitted Online Form)						

**Attachment C1: Exam Pass Rate Report**

	1st QTR FY 2023/2024				2nd QTR FY 2023/2024			
	Total	Pass %	TOTAL 1st Time	Pass % 1st Time	Total	Pass %	TOTAL 1st Time	Pass % 1st Time
<b>LMFT</b>								
Law & Ethics	1,217	65%	889	74%	1,383	73%	1,029	79%
Clinical	854	65%	549	84%	918	66%	594	82%
<b>LCSW</b>								
Law & Ethics	1,705	73%	1,219	78%	1,619	73%	1,108	77%
ASWB	1,111	52%	669	73%	969	45%	503	65%
<b>LPCC</b>								
Law & Ethics	555	68%	412	73%	507	69%	353	73%
NCMHCE	203	69%	147	80%	180	73%	132	82%
<b>LEP</b>								
LEP	74	64%	52	77%	58	78%	44	82%
<b>TOTALS</b>								
Total	5,719				5,634			



**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

LICENSE TYPE: LCSW

EXAM: LCSW Clinical Exam (ASWB)

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University, Azusa	103	19	3	16%	16	84%	10	3	30%	7	70%
BRANDMAN UNIVERSITY	147	6	3	50%	3	50%	4	3	75%	1	25%
Cal Poly Humbolt	014	7	6	86%	1	14%	6	5	83%	1	17%
California Baptist University	146	11	5	45%	6	55%	10	5	50%	5	50%
California State University, Bakersfield	002	27	11	41%	16	59%	14	8	57%	6	43%
California State University, Chico	003	12	4	33%	8	67%	5	4	80%	1	20%
California State University, Dominguez Hills	004	40	11	28%	29	72%	18	9	50%	9	50%
California State University, Fresno	005	25	9	36%	16	64%	11	6	55%	5	45%
California State University, Fullerton	006	18	8	44%	10	56%	12	7	58%	5	42%
California State University, Hayward	007	32	13	41%	19	59%	17	11	65%	6	35%
California State University, Long Beach	008	84	32	38%	52	62%	27	18	67%	9	33%
California State University, Los Angeles	009	44	17	39%	27	61%	24	11	46%	13	54%
California State University, Monterey Bay	018	7	4	57%	3	43%	4	2	50%	2	50%
California State University, Northridge	010	42	18	43%	24	57%	18	14	78%	4	22%
California State University, Sacramento	011	32	12	38%	20	62%	10	7	70%	3	30%
California State University, San Bernardino	012	26	11	42%	15	58%	8	5	62%	3	38%
California State University, San Marcos	019	12	6	50%	6	50%	9	5	56%	4	44%
California State University, Stanislaus	013	23	11	48%	12	52%	11	6	55%	5	45%
Loma Linda University	125	20	11	55%	9	45%	12	9	75%	3	25%
OUT-OF-COUNTRY	400	6	4	67%	2	33%	1	1	100%	0	0%
Out-of-State	300	134	75	56%	59	44%	89	68	76%	21	24%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
San Diego State University	015	16	9	56%	7	44%	9	6	67%	3	33%
San Francisco State University	016	10	4	40%	6	60%	4	3	75%	1	25%
San Jose State University	017	43	17	40%	26	60%	17	12	71%	5	29%
UC, Berkeley	050	12	12	100%	0	0%	12	12	100%	0	0%
UC, Los Angeles	052	10	8	80%	2	20%	9	8	89%	1	11%
University of Southern California, Los Angeles	145	251	108	43%	143	57%	132	78	59%	54	41%

**LCSW Clinical Exam (ASWB) TOTAL: 969 432 45% 537 55% 503 326 65% 177 35%**

**EXAM: LCSW Law and Ethics**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University, Azusa	103	25	18	72%	7	28%	15	13	87%	2	13%
BRANDMAN UNIVERSITY	147	59	38	64%	21	36%	40	25	62%	15	38%
Cal Poly Humbolt	014	19	13	68%	6	32%	13	10	77%	3	23%
California Baptist University	146	34	24	71%	10	29%	19	15	79%	4	21%
California State University, Bakersfield	002	26	15	58%	11	42%	11	4	36%	7	64%
California State University, Chico	003	14	12	86%	2	14%	10	9	90%	1	10%
California State University, Dominguez Hills	004	45	29	64%	16	36%	31	23	74%	8	26%
California State University, Fresno	005	29	18	62%	11	38%	18	9	50%	9	50%
California State University, Fullerton	006	36	26	72%	10	28%	23	18	78%	5	22%
California State University, Hayward	007	41	21	51%	20	49%	24	15	62%	9	38%
California State University, Long Beach	008	98	70	71%	28	29%	71	53	75%	18	25%
California State University, Los Angeles	009	57	35	61%	22	39%	43	28	65%	15	35%
California State University, Monterey Bay	018	22	15	68%	7	32%	12	8	67%	4	33%
California State University, Northridge	010	75	58	77%	17	23%	53	41	77%	12	23%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Sacramento	011	30	24	80%	6	20%	21	17	81%	4	19%
California State University, San Bernardino	012	29	20	69%	9	31%	21	15	71%	6	29%
California State University, San Marcos	019	18	15	83%	3	17%	16	14	88%	2	12%
California State University, Stanislaus	013	39	31	79%	8	21%	28	21	75%	7	25%
Loma Linda University	125	30	23	77%	7	23%	23	18	78%	5	22%
OUT-OF-COUNTRY	400	4	0	0%	4	100%	1	0	0%	1	100%
Out-of-State	300	463	361	78%	102	22%	335	276	82%	59	18%
PACIFIC OAKS COLLEGE, PASADENA (CANDIDACY)	133	4	2	50%	2	50%	4	2	50%	2	50%
San Diego State University	015	29	26	90%	3	10%	25	23	92%	2	8%
San Francisco State University	016	15	10	67%	5	33%	11	7	64%	4	36%
San Jose State University	017	66	46	70%	20	30%	54	40	74%	14	26%
UC, Berkeley	050	31	28	90%	3	10%	22	19	86%	3	14%
UC, Los Angeles	052	25	18	72%	7	28%	22	15	68%	7	32%
University of Southern California, Los Angeles	145	250	179	72%	71	28%	137	112	82%	25	18%
UNIVERSITY OF THE PACIFIC	148	6	5	83%	1	17%	5	4	80%	1	20%

**LCSW Law and Ethics TOTAL: 1,619 1,180 73% 439 27% 1,108 854 77% 254 23%**

**LICENSE TYPE: LEP**

**EXAM: LEP Standard Written Exam**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	7	3	43%	4	57%	5	2	40%	3	60%
Azusa Pacific University,	20	1	0	0%	1	100%	1	0	0%	1	100%
Azusa Pacific University, Azusa	103	3	2	67%	1	33%	1	1	100%	0	0%
California Baptist University, Riverside	105	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Chico	003	1	1	100%	0	0%	1	1	100%	0	0%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Dominguez Hills	004	1	0	0%	1	100%	0	0		0	
California State University, Hayward	007	1	1	100%	0	0%	0	0		0	
California State University, Long Beach	008	4	3	75%	1	25%	4	3	75%	1	25%
California State University, Los Angeles	009	4	3	75%	1	25%	3	3	100%	0	0%
CALIFORNIA STATE UNIVERSITY, MONTEREY BAY	020	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Sacramento	011	1	1	100%	0	0%	0	0		0	
California State University, San Bernardino	012	1	1	100%	0	0%	1	1	100%	0	0%
Chapman University, Orange	113	6	6	100%	0	0%	5	5	100%	0	0%
Fresno Pacific Biblical Seminary, Fresno	127	1	1	100%	0	0%	1	1	100%	0	0%
Loyola Marymount University, Los Angeles	126	4	4	100%	0	0%	4	4	100%	0	0%
National University	129	4	3	75%	1	25%	3	2	67%	1	33%
Out-of-State	300	10	8	80%	2	20%	9	7	78%	2	22%
San Diego State University	015	2	1	50%	1	50%	1	1	100%	0	0%
UC, Santa Barbara	056	1	1	100%	0	0%	1	1	100%	0	0%
University of La Verne, La Verne	140	3	3	100%	0	0%	1	1	100%	0	0%

**LEP Standard Written Exam TOTAL: 58 45 78% 13 22% 44 36 82% 8 18%**

**LICENSE TYPE: LMFT**

**EXAM: LMFT Clinical Exam**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	1	1	100%	0	0%	1	1	100%	0	0%
Alliant International University (aka US International)	139	26	19	73%	7	27%	23	17	74%	6	26%
Antioch University, Los Angeles	241	49	37	76%	12	24%	37	34	92%	3	8%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Antioch University, Santa Barbara	243	9	6	67%	3	33%	7	6	86%	1	14%
Argosy University (aka American School of Prof. Psych.	204	29	9	31%	20	69%	7	3	43%	4	57%
Azusa Pacific University,	20	2	2	100%	0	0%	1	1	100%	0	0%
Azusa Pacific University, Azusa	103	23	18	78%	5	22%	16	15	94%	1	6%
Bethany College	157	1	0	0%	1	100%	1	0	0%	1	100%
Bethel Theological Seminary	152	1	1	100%	0	0%	1	1	100%	0	0%
Brandman University	253	49	22	45%	27	55%	29	17	59%	12	41%
Calif. Polytechnic State University, San Luis Obispo - Cal Poly	001	3	3	100%	0	0%	2	2	100%	0	0%
California Baptist University, Riverside	105	32	16	50%	16	50%	16	9	56%	7	44%
California Graduate Institute, Los Angeles	203	1	1	100%	0	0%	1	1	100%	0	0%
California Institute of Integral Studies, S.F.	107	24	19	79%	5	21%	22	19	86%	3	14%
California Lutheran University, Thousand Oaks	108	14	11	79%	3	21%	9	9	100%	0	0%
California Southern University	246	8	6	75%	2	25%	7	6	86%	1	14%
California State Polytechnic University, Pomona	019	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Bakersfield	002	11	9	82%	2	18%	9	8	89%	1	11%
California State University, Chico	003	4	3	75%	1	25%	3	3	100%	0	0%
California State University, Dominguez Hills	004	16	12	75%	4	25%	10	9	90%	1	10%
California State University, Fresno	005	23	17	74%	6	26%	17	15	88%	2	12%
California State University, Fullerton	006	14	13	93%	1	7%	12	11	92%	1	8%
California State University, Hayward	007	7	5	71%	2	29%	6	5	83%	1	17%
California State University, Long Beach	008	5	5	100%	0	0%	5	5	100%	0	0%
California State University, Los Angeles	009	7	6	86%	1	14%	5	5	100%	0	0%
California State University, Northridge	010	19	12	63%	7	37%	11	8	73%	3	27%
California State University,	011	8	5	62%	3	38%	5	4	80%	1	20%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Sacramento											
California State University, San Bernardino	012	4	4	100%	0	0%	4	4	100%	0	0%
California State University, Stanislaus	013	2	2	100%	0	0%	2	2	100%	0	0%
Cambridge University	265	2	2	100%	0	0%	0	0		0	
Chapman University, Orange	113	9	4	44%	5	56%	4	3	75%	1	25%
Dominican University of California	117	3	2	67%	1	33%	1	0	0%	1	100%
Eisner Institute for Professional Studies	250	1	1	100%	0	0%	1	1	100%	0	0%
Fresno Pacific University	153	4	4	100%	0	0%	3	3	100%	0	0%
Fuller Theological Seminary, Pasadena	119	8	7	88%	1	12%	7	7	100%	0	0%
Golden Gate University	151	2	0	0%	2	100%	1	0	0%	1	100%
HIS University	247	1	0	0%	1	100%	0	0		0	
Holy Names University, Oakland	122	4	3	75%	1	25%	2	2	100%	0	0%
Hope International University	131	16	14	88%	2	12%	11	10	91%	1	9%
John F. Kennedy University, Orinda	124	17	11	65%	6	35%	11	10	91%	1	9%
Loma Linda University	125	4	3	75%	1	25%	3	3	100%	0	0%
Loyola Marymount University, Los Angeles	126	3	3	100%	0	0%	2	2	100%	0	0%
Meridian University	231	3	2	67%	1	33%	2	1	50%	1	50%
Mount St. Mary's University, Los Angeles	128	12	7	58%	5	42%	7	6	86%	1	14%
National University	129	54	32	59%	22	41%	29	22	76%	7	24%
New College of California, San Francisco	130	3	1	33%	2	67%	1	0	0%	1	100%
Northcentral University	256	5	3	60%	2	40%	5	3	60%	2	40%
Notre Dame de Namur University	116	9	6	67%	3	33%	7	6	86%	1	14%
OUT-OF-COUNTRY	400	4	2	50%	2	50%	3	2	67%	1	33%
Out-of-State	300	19	9	47%	10	53%	12	6	50%	6	50%
Pacific Oaks College, Pasadena	133	23	8	35%	15	65%	7	6	86%	1	14%
Pacifica Graduate Institute, Carpinteria	154	10	9	90%	1	10%	8	8	100%	0	0%
Palo Alto University	258	15	10	67%	5	33%	9	7	78%	2	22%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Pepperdine University, Malibu	135	68	53	78%	15	22%	51	45	88%	6	12%
Phillips Graduate Institute	106	15	5	33%	10	67%	5	3	60%	2	40%
POINT LOMA NAZARENE UNIVERSITY	261	7	7	100%	0	0%	7	7	100%	0	0%
Ryokan College, Los Angeles	216	2	0	0%	2	100%	0	0		0	
San Diego State University	015	10	6	60%	4	40%	4	3	75%	1	25%
San Diego University for Integrative Studies	244	1	1	100%	0	0%	1	1	100%	0	0%
San Francisco State University	016	2	2	100%	0	0%	0	0		0	
San Jose State University	017	1	1	100%	0	0%	1	1	100%	0	0%
Santa Clara University	144	14	13	93%	1	7%	11	11	100%	0	0%
Sofia University, San Jose	155	2	2	100%	0	0%	1	1	100%	0	0%
Sonoma State University	018	2	1	50%	1	50%	2	1	50%	1	50%
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	4	3	75%	1	25%	3	2	67%	1	33%
St. Mary's College of CA, Moraga	136	8	7	88%	1	12%	5	5	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	17	13	76%	4	24%	13	12	92%	1	8%
TOURO UNIVERSITY	262	9	7	78%	2	22%	9	7	78%	2	22%
University of La Verne, La Verne	140	5	4	80%	1	20%	4	4	100%	0	0%
University of Phoenix, Sacramento	238	1	0	0%	1	100%	0	0		0	
University of Phoenix, San Diego	236	67	21	31%	46	69%	21	9	43%	12	57%
University of San Diego, San Diego	142	6	4	67%	2	33%	6	4	67%	2	33%
University of San Francisco, San Francisco	143	21	16	76%	5	24%	17	15	88%	2	12%
University of Southern California, Los Angeles	145	9	8	89%	1	11%	7	7	100%	0	0%
University of the West	255	1	1	100%	0	0%	0	0		0	
Vanguard University of Southern California	156	5	3	60%	2	40%	4	3	75%	1	25%
Western Institute for Social Research, Berkeley	220	1	1	100%	0	0%	1	1	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	2	2	100%	0	0%	1	1	100%	0	0%
William Jessup University	266	4	4	100%	0	0%	4	4	100%	0	0%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Wright Institute, Berkeley	150	10	10	100%	0	0%	10	10	100%	0	0%

<b>LMFT Clinical Exam TOTAL:</b>	<b>918</b>	<b>603</b>	<b>66%</b>	<b>315</b>	<b>34%</b>	<b>594</b>	<b>486</b>	<b>82%</b>	<b>108</b>	<b>18%</b>
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**EXAM: LMFT Law and Ethics**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	1	1	100%	0	0%	0	0		0	
Alliant International University (aka US International)	139	57	45	79%	12	21%	41	34	83%	7	17%
Antioch University, Los Angeles	241	89	73	82%	16	18%	71	60	85%	11	15%
Antioch University, Santa Barbara	243	25	22	88%	3	12%	18	18	100%	0	0%
Argosy University (aka American School of Prof. Psych.)	204	6	4	67%	2	33%	3	2	67%	1	33%
Azusa Pacific University,	20	1	1	100%	0	0%	1	1	100%	0	0%
Azusa Pacific University, Azusa	103	56	51	91%	5	9%	51	46	90%	5	10%
Bethel Theological Seminary	152	2	2	100%	0	0%	0	0		0	
Brandman University	253	47	33	70%	14	30%	27	21	78%	6	22%
Calif. Polytechnic State University, San Luis Obispo - Cal Poly	001	7	7	100%	0	0%	6	6	100%	0	0%
California Baptist University, Riverside	105	64	37	58%	27	42%	53	33	62%	20	38%
California Institute of Integral Studies, S.F.	107	37	29	78%	8	22%	32	27	84%	5	16%
California Lutheran University, Thousand Oaks	108	24	19	79%	5	21%	21	17	81%	4	19%
California Southern University	246	5	2	40%	3	60%	4	1	25%	3	75%
California State Polytechnic University, Pomona	019	3	3	100%	0	0%	3	3	100%	0	0%
California State University, Bakersfield	002	6	5	83%	1	17%	6	5	83%	1	17%
California State University, Chico	003	3	3	100%	0	0%	3	3	100%	0	0%
California State University, Dominguez Hills	004	7	5	71%	2	29%	5	4	80%	1	20%
California State University, Fresno	005	14	10	71%	4	29%	7	5	71%	2	29%
California State University,	006	19	16	84%	3	16%	17	14	82%	3	18%



**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Fullerton											
California State University, Hayward	007	9	6	67%	3	33%	8	5	62%	3	38%
California State University, Long Beach	008	13	10	77%	3	23%	11	10	91%	1	9%
California State University, Los Angeles	009	8	5	62%	3	38%	4	2	50%	2	50%
California State University, Northridge	010	21	18	86%	3	14%	16	16	100%	0	0%
California State University, Sacramento	011	2	1	50%	1	50%	0	0		0	
California State University, San Bernardino	012	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Stanislaus	013	8	6	75%	2	25%	7	6	86%	1	14%
Cambridge University	265	8	2	25%	6	75%	3	1	33%	2	67%
Chapman University, Orange	113	2	2	100%	0	0%	2	2	100%	0	0%
Dominican University of California	117	7	6	86%	1	14%	7	6	86%	1	14%
Fresno Pacific Biblical Seminary, Fresno	127	1	1	100%	0	0%	1	1	100%	0	0%
Fresno Pacific University	153	7	6	86%	1	14%	5	5	100%	0	0%
Fuller Theological Seminary, Pasadena	119	22	18	82%	4	18%	20	16	80%	4	20%
Golden Gate University	151	10	5	50%	5	50%	6	4	67%	2	33%
Graduate Theological Union, Berkeley,	121	2	0	0%	2	100%	1	0	0%	1	100%
HIS University	247	2	0	0%	2	100%	1	0	0%	1	100%
Holy Names University, Oakland	122	6	3	50%	3	50%	4	2	50%	2	50%
Hope International University	131	16	11	69%	5	31%	11	8	73%	3	27%
John F. Kennedy University, Orinda	124	12	7	58%	5	42%	4	3	75%	1	25%
La Sierra University	252	3	1	33%	2	67%	3	1	33%	2	67%
Loma Linda University	125	5	3	60%	2	40%	2	1	50%	1	50%
Loyola Marymount University, Los Angeles	126	2	2	100%	0	0%	1	1	100%	0	0%
Mount St. Mary's University, Los Angeles	128	32	20	62%	12	38%	23	16	70%	7	30%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
National University	129	73	42	58%	31	42%	48	30	62%	18	38%
Northcentral University	256	3	2	67%	1	33%	3	2	67%	1	33%
Notre Dame de Namur University	116	12	7	58%	5	42%	7	6	86%	1	14%
Out-of-State	300	45	33	73%	12	27%	29	25	86%	4	14%
Pacific Graduate School of Psychology, Palo Alto	149	4	3	75%	1	25%	3	2	67%	1	33%
Pacific Oaks College, Pasadena	133	39	22	56%	17	44%	21	16	76%	5	24%
Pacifica Graduate Institute, Carpinteria	154	10	9	90%	1	10%	8	7	88%	1	12%
Palo Alto University	258	26	20	77%	6	23%	21	16	76%	5	24%
Pepperdine University, Malibu	135	136	103	76%	33	24%	113	86	76%	27	24%
Phillips Graduate Institute	106	17	15	88%	2	12%	13	12	92%	1	8%
POINT LOMA NAZARENE UNIVERSITY	261	17	13	76%	4	24%	16	13	81%	3	19%
San Diego State University	015	5	5	100%	0	0%	4	4	100%	0	0%
San Diego University for Integrative Studies	244	1	1	100%	0	0%	0	0		0	
San Francisco State University	016	3	3	100%	0	0%	3	3	100%	0	0%
San Jose State University	017	2	2	100%	0	0%	2	2	100%	0	0%
Santa Clara University	144	21	18	86%	3	14%	18	16	89%	2	11%
Saybrook University	137	1	1	100%	0	0%	0	0		0	
Simpson University	254	9	8	89%	1	11%	8	7	88%	1	12%
Sofia University, San Jose	155	2	2	100%	0	0%	2	2	100%	0	0%
Sonoma State University	018	5	5	100%	0	0%	5	5	100%	0	0%
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	4	2	50%	2	50%	1	0	0%	1	100%
St. Mary's College of CA, Moraga	136	16	15	94%	1	6%	13	12	92%	1	8%
The Chicago School of Professional Psychology at Los Angeles	251	26	18	69%	8	31%	12	10	83%	2	17%
TOURO UNIVERSITY	262	65	45	69%	20	31%	51	37	73%	14	27%
UMASS Global	272	13	9	69%	4	31%	11	7	64%	4	36%
University of La Verne, La Verne	140	4	3	75%	1	25%	3	2	67%	1	33%
University of Phoenix, Sacramento	238	1	0	0%	1	100%	0	0		0	

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
University of Phoenix, San Diego	236	56	27	48%	29	52%	20	12	60%	8	40%
University of San Diego, San Diego	142	10	9	90%	1	10%	9	8	89%	1	11%
University of San Francisco, San Francisco	143	30	25	83%	5	17%	24	21	88%	3	12%
University of Southern California, Los Angeles	145	9	8	89%	1	11%	9	8	89%	1	11%
Vanguard University of Southern California	156	3	3	100%	0	0%	2	2	100%	0	0%
Western Institute for Social Research, Berkeley	220	1	1	100%	0	0%	1	1	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	6	4	67%	2	33%	4	2	50%	2	50%
William Jessup University	266	6	3	50%	3	50%	5	3	60%	2	40%
Wright Institute, Berkeley	150	29	27	93%	2	7%	29	27	93%	2	7%

**LMFT Law and Ethics TOTAL: 1,383 1,016 73% 367 27% 1,029 814 79% 215 21%**

**LICENSE TYPE: LPCC**

**EXAM: LPCC Law and Ethics**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	12	8	67%	4	33%	8	6	75%	2	25%
Alliant International University (aka US International)	139	3	2	67%	1	33%	1	1	100%	0	0%
Antioch University, Los Angeles	241	7	6	86%	1	14%	6	5	83%	1	17%
Antioch University, Santa Barbara	243	5	5	100%	0	0%	4	4	100%	0	0%
Argosy University (aka American School of Prof. Psych.)	204	1	1	100%	0	0%	0	0		0	
Azusa Pacific University, Azusa	103	28	20	71%	8	29%	16	11	69%	5	31%
Bastyr University	267	3	2	67%	1	33%	3	2	67%	1	33%
Bethel Theological Seminary	152	1	0	0%	1	100%	0	0		0	
Brandman University	253	12	8	67%	4	33%	9	6	67%	3	33%
California Baptist University, Riverside	105	8	6	75%	2	25%	7	5	71%	2	29%
California Institute of Integral	107	1	1	100%	0	0%	0	0		0	

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Studies, S.F.											
California Southern University	246	2	0	0%	2	100%	0	0		0	
California State University, Bakersfield	002	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Fresno	005	4	1	25%	3	75%	0	0		0	
California State University, Fullerton	006	5	4	80%	1	20%	5	4	80%	1	20%
California State University, Hayward	007	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Los Angeles	009	6	5	83%	1	17%	2	1	50%	1	50%
California State University, Northridge	010	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Sacramento	011	6	3	50%	3	50%	6	3	50%	3	50%
California State University, San Bernardino	012	12	6	50%	6	50%	7	4	57%	3	43%
California State University, Stanislaus	013	5	2	40%	3	60%	2	1	50%	1	50%
Chapman University, Orange	113	1	1	100%	0	0%	1	1	100%	0	0%
Concordia University	268	8	5	62%	3	38%	7	4	57%	3	43%
Dominican University of California	117	3	3	100%	0	0%	3	3	100%	0	0%
Hope International University	131	2	2	100%	0	0%	2	2	100%	0	0%
John F. Kennedy University, Orinda	124	2	1	50%	1	50%	0	0		0	
Loma Linda University	125	1	1	100%	0	0%	1	1	100%	0	0%
Loyola Marymount University, Los Angeles	126	4	0	0%	4	100%	1	0	0%	1	100%
National University	129	19	13	68%	6	32%	14	12	86%	2	14%
Notre Dame de Namur University	116	4	2	50%	2	50%	3	2	67%	1	33%
Out-of-State	300	186	131	70%	55	30%	128	93	73%	35	27%
Pacific Graduate School of Psychology, Palo Alto	149	2	2	100%	0	0%	2	2	100%	0	0%
Pacific Oaks College, Pasadena	133	4	2	50%	2	50%	3	2	67%	1	33%
Pacifica Graduate Institute, Carpinteria	154	1	1	100%	0	0%	1	1	100%	0	0%
Palo Alto University	258	9	5	56%	4	44%	7	3	43%	4	57%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Pepperdine University, Malibu	135	31	25	81%	6	19%	29	23	79%	6	21%
Point Loma Nazarene University	261	3	3	100%	0	0%	3	3	100%	0	0%
San Diego State University	015	7	2	29%	5	71%	6	1	17%	5	83%
San Francisco State University	016	2	2	100%	0	0%	2	2	100%	0	0%
San Jose State University	017	9	5	56%	4	44%	4	2	50%	2	50%
Santa Clara University	144	4	3	75%	1	25%	1	1	100%	0	0%
Saybrook University	137	2	1	50%	1	50%	2	1	50%	1	50%
Sonoma State University	018	5	5	100%	0	0%	4	4	100%	0	0%
St. Mary's College of CA, Moraga	136	3	2	67%	1	33%	2	2	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	11	7	64%	4	36%	5	3	60%	2	40%
TOURA UNIVERSITY	262	1	1	100%	0	0%	1	1	100%	0	0%
UMASS Global	272	6	3	50%	3	50%	6	3	50%	3	50%
University of La Verne, La Verne	140	8	3	38%	5	62%	4	1	25%	3	75%
University of Phoenix, San Diego	236	4	4	100%	0	0%	3	3	100%	0	0%
University of Redlands	259	4	3	75%	1	25%	4	3	75%	1	25%
University of San Diego, San Diego	142	7	4	57%	3	43%	2	1	50%	1	50%
University of San Francisco, San Francisco	143	12	9	75%	3	25%	6	4	67%	2	33%
Vanguard University of Southern California	156	2	1	50%	1	50%	2	1	50%	1	50%
WALDEN UNIVERSITY	263	1	1	100%	0	0%	1	1	100%	0	0%
Western Institute for Social Research, Berkeley	220	1	1	100%	0	0%	1	1	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	2	2	100%	0	0%	2	2	100%	0	0%
William Jessup University	266	4	4	100%	0	0%	3	3	100%	0	0%
Wright Institute, Berkeley	150	8	8	100%	0	0%	8	8	100%	0	0%

**LPCC Law and Ethics TOTAL: 507 351 69% 156 31% 353 256 73% 97 27%**

**EXAM: NCMHCE Exam**

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	6	5	83%	1	17%	4	3	75%	1	25%
Alliant International University (aka US International)	139	2	1	50%	1	50%	2	1	50%	1	50%
Antioch University, Los Angeles	241	1	1	100%	0	0%	1	1	100%	0	0%
Antioch University, Santa Barbara	243	2	2	100%	0	0%	2	2	100%	0	0%
Azusa Pacific University, Azusa	103	11	10	91%	1	9%	8	8	100%	0	0%
Brandman University	253	3	1	33%	2	67%	1	1	100%	0	0%
California Baptist University, Riverside	105	3	1	33%	2	67%	2	1	50%	1	50%
California Southern University	246	2	2	100%	0	0%	1	1	100%	0	0%
California State University, Fresno	005	3	1	33%	2	67%	2	0	0%	2	100%
California State University, Fullerton	006	4	4	100%	0	0%	4	4	100%	0	0%
California State University, Hayward	007	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Los Angeles	009	5	4	80%	1	20%	3	3	100%	0	0%
California State University, Northridge	010	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Sacramento	011	2	1	50%	1	50%	1	1	100%	0	0%
California State University, San Bernardino	012	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Stanislaus	013	5	2	40%	3	60%	2	2	100%	0	0%
Concordia University	268	1	1	100%	0	0%	1	1	100%	0	0%
Holy Names University, Oakland	122	1	1	100%	0	0%	0	0		0	
Hope International University	131	2	1	50%	1	50%	1	0	0%	1	100%
John F. Kennedy University, Orinda	124	1	1	100%	0	0%	1	1	100%	0	0%
Loma Linda University	125	5	4	80%	1	20%	3	3	100%	0	0%
Loyola Marymount University, Los Angeles	126	4	2	50%	2	50%	4	2	50%	2	50%
National University	129	4	3	75%	1	25%	3	3	100%	0	0%
Notre Dame de Namur University	116	2	2	100%	0	0%	2	2	100%	0	0%
OUT-OF-COUNTRY	400	1	0	0%	1	100%	1	0	0%	1	100%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2023 THROUGH Dec 31, 2023**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Out-of-State	300	47	34	72%	13	28%	34	28	82%	6	18%
Pacifica Graduate Institute, Carpenteria	154	1	0	0%	1	100%	1	0	0%	1	100%
Palo Alto University	258	5	3	60%	2	40%	2	2	100%	0	0%
Pepperdine University, Malibu	135	7	6	86%	1	14%	7	6	86%	1	14%
Point Loma Nazarene University	261	1	0	0%	1	100%	1	0	0%	1	100%
San Diego State University	015	8	6	75%	2	25%	8	6	75%	2	25%
San Francisco State University	016	1	1	100%	0	0%	1	1	100%	0	0%
San Jose State University	017	4	3	75%	1	25%	2	2	100%	0	0%
Sonoma State University	018	1	1	100%	0	0%	1	1	100%	0	0%
St. Mary's College of CA, Moraga	136	1	1	100%	0	0%	1	1	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	2	1	50%	1	50%	1	1	100%	0	0%
TOURA UNIVERSITY	262	1	1	100%	0	0%	1	1	100%	0	0%
University of La Verne, La Verne	140	3	0	0%	3	100%	2	0	0%	2	100%
University of Redlands	259	5	5	100%	0	0%	3	3	100%	0	0%
University of San Diego, San Diego	142	8	6	75%	2	25%	6	5	83%	1	17%
University of San Francisco, San Francisco	143	8	6	75%	2	25%	6	5	83%	1	17%
Vanguard University of Southern California	156	2	2	100%	0	0%	2	2	100%	0	0%
WALDEN UNIVERSITY	263	1	1	100%	0	0%	0	0		0	
Western Seminary (Western Conservative Baptist Seminary)	232	1	1	100%	0	0%	1	1	100%	0	0%

<b>NCMHCE Exam TOTAL:</b>	<b>180</b>	<b>131</b>	<b>73%</b>	<b>49</b>	<b>27%</b>	<b>132</b>	<b>108</b>	<b>82%</b>	<b>24</b>	<b>18%</b>
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**ATTACHMENT D: Consumer Complaint and Criminal Conviction Report**

<b>CRIMINAL COMPLAINT &amp; CRIMINAL CONVICTION REPORT FY 23/24</b>					
	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>TOTAL</b>
Consumer Complaints	537	<b>505</b>			1,041
Criminal Convictions	202	<b>240</b>			442
Cases Closed	474	<b>532</b>			1,006
Referred to Attorney General	32	<b>27</b>			59
Cases Pending at Attorney General	97	<b>100</b>			-
Accusations Filed	16	<b>9</b>			
Statement of Issues Filed	8	<b>8</b>			16
Citations Issued	2	<b>4</b>			6
Final Disciplinary Orders	12	<b>19</b>			31
<b>AVERAGES</b>					
Average Number of Days to Complete Formal Discipline*	371	<b>374</b>			373
Average Number of Days a Case is at Attorney General**	274	<b>233</b>			254
Average Number of Days to Complete Board Investigations	55	<b>71</b>			63

\*This statistic is measured by the average number of days to complete the enforcement process for cases investigated and transmitted to the Attorney General’s (AG) Office for formal discipline within the reference period. The DCA Performance Measure to complete formal discipline is 540 days.

\*\*This statistic is measured from the date the Board refers the matter to the AG’s Office to the date the case is complete.

**Attachment E1: Outreach Event Report**

<b>DATE</b>	<b>ORGANIZATION</b>
July 7, 2023	3,000 Club (Redding Chapter)
July 14, 2023	CALPCC Educator's Forum
July 19, 2023	MFT Consortium Orange County
July 19, 2023	NASW Lunch with the BBS
August 25, 2023	MFT Consortium Sacramento
August 28, 2023	KP School of Allied Sciences (MFT Program)
September 1, 2023	MFT Central Coast Consortium
September 8, 2023	MFT Consortium Greater LA
September 14, 2023	MFT Consortium Inland Empire
September 12, 2023	USF Sacramento
September 20, 2023	MFT Consortium Orange County
October 12, 2023	CA Telehealth Policy Coalition Legislative Briefing
October 13-14, 2023	CALPCC Conference
November 13, 2023	NASW Lunch with the BBS
November 15, 2023	MFT Consortium Orange County
January 17, 2024	MFT Consortium Orange County
February 9, 2024	MFT Consortium Central Valley
February 15, 2024	MFT Consortium Inland Empire
March 6, 2024	Sac County Office of Education
March 6, 2024	Sac County Office of Education
March 14, 2024	Tibor Rubin VA Medical Center
March 20, 2024	KP Mental Health Training Program NORCAL
March 27, 2024	UMass Global
March 28, 2024	UMass Global
April 15, 2024	KP Mental Health Training Program NORCAL
April 27, 2024	CA Society of Clinical Social Workers

# CALIFORNIA BOARD OF BEHAVIORAL SCIENCES

W I N T E R 2 0 2 4 N E W S L E T T E R

VOL. 10 NO. 2



Board of Behavioral Sciences

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## BOARD CHAIR UPDATE 2023/2024



Chris Jones

Happy New Year! I hope that you all enjoyed a restful holiday season with family and friends. The Board has a lot planned for the upcoming year, and we are excited to share this with our consumers and stakeholders.

On January 1, 2024, Board-sponsored legislation Assembly Bill (AB) 232 (Aguiar-Curry, Chapter 640, Statutes of 2023) went into effect. This permits a person with a current, active, and unrestricted license in another state in a profession equivalent to the Board's marriage and family therapist, clinical social work, or professional clinical counselor professions to obtain a temporary practice allowance to provide services to a client travelling in or relocating to California for one single period of 30 consecutive days in a calendar year, if certain specified conditions are met. For more information, see the article on page 2.

In 2021, the Board created the Licensing Committee, which allowed the Board and its stakeholders to conduct in-depth discussions about several topics related to the licensing process. During subsequent meetings, the Committee had increased discussions regarding workforce development and reducing unnecessary barriers that may exist in the licensing process. The consensus of the Committee was that a wider scope would better meet the needs of our consumers and other stakeholders. From there a workforce development plan was crafted and presented to the Committee on July 21, 2023. This workforce development plan includes a short-term goal of reviewing the current licensing pathways to identify any unnecessary barriers that may exist. The long-term goal is to develop solutions to reduce those identified barriers. To better encapsulate the spirit of the Committee's purpose, it will be renamed the Workforce Development Committee. We encourage your participation in these meetings!

Board staff has been hard at work to reduce the licensing response time backlogs. Board staff has been transparent at Board meetings, indicating that these backlogs are due to staffing resource issues and an increase in applications. We understand the impact this has on the livelihood of applicants and associates seeking licensure. In our immediate response, the Board has reallocated staff to assist in the registration process and offered overtime to manage the backlog. Long-term solutions include hiring additional staff and increasing the efficiency of the application submittal and review process. We thank you for your patience on this matter.

CONTINUED ON PAGE 2

THE BOARD'S MISSION IS TO PROTECT AND SERVE CALIFORNIANS BY SETTING, COMMUNICATING, AND ENFORCING STANDARDS FOR SAFE AND COMPETENT MENTAL HEALTH PRACTICE.

CONTINUED FROM PAGE 1

Board outreach is available! Board staff can make presentations to your school or agency regarding the pathway to licensure or other topics of interest regarding the Board's laws and its functions. Email BBS at [Outreach@dca.ca.gov](mailto:Outreach@dca.ca.gov) for more information.

I wish you and yours a happy and healthy 2024, and look forward to seeing you at our upcoming Board and Committee meetings.

**Chris Jones**  
*Board Chair*



## LAW CHANGES OVERVIEW FOR 2024

There are several law changes that take effect in 2024 that affect the Board's licensees, registrants, and applicants. It is important to take some time to review these changes. The Board recommends reading the bills referenced in their entirety for greater clarity, available by clicking on the bill number links below, or by visiting <https://leginfo.legislature.ca.gov>. The law changes listed below take effect January 1, 2024, unless otherwise noted. The Board's 2024 **Statutes and Regulations** law book is now available on the Board's website.

### NEW LAWS DIRECTLY AFFECTING THE BOARD'S LICENSEES AND REGISTRANTS

#### SENATE BILL 372 LICENSEE AND REGISTRANT NAME AND GENDER CHANGES

This bill requires a licensing board under the Department of Consumer Affairs to update its records, including any records contained in its online license verification system, to include a licensee or registrant's updated legal name or gender, and make the former name and gender confidential, when that licensee or registrant provides government-issued documentation that their legal name or gender has been changed. The Board took a "support" position on this bill.

NOTE: The Board does not currently ask for an applicant's gender, nor is any gender recorded in its system.

#### ASSEMBLY BILL 232 TEMPORARY PRACTICE ALLOWANCE FOR OUT-OF-STATE LICENSEES

This Board-sponsored bill permits a person with a current, active, and unrestricted license in another state in a profession equivalent to the Board's marriage and family therapist, clinical social work, or professional clinical counselor professions to obtain a temporary practice allowance to provide services to a client travelling in or relocating to California for a period of 30 consecutive days in a calendar year, if certain specified conditions are met.

#### AB 665 (CARRILLO) MINORS: CONSENT TO MENTAL HEALTH SERVICES

This bill makes the requirements for a minor to consent to mental health treatment equal for both Medi-Cal recipients and non-Medi-Cal recipients. The Board took a "support" position on this bill, which takes effect July 1, 2024.

#### SB 887 MINOR, TECHNICAL AND NON-SUBSTANTIVE CHANGES

This bill makes two minor, technical, or non-substantive amendments to add clarity and consistency to current law as follows:

- Clarifies that MFT Trainees may be supervised by a Licensed Educational Psychologist for a portion of their experience.

NOTE: This was already interpreted as allowable, and this change is simply for clarity.

- Affirmatively state in the law that the Board's online license lookup may be used to verify a license or registration.



## CONTINUING EDUCATION REQUIRED OF NEW LICENSEES

It is important for new licensees to be aware of their specific continuing education (CE) requirements, especially because there are certain course topics and hours that must be completed prior to a first license renewal. **Failure to complete one-time required coursework topics is the most common reason for failing a CE audit.** We hope that this article will help new and approaching licensees be more aware of all CE requirements, and pass any CE audit with flying colors!

### 36 HOURS OF CE HOURS REQUIRED OF NEW LICENSEES

Licensees are required to complete a minimum of 36 hours of CE prior to each renewal. This includes the first renewal of your initial license. In order to count, all CE must be completed during your renewal period (the period between your license's prior expiration date or initial issuance date, and the date your renewal application is submitted).

You must have your CE completed **BEFORE** submitting your renewal application as you will be required to certify completion upon submission. Please note that courses may be credited to only one renewal period and cannot be counted twice.

### ONE-TIME COURSES REQUIRED OF NEW LICENSEES

Each profession has specific **one-time** mandatory courses that must be completed prior to the first renewal of an initial license. These courses differ somewhat by license type because some professions require certain courses prior to licensure.

These one-time courses may or may not count toward your overall 36 hours of CE depending on when you took them, as specified below:

- If any of the courses listed in the [CE Summary Chart for Licensees](#) for your profession were taken between your license's initial issuance date and the date your renewal application is submitted:
  - These one-time course(s) **will** count toward your overall 36-hour CE requirement.

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- If any of the courses listed in the **CE Summary Chart for Licensees** for your profession were taken **prior** to your license’s initial issuance date:
  - You do not need to take the course again. However, this course **will not** count toward your required 36 hours of CE because it was not taken during your initial license renewal period. This course will only count toward your one-time coursework requirements.

*Q: Do I need to retake a required one-time course if I took it prior to issuance of my initial license?*

A: No. For example, if you took the Suicide Risk Assessment and Intervention course prior to licensure, you do not need to take the class again. However, this course will not count toward your CE requirements.

*Q: Where can I find the list of required one-time courses?*

A: See the **CE Summary Chart for Licensees**.

*Q: What other courses do I need to take outside of the required courses?*

A: The remaining CE hours are of your choice but must be taken from an approved provider and must be relevant to your profession’s scope of practice.

*Q: What happens if I am selected for a CE audit?*

A: Licensees are selected at random for CE audits. You will be contacted by the Board if you have been selected, and then you will be required to provide proof of course completion. Licensees

must maintain records of course completion for at least two years from the date of license renewal for which the course was completed. Licensees who fail a CE audit will be issued a citation, and in most cases a monetary fine. Citations and fines will appear on a licensee’s public record online.

*Q: Where can I find more information about CE requirements?*

A: See the **Licensee Continuing Education Information Brochure**.

**BBS**  
Board of Behavioral Sciences

**Licensee Continuing Education (CE) Requirements Information**

California law requires all LCSW, LMFT, LPCC and LEP licensees to complete continuing education (CE) prior to each active status license renewal. There are certain legal requirements that CE courses must meet in order to be accepted, as well as retention requirements for proof of completion. This document will provide you with all of the information you need to be in compliance with your CE requirements.

**Please read carefully! Failure to comply with all CE requirements may result in a citation and fine and/or disciplinary action against your license.**

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Revised 12/2023 1



## IMPORTANT RENEWAL UPDATE

In an effort to reduce the Board’s carbon footprint, renewal notices for licensees and registrants will now be sent as postcard reminders. Watch

for this postcard to arrive approximately three months prior to your license or registration expiration date. The Board recommends renewing via the BREEZE online system (up to 90 days in advance of your expiration date) for the fastest processing.

A paper renewal application to mail in with your fee can be found here:

<https://www.bbs.ca.gov/licensees/manage.html>.

NOTE: Mailing in a paper renewal application may take four to six weeks for processing. Renewals completed online are instant.

The Board recommends that you set yourself a calendar reminder about your license or registration renewal in case your postcard is lost in the mail.

## LICENSURE EXAMINATIONS: AN IMPORTANT DISCUSSION

Licensure examinations have been a hot topic. Stakeholders have expressed concern about the validity of professional examinations for licensure. The Board is listening to those concerns and will continue these discussions during our new Workforce Development Committee meetings, which will begin soon. These meetings will include discussions of ways to reduce unnecessary barriers to licensure, and will include discussions about examinations.

We encourage stakeholders to participate in this ongoing dialogue. Concerns discussed at Board and Committee meetings thus far have focused on disparities in licensure examination pass rates between different racial and ethnic groups. The Board is planning to gather demographic data to allow for a differential item functioning (DIF) analysis of its examinations. This analysis will identify examination items that show significant differences in responses of similarly skilled candidates that are associated with candidate race or ethnicity. Obtaining data about potential bias will help to inform these discussions.

### ABOUT THIS ARTICLE

This article provides detailed information about the specific purpose of licensure examinations; the standards by which examinations are developed; and the detailed and multilayered process of examination development. We hope that providing this information will, in addition to the DIF analysis, help to inform these discussions. Please note that some of the information in this article was included in a memo prepared by the California Department of Consumer Affairs' (DCA) Office of Professional Examination Services (OPES) for the Board of Behavioral Sciences August 2023 Board meeting.

### PURPOSE OF LICENSURE EXAMINATIONS

The essential mandate of a state licensing board, and its overarching goal, is to protect the public. Examinations are one component of the licensure process. The other components are the required education, training, and experience. Licensure examinations are designed to provide a standardized measure of minimum competence for safe, independent practice, regardless of variability in education or experience.

Valid licensure examinations focus on entry-level tasks and knowledge important for public protection, including the ability to make judgments about appropriate techniques and methods. Examinations are currently considered the best method to prevent unqualified individuals from obtaining professional licenses and from potentially causing public harm. In accordance with current law, applicants for LCSW, LMFT or LPCC licensure must pass two examinations: a California Law and Ethics Examination and a Clinical Examination. LEP applicants must pass one integrated exam.

### EXAMINATION VALIDITY, FAIRNESS, EQUALITY, AND EQUITY

Licensure examinations must meet legal guidelines and technical standards. The *Standards for Educational and Psychological Testing* (2014, *Standards*) is universally accepted by experts who develop licensure and educational examinations (psychometricians) and by the courts. The Standards requires that licensure examinations demonstrate content validity. **Content validity** is established by ensuring that the examination content is current and job related.

The input of diverse groups of practicing licensees serving as subject matter experts (SMEs) is required to establish **content validity**. SMEs must participate in all aspects of examination development. The Board strives to ensure that SMEs reflect the diverse population of California and work in diverse areas of practice. The Board also strives to recruit SMEs licensed five years or less to ensure that an entry-level perspective is maintained throughout examination development. The Board recruits SMEs continuously. Licensees are encouraged to apply to become an SME [here](#).

A valid licensure examination provides **fairness** to candidates by testing in a standardized environment and by ensuring that all candidates are held to the same competency standard. **Fairness** also involves consideration of cultural and linguistic factors that may affect a candidate's interpretation of examination items. **Equality** means that all candidates are given the same opportunity to demonstrate their knowledge.

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**Equity** means that candidate may need individual modifications or accommodations to make the examination accessible and thereby have the same opportunity as other candidates to demonstrate their knowledge. Candidates whose first language is not English may apply for additional time and/or the use of special dictionaries. Candidates who have a disability or medical condition that affects their ability to take an examination in the standard manner may also apply for accommodations.

Psychometricians are continuously actively engaged in increasing the **fairness** of examinations. The *Standards* requires that licensure examinations undergo multiple review processes to identify cultural and linguistic language in examination items that may have different meanings for different groups. Psychometricians, diverse groups of SMEs, statisticians, and editors trained in writing plain and culturally sensitive language all contribute to the review process. In addition, statisticians regularly conduct statistical reviews of examination performance.

Conducting linguistic and cultural reviews, performing statistical analysis of examination item performance, and providing accommodations and modifications for candidates are all designed to reduce extraneous factors that may affect a candidate’s ability to demonstrate minimum competence. It is possible that longstanding educational and systemic societal inequities may have some level of impact on candidate performance. Psychometricians are just beginning to investigate the possible impact of these factors on differential pass rates in licensure examinations.

**HOW IS AN EXAMINATION DEVELOPED?**

*Occupational Analysis*

The Board and the national organizations follow a similar process when developing examinations. The process begins with an occupational analysis (OA), which is a method for identifying the entry-level tasks performed in a profession and the essential knowledge that is required to perform those job tasks safely and competently. The results of the OA are used to develop the examination outline, which provides the basis for the examination content. OAs are conducted every five years to ensure that examination content reflects the competencies required for current practice.

An OA begins with psychometricians conducting research about a profession and conducting interviews with licensed practitioners to gather information about the tasks performed in practice and the knowledge required to perform those tasks. This information is then refined by SMEs and incorporated into a questionnaire. The questionnaire asks licensees to rate the importance of each task, how

frequently each task is performed, and how important the knowledge is based on their own practice.

OA questionnaires are made available to licensees throughout California, and typically thousands of licensees respond. Several panels of SMEs then review the results of the questionnaires and establish the content of the new examination outline based on the task statements and knowledge areas indicated by survey results as being critical to practice.

**DEVELOPING EXAMINATION ITEMS AND PASSING SCORES**

Examination outlines provide the blueprint for developing the content of licensure examinations. It is important that candidates study the examination outline in their preparation for the examination. The examination outline is available in the Candidate Handbook for each examination, available under the **Exams tab** on the Board’s website.

SMEs write and review items that are designed to assess the minimally acceptable standard of performance that the SMEs agree is required for licensure. SMEs also play an important role in establishing criterion-referenced passing scores for each version of an examination. When setting passing scores, a panel of SMEs considers the following factors that contribute to minimum acceptable competence: prerequisite qualifications (e.g., education, training, and experience); the difficulty of each item; and public health and safety.

Each item in Board-required examinations must meet all of the following:

- **Supported by References:** Each exam item must be supported by published reference materials that are credible, unbiased, and reflect current practice.
- **Based on the Examination Outline:** Each item must be based on the job-related tasks and knowledge areas contained in the examination outline.
- **Require Application of Education and Experience:** Each item must be written at a level that requires candidates to apply their knowledge based on integrated education and supervised experience.
- **Pretested and Meet Performance Standards:** Each item must have been pretested to ensure that it is performing as expected based on statistical performance criteria.

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**CALIFORNIA-DEVELOPED EXAMINATIONS VS. NATIONAL EXAMINATIONS**

The California Law and Ethics examinations for each license type; the California LMFT Clinical Examination; and the LEP Exam are developed and maintained by OPES. OPES staff include psychometricians and statisticians who are trained to develop occupational licensure examinations and to ensure that all legal and technical standards are met.

The Association of Social Work Boards develops the national clinical examination required for LCSW licensure by following a process similar to that of OPES. Their examination development work is described [here](#). The National Board for Certified Counselors develops the National Clinical Mental Health Counseling Examination (NCMHCE), required for LPCC licensure, also follows a similar process described [here](#). OPES regularly reviews the national examinations to determine whether they are acceptable for use in California and to ensure that they meet psychometric and legal standards.

**IN CLOSING**

We hope this has provided helpful insight into the licensure examination development process, including the multiple safeguards that help to mitigate bias. As the Board and stakeholders work together to explore this important topic, please keep in mind that the Board is mandated by law to make protection of the public its highest priority, and whenever protection of the public is inconsistent with other interests, the protection of the public must be paramount (Business and Professions Code section 4990.16).

Our goal is to work together to explore solutions to reducing unnecessary barriers to licensure, and we hope that you will join the discussion. Be sure to sign up for the Board’s [email subscriber’s list](#) to be notified of upcoming meetings and meeting agendas.

**STAY INFORMED ABOUT WHAT’S HAPPENING WITH BBS!**

Are you an applicant, registrant, licensee, or consumer who would like increased access to BBS activities and updates? Join our email subscriber’s list! You can also follow the Board on Facebook and Twitter. Scan, click on a graphic, or go to [www.bbs.ca.gov](http://www.bbs.ca.gov) to connect!



EMAIL  
SUBSCRIBERS  
LIST



**IMPORTANCE OF MAINTAINING A VALID EMAIL ADDRESS WITH THE BOARD**

The Board strongly encourages all licensees, associates, and individuals in the exam process to ensure that their current email address is on file with the Board. The email address you provide will not be disclosed to the public.

This is important for everyone, but especially registrants working on passing an exam. This is because candidates are notified of approval to test via email. Without an email address on file, they will not receive notification of how to register for and schedule the exam.

**DID YOU KNOW?**

The email address you provide when **creating** a BREEZE account is not automatically uploaded into your record. Even if you have

created a BREEZE account, your email address may not be accessible to Board staff.

**HOW TO ADD OR UPDATE YOUR EMAIL ADDRESS**

You can easily add or update your email by accessing the “Change of Address Application” located within the drop-down menu under “Manage Your License” on BREEZE. See **BREEZE Helpful Hints** for further details.

**EMAIL ADDRESS REQUIRED EFFECTIVE JULY 1, 2022**

Effective July 1, 2022, a new law requires all licensees, registrants, and applicants who have an email address to provide it to the Board. The Board must be notified of any changes to your email address within 30 calendar days of the change.



## UPDATES FROM THE DEPARTMENT OF HEALTH CARE ACCESS AND INFORMATION

The Department of Health Care Access and Information (HCAI) improves health care access and works to promote a culturally competent and diverse health care workforce by providing scholarships, loan repayments, and grants to students, graduates, and institutions providing direct patient care in areas of unmet need. HCAI also collects, analyzes, and publishes data about California's health professional training, as well as identifies health care shortage areas in the state.

### NEW CALIFORNIA HEALTH WORKFORCE DASHBOARDS AND DEMOGRAPHIC DATA PRODUCTS

HCAI established the California Health Workforce Research Data Center to serve as the state's central source of health workforce data. The Research Data Center is responsible for collecting, analyzing, and distributing information on the supply, demand, demographic, educational, and employment trends of health care professionals and their distribution throughout the state.

HCAI's Research Data Center has released its first four data products to help highlight trends in the workforce, including race and ethnicity, and languages spoken by the health workforce. To view, visit HCAI's [Health Workforce Data](#) page.

### NEW PROGRAM LAUNCHING: CERTIFIED WELLNESS COACHES

The Wellness Coach is a new, certified position that is helping increase our state's overall capacity to support the behavioral health and well-being of California's children and youth in a wide variety of settings, such as schools and community-based organizations. [Sign up](#) to stay in the loop about the latest updates, application details and more.

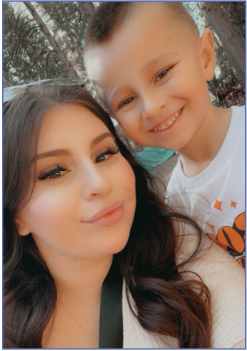
### CURRENT FUNDING OPPORTUNITY: PEER PERSONNEL TRAINING AND PLACEMENT PROGRAM

The Peer Personnel Training and Placement Program supports organizations that recruit, train, certify, and place peer personnel specialists in the behavioral health system. The application cycle opens on January 2, 2024, and closes on March 1, 2024. For more information, visit [Peer Personnel Training and Placement](#).

### OTHER HCAI FUNDING PROGRAMS AND ELIGIBILITY

HCAI offers a variety of grant, scholarship, and loan repayment programs for students, health care professionals and organizations. The application cycles open and close at different times of the year. Stay updated by signing up for [HCAI's email subscriber's list](#). HCAI provides an online tool to help determine eligibility for HCAI programs, available at [Funding Eligibility](#).

## GET TO KNOW BBS STAFF MEMBERS



### KRYSTAL MARTINEZ, RECEPTIONIST

#### Tell us a little bit about yourself and your career journey so far:

I am brand-new to the state starting in July! It wasn't much of a career change coming to BBS as a receptionist as I have been a receptionist/salesperson for an independent flooring company for the last four years. I am a single mom of a 5-year-old, a dog, and a cat; so, my life is like a never-ending spinning hamster wheel.

#### How did you become a part of the BBS?

I was ready for a change in scenery and, as a single mom, I wanted to start somewhere new with more opportunity. I started interviewing with the state and BBS made an offer I could not refuse as the Board seemed like my new home.

#### What is your position at BBS and what does a day at the office look like for you?

As my coworkers say, I am the new face of BBS as our receptionist at the front desk. There aren't very many quiet moments at the front desk, whether I am helping an Associate or Licensee with turning in an application or sparking up conversations with my coworkers as they go out or come back through our front door.

#### What are the most interesting aspects of the work that you do for BBS?

For me, I think the most interesting aspect of this job is helping and learning about the people. Whether it is someone new at the front counter or the people who work for and with BBS, it's intriguing to see a mesh of personalities come together in one place. I am no spring chicken to customer service, but everyone in collaboration with BBS can be so different but so

similar! This is the only place I have been able to experience that, which makes for an interesting job.

#### What is one thing that you wish more people knew about BBS?

It's a great place to come for help and work! I'm grateful for the friends I have made and the confidence I have gained from being here in such a short amount of time. I feel as a licensing board we can seem intimidating, but everyone is welcoming here and willing to help each other when needed. I am fortunate to call the BBS my place of work!

#### Who or what inspires you?

As cliché as it is, my son inspires me the most. Most people do not enter the parenting world hoping to do it alone, me being one of those people. Having a child at the age of 20 put my life on the fast-track to adulthood, but that isn't really the reality. The true reality is that my son had to grow and move with me as I figured out what it really meant to be an "adult." What it meant to be myself and move through this world on my own, plus him. He has never wavered in happiness and has shown me how resilient I can be even in the harshest of situations. From the day I had him up until this very minute, he inspires me to be the truest form of myself, and to also be the best form of myself that I can possibly be and to strive for greatness, whatever that may look like.

#### What is one fun fact about you that few people know?

I am pretty much an open book, so there isn't much people do not know about me! One thing I can say I don't often mention is that I love camping. On the outside I am sure I look like more of an inner-city type, but I truly am at home in the forest. Specifically, in the Eldorado National Forest at Union Valley Reservoir. My family has camped there for almost 30 consecutive summers, with a few breaks in between. Union Valley is my home away from home!

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**PRISCILLA SAZO,  
FINGERPRINT TECHNICIAN**

**Tell us a little bit about yourself  
and your career journey so far:**

As a young adult I have worked in quite a few high-volume customer service jobs such as a call center, retail, and the restaurant industry. I have also worked with the city of Sacramento for an after-school program for elementary school students. In 2015, I landed my first position with the state at the Franchise Tax Board as a Key Data Operator. I then started a position at the Secretary of State’s Office, and I was there for a year before I applied and got hired with DCA at the Board of Registered Nursing in 2017. I have been with DCA for the past six years.

**What is your position at BBS and what does a day at the office look like for you?**

My position at BBS is the Fingerprint Technician in the Criminal Conviction Unit. My day consists of responding to emails and phone calls from applicants and the general public in regard to fingerprint status updates and information on how to obtain fingerprints. I also generate and mail out fingerprint rejection letters, process hard cards and live scans, place License Alert Modifiers in BREEZE for applicants/licensees with a criminal history or conviction, and create applicant and subsequent arrest cases and assign to the analysts for further review.

**What are the most interesting aspects of the work that you do for BBS?**

Creating cases and reviewing the documentation submitted (explanation letters and letters of recommendation) can be quite interesting.

**How did you become a part of BBS?**

I applied for my job in 2022. I had a lot of previous experience with processing fingerprint hard cards and live scans, and I felt like it would be a good fit for me. Turns out, I was the perfect candidate for the position.

**What is one thing that you wish more people knew about BBS?**

BBS is an amazing board to work for. Everyone is polite, helpful, and knowledgeable, and we work together as a team to provide the best service to our applicants/ customers.

**Who or what inspires you?**

I believe what inspires me is hearing success stories from my peers. To hear the stories of how they got to where they are, and maybe some of the challenges they were faced with but overcame. It reminds me that we should never give up and there’s always something new to learn. Simple things such as taking a walk or listening to a good song will also do wonders for giving me that extra boost of inspiration.

**What is one fun fact about you that few people know?**

I’m very athletic and love a good competition.



## TESTING ACCOMMODATIONS

The Board, as well as our testing vendors, recognize their responsibilities under Title II of the Americans with Disabilities Act and the California Fair Employment and Housing Act to provide reasonable, appropriate, and effective testing accommodations to qualified examination candidates with a disability or medical condition that limits a major life activity.

The purpose of an accommodation is to allow the candidate to attain the same level of performance as a non-disabled test-taker. Candidates must submit documentation of their disability or medical condition from a professional evaluator, who will also need to describe the recommended accommodation.

The Board has also enacted regulations that provide extra time (time and one half) for candidates whose second language is English (ESL) who meet the criteria specified in the regulation.

Other needs that require you to request a testing accommodation may include:

- Additional breaks because of pregnancy.
- Lactating individuals who need to pump or express milk during their exam appointment.

Please be aware that the Board or its vendors cannot provide an accommodation that would do any of the following:

- Fundamentally alter the measurement of the knowledge or skills the examination is intended to test.
- Afford unfair advantage to the candidate.
- Compromise examination security.
- Propose the Board provide personal services or devices.
- Create an undue financial and administrative burden to the Board.

**Candidates must obtain approval of an accommodation before scheduling an exam date and must follow the procedure for scheduling as described in their accommodation approval letter. Otherwise, an accommodation cannot be provided for that appointment.**

See the **Exams tab** on the Board's website for information about how and when to apply for a testing accommodation.

## NEW WORKFORCE DEVELOPMENT COMMITTEE

The Board is happy to announce the formation of a Workforce Development Committee. The Committee will continue the work of the former Licensing Committee, with a focus on creating a workforce development plan. This includes a short-term goal of reviewing the current licensing pathways to identify any unnecessary barriers that may exist. The Committee's long-term goal is to develop solutions to reduce the identified barriers.

The participation of stakeholders is vital when forming the workforce development plan, and we encourage everyone to participate and share their thoughts. Committee meeting dates are listed on the Board's **website**. Be sure to sign up for the Board's **email subscriber's list** to be notified when meeting agendas and materials are posted, along with information about where and how to participate.



## ONLINE IS EASIER AND FASTER!

### A Variety of Online Services Available via BREEZE

- For faster service, manage your registration and license online! BREEZE provides services for applicants, registrants and licensees that can save you weeks of processing time compared to paper applications. BREEZE allows payment via major credit card in a secure environment. Services available include the ability to:
  - Request a name change **New!**
  - Submit an address change (takes effect instantly).
  - Add or change your email address.
  - Verify a license and obtain proof of renewal status.
  - Obtain a certification of licensure.
  - Renew a license or registration instantly (up to 90 days in advance).
  - Submit an application to change from Inactive to Active status.
  - Request a replacement registration or license (allow two weeks for delivery).

- Apply for your initial Law and Ethics Exam.
- Apply for Initial License Issuance.

Consumer complaints can also be filed on BREEZE. Visit [www.breeze.ca.gov](http://www.breeze.ca.gov).

### HELPFUL TIPS

If you are new to the Board's online services, helpful tips are available online:

#### BREEZE Helpful Hints

**BREEZE Help Tutorial Videos**, including:

- An overview of BREEZE services.
- How to search for a license.
- How to register for BREEZE.
- What to do if you forgot your password or user ID.
- How to submit a renewal.
- How to update license information.
- How to make a payment.

If you need additional assistance using BREEZE, technical support can be reached at (855) 227-9633.



## ENFORCEMENT ACTIONS

**Citation and Fine**—An administrative action used for minor violations. Citations and fines are public information but are not considered disciplinary action.

ENFORCEMENT ACTIONS February—June 2023		
Name	License Number	Fine Amount
Contessa M. Ruiz	LMFT 50228	\$500
Art S. Tenbrink	LMFT 17620	\$2,500
Erik Lee Tenbrink	AMFT 102596	\$1,000
Erica Threet	LPCC 11504	\$1,000

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**FORMAL DISCIPLINARY ACTIONS JULY 1–NOVEMBER 30, 2023**

Select the individual’s name for a link to more information.

**Antoinette Bell**

LMFT 118569  
Los Angeles

**CRIMINAL CHARGES/CONVICTIONS**

Action: License revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: July 27, 2023

**Lori Christian Carpenter**

LCSW 118329  
Los Angeles

**CRIMINAL CHARGES/CONVICTIONS**

Action: License revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: September 28, 2023

**Barrie-Lee Wilding Cole**

ASW 91035  
Larkspur

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: September 28, 2023

**Veronica Denise Clanton-Higgins**

ASW 95431  
Los Angeles

**FAILED TO COMPLY WITH PROBATION TERMS/CONDITIONS**

Action: Probation extended for an additional one (1) year from 08/24/24 (5 years total)  
Effective: September 28, 2023

**Jacqueline Susan Cooper**

AMFT 126005  
Vallejo

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of five (5) years with terms and conditions.  
Effective: September 28, 2023

**Jennifer Cheree Dorosky**

AMFT 122347  
Los Alamitos

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of five (5) years with terms and conditions.  
Effective: July 27, 2023

**Delani Mary Dumpit**

AMFT 110690  
Hayward

**UNPROFESSIONAL CONDUCT**

Action: Registration revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: July 27, 2023

**Anita Auxilio Fernandez**

ASW 118327  
Elk Grove

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of five (5) years with terms and conditions.  
Effective: September 28, 2023

**Emmanuel Garcia**

APCC 10432  
Woodland Hills

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of five (5) years with terms and conditions.  
Effective: July 27, 2023

**Robert Allen Geffner**

LMFT 8312  
San Diego

**DISCIPLINE BY ANOTHER STATE/ AGENCY**

Action: License surrendered  
Effective: July 27, 2023

**Keegan John Hornbeck**

LCSW 81954  
Oxnard

**MENTAL/PHYSICAL IMPAIRMENT**

Action: License revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: July 27, 2023

**Jonathan M. Hudson**

LCSW 74320  
Los Banos

**CRIMINAL CHARGES/CONVICTIONS**

Action: License revoked  
Effective: July 27, 2023

**Marlena Hunter**

AMFT 140650  
Los Angeles

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: July 27, 2023

CONTINUED ON PAGE 15



**FORMAL DISCIPLINARY ACTIONS** CONTINUED FROM PAGE 14

**Sharon Louise Johnson**

LCSW 12970  
San Anselmo

**CRIMINAL CHARGES/ CONVICTIONS**

Action: License revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: July 27, 2023

**Keith Eugene Lyons**

LCSW 92724  
Santee

**CRIMINAL CHARGES/ CONVICTIONS**

Action: License revoked, revocation stayed, and placed on probation for a period of five (5) years with terms and conditions.  
Effective: July 27, 2023

**Bradley Manning**

LEP 2736  
Los Altos

**CRIMINAL CHARGES/CONVICTIONS**

Action: License revoked  
Effective: July 27, 2023

**Melissa Cheree Marrs**

LCSW 29402  
Orlando, FL

**CRIMINAL CHARGES/CONVICTIONS**

Action: License surrendered  
Effective: July 27, 2023

**Julio Meza Leon**

ASW 118330

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: September 28, 2023

**Raymond Martin Munoz**

ASW 118328  
Visalia

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: September 28, 2023

**Nadia Renee Redoble**

ASW 116901  
Valencia

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: July 27, 2023

**Lisette Carolina Rivas-Hermina**

LMFT 42272  
Glendale

**CRIMINAL CHARGES/CONVICTIONS**

Action: License surrendered  
Effective: September 28, 2023

**Yomara Lisbeth Salazar**

LCSW 117633  
Rancho Cucamonga

**CRIMINAL CHARGES/CONVICTIONS**

Action: License reinstatement granted, license revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: August 22, 2023

**Abraham Sanchez**

ASW 98981  
South El Monte

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration surrendered  
Effective: September 28, 2023

**Claudia Lorena Sepulveda**

LCSW 87684  
San Francisco

**CRIMINAL CHARGES/CONVICTIONS**

Action: License revoked  
Effective: July 27, 2023

**Brenna Christine Taylor-Ford**

LCSW 80156  
Mill Valley

**CRIMINAL CHARGES CONVICTIONS**

Action: License revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: September 28, 2023

**Kathleen Kay Toland**

LMFT 46336  
Roseville

**UNPROFESSIONAL CONDUCT**

Action: License revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: September 28, 2023

**Lynette Marie Weiss-Benoit**

LCSW 24528  
Nevada City

**CRIMINAL CHARGES/CONVICTIONS**

Action: License revoked, revocation stayed, and placed on probation for a period of three (3) years with terms and conditions.  
Effective: July 27, 2023

**Kenya Marie Wernett**

ASW 87990  
Santa Ana

**CRIMINAL CHARGES/CONVICTIONS**

Action: Registration revoked  
Effective: July 27, 2023



Board of Behavioral Sciences

CALIFORNIA  
**BOARD OF BEHAVIORAL SCIENCES**

1625 North Market Blvd., Suite S-200  
Sacramento, CA 95834  
(916) 574-7830



## 2024 UPCOMING MEETING DATES

### BOARD MEETINGS

February 29–March 1  
May 16–17  
September 19–20  
November 14–15

### Policy and Advocacy Committee

April 5  
August 9  
October 18

### Workforce Development Committee

April 19  
August 9  
October 11

### EVENTS TO REMEMBER

**FEBRUARY 6–10**  
National School Counseling Week

**MARCH**  
National Professional Social Work Month

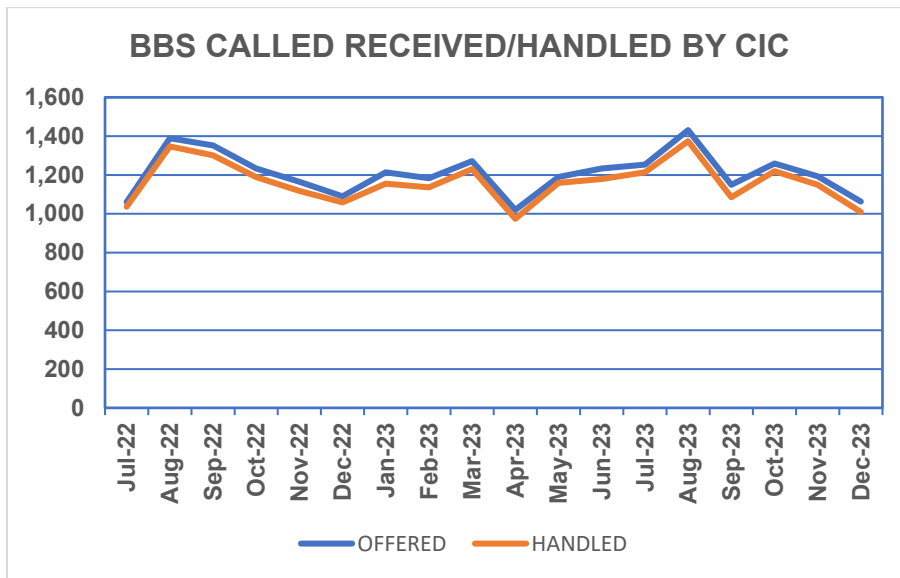
**MARCH 17–23**  
National LGBTQ Health Awareness Week

Please visit the Board's 2024 **Board and Committee Meetings webpage** or sign up for the **email subscriber's list** for updates.

CALIFORNIA  
**BOARD OF BEHAVIORAL SCIENCES**

**ATTACHMENT F: BBS Calls Received/Handled by CIC**

MONTH	OFFERED	HANDLED	AVG WAIT	MAX WAIT
Jul-22	1,060	1,036	0:58	11:07
Aug-22	1,389	1,347	1:10	6:39
Sep-22	1,352	1,301	1:17	15:48
Oct-22	1,233	1,189	1:08	11:32
Nov-22	1,165	1,118	1:05	10:10
Dec-22	1,090	1,059	0:55	9:40
Jan-23	1,214	1,155	2:10	7:41
Feb-23	1,183	1,136	1:08	12:48
Mar-23	1,271	1,230	1:25	16:20
Apr-23	1,020	974	1:52	5:00
May-23	1,190	1,159	1:23	13:36
Jun-23	1,233	1,179	1:48	5:59
Jul-23	1,253	1,214	2:10	19:05
Aug-23	1,431	1,374	2:45	7:10
Sep-23	1,149	1,085	2:38	3:09
Oct-23	1,259	1,219	1:17	11:10
Nov-23	1,193	1,149	1:46	14:27
Dec-23	1,063	1,009	2:24	8:39



## Attachment F2 – BBS Emails Received

<b>EMAILS RECEIVED FY 23/24</b>					
<b>UNIT</b>	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>+/- Last Qtr</b>
Criminal Conviction Unit	1799	<b>1833</b>			<b>+2%</b>
Consumer Complaint Unit	1070	<b>980</b>			<b>-8%</b>
Discipline/Probation Unit	56	<b>84</b>			<b>+50%</b>
Licensing Unit	6718	<b>5647</b>			<b>-16%</b>
Registration Unit	9406	<b>9676</b>			<b>+3%</b>
Cashier Unit	2319	<b>3427</b>			<b>+48%</b>
Administrative Unit	4922	<b>4535</b>			<b>-8%</b>
<b>TOTAL EMAILS</b>	26290	<b>26182</b>			<b>NA</b>

Organizational Improvement Office

# Board of Behavioral Sciences Efficiency Project

Organizational Improvement Office

December 2023

Kyle Cabral



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# Overview

## Summary

The Department of Consumer Affairs (DCA) Organizational Improvement Office (OIO) was asked by the Board of Behavioral Sciences (BBS) to assist in documenting the current business processes for the Administrative, Licensing, Examination and Enforcement units, as well as analyze the business processes for efficiencies. OIO's methodology involved identifying waste within and between processes, gaining insight into the decision-making and process flows, and identifying process areas that need improvements or change.

The OIO analysts met with the BBS Subject Matter Experts (SME) and successfully documented and delivered the maps of their As-Is and Could-Be processes over the course of multiple workshops and SME discussions.

From the discussions and workshops, OIO created four overarching recommendations each with sub-recommendations.

- First, reduce the number of manual processes needed by using BreEZe to generate and send letters via email, instead of sending it via regular mail. Any Licensing application that can be submitted and processed entirely online/through BreEZe should be completed online. This will eliminate wait time for the consumer while mail is delivered, and fees are cashiered. Further, it will greatly reduce the amount of paper used by BBS, improve organization, and ease the complications of record retention of paper files.
- Second, make several adjustments to BreEZe functionality to improve efficiency and tracking.
- Third, make several procedural changes to how the board processes its workload, all aimed at increasing efficiency.
- Last, communicate these changes consistently to all staff and in writing to eliminate any confusion or variability in how BBS processes its workload.

BBS has already made great strides in moving applications online and better utilizing BreEZe throughout this project and OIO is eager to see how they will continue to improve their processes and documentation.

## Project Goals and Objectives

The project goal is to review and evaluate BBS Administrative, Licensing, Examination, and Enforcement Units' business processes to identify opportunities for efficiency and improve the quality of BBS. OIO will work with BBS staff to identify improvement opportunities for BBS by focusing on the following objectives:

- Identify strategies and make recommendations that will help the Board fully utilize BreEZe capabilities. These strategies will focus on creating and promoting efficiencies within the Board.
- Identify strategies and make recommendations that improve the quality of workflow.
- Identify strategies and make recommendations that will help reduce paper usage within the Board.
- Identify strategies and make recommendations that will reduce and maintain the Board's processing timeframe to meet statutory and regulatory requirements.

- Identify strategies and make recommendations that will streamline staff productivity and reduce significant variation in workload completion.

The above goals were accomplished by completing process mapping workshops and analysis. OIO conducted an exploratory review and analysis to identify areas of improvement to increase efficiency, quality, transparency, and accountability regarding all business processes documented in the inventory:

- As-Is Mapping sessions
- Value-Stream Analysis sessions
- Process Re-engineering (demonstrating what “could-be” with process improvements)
- Coordinate with OIS on the possibility of digitizing Initial License Application for Registrants and Application for Licensure and Exam
- Streamlining BBS License Verification process
- Reviewing and identifying recommendation for BBS file retention schedule
- Reviewing and identifying recommendation for BBS Electronic Signature process

## Methodology

In June of 2021, the BBS EO requested OIO assistance in reviewing and documenting BBS business processes and recent process improvements. The OIO team conducted a Town Hall meeting, attended by the Administration, Licensing, Examination and Enforcement managers, and SMEs.

OIO's work involved intensive investigation necessary to develop a comprehensive knowledge of processes to resolve operational needs. This investigation required a systematic approach with quantitative and qualitative analysis of data and processes. OIO staff effectively identified process inefficiencies and developed tools and documents that will assist the Board in increasing their efficiency and effectiveness.

OIO facilitated Business Process Mapping (BPM) workshops with BBS staff to document their processes and to find and document efficiencies. BPM provides a standard language for modeling business processes in a form that is accessible by management and line staff. During the BPM stage, OIO employed three different mapping techniques: As-Is, Value Stream Analysis, and Could-Be mapping.

The As-Is stage is defined as the visualization of the 'current state' of interrelated work tasks initiated in response to an event that will achieve a specific result for an actor in a process. During the As-Is stage, OIO Business Analysts worked with BBS SMEs in a series of workshops to map BBS processes to determine volume, roles, systems, tasks, and decisions. Additionally, during the workshops, the following were reviewed: associated activity codes, forms, and letters. At the end of this stage, Board management reviewed and approved the maps before moving onto the next stage of the BPM process.

Once the As-Is stage was complete, OIO conducted Value Stream Analysis (VSA). During this process, OIO engaged the staff in identifying three critical areas of efficiency: value added, business necessity, or non-value added. Any activity in the process that improves the product or service is value added. An activity required by law, regulation, and/or policy is considered a business necessity. An activity that does not contribute to the product or the process and should therefore be eliminated is considered non-



value added. The VSA is an interactive process that involves both the SME and OIO staff and typically results in the discovery of operational improvements.

Once VSA was complete, OIO moved to the Could-Be stage. The Could-Be stage is defined as maps built upon existing As-Is maps that include proposed improved efficiencies, automation opportunities, and an envisioned future process. Using BBS staff recommendations, OIO reviewed the As-Is and VSA maps to propose changes and develop recommendations.

Once these activities were completed, the OIO team, after collaborating with BBS, analyzed the process maps, recommendations from managers and staff, and interview notes to create recommendations that would help improve BBS's operations.

OIO documented and analyzed 42 processes for this project. There are 42 As-Is, 23 VSA, and 15 Could-Be maps. OIO completed primary work activities on Oct 25, 2022.

## Recommendations

### Recommendation #1: Use BreEZe to Generate and Send Required Letters

Current business processes include manually editing names, addresses, and case specific information in Licensing standardized letters and attaching them to BreEZe complaint case records. This can result in data entry mistakes and incorrect documents being attached to BreEZe complaint case records.

BreEZe has functionality to generate standardized letters populated with names, addresses, and case specific information. BBS has configured BreEZe with Standardized Enforcement Letters. (See BreEZe Master Letter List.) BreEZe generated letters allow for editing, if needed, and are automatically attached to BreEZe complaint case records.

- a) **Review and revise existing BreEZe letters.** The existing letters need to be reviewed and edited for automated or near automated distribution via BreEZe. Once the letters are updated, a BreEZe Triage Request (BTR) can be submitted to the BreEZe team for text revisions to letters in BreEZe.
- b) **Add new letters as needed.** Complete a New Correspondence Request and submit as a BreEZe Maintenance and Operation (BMO) request to add new letters.
- c) **Utilize BreEZe to generate additional letters.** These letters would include:
  - Acknowledgement letters
  - Follow-up letters
  - Deficiency letters
  - Approval letters
  - Denial letters
  - Abandonment letters
  - Case Closure letters

- Audit letters
- d) **Require applicants to register an email.** BreEZe can send all communication to the registered email, reducing the amount of correspondence to both the applicant and analyst. Currently approximately 83% of licensees have an email address on file.
- e) **Move Submission of Applications to BreEZe.** Moving the applications listed below onto BreEZe will cut down on processing time. This will be reduced by eliminating the use of postal mail to apply and remediate deficiencies, eliminating the creation of paper files that must be moved through the process and retained once complete, and will allow for faster processing time with access to the complete application from any BBS staff computer.

To establish this transition to a complete online submission and processing of applications, the applicants would need to be able to electronically sign their documents through AdobeSign or another E-sign service.

Below is a list of BBS applications that are not currently available in BreEZe and require manual processing:

- 1) Exam Request
- 2) Exam Eligibility ASWB (Automate with link to ASWB Portal)
- 3) Registrants Desk APCC, AMFT, and ASW
- 4) Application for LPCC In and Out of State
- 5) Application for Licensure LMFT, LCSW, and LEP
- 6) Subsequent Registration
- 7) Retired to Active
- 8) Inactive to Active

To achieve this task, BBS will need to closely work with their assigned Business Integration Analyst (BIA) in the Office of Information Services (OIS). This process will likely be a long and iterative process requiring several BMOs. However, the reduction in time and resources required for application processing will make the effort worthwhile.

## Recommendation #2 Utilize BreEZe and QBIRT Improvements

There were 12 BreEZe process improvements discussed over the course of multiple workshops with BBS. To implement the BreEZe improvements, the process will require BBS to work closely with their assigned BIA and will likely be a long and iterative process requiring several SIRs and BMOs. However, the commiserate benefits that will be found in the workload efficiency and reduction of resources needed will be worth the effort in the long term.

- a) **BreEZe improvement to allow out-of-state applicants to submit online.**

Using unique file numbers and scripted questions to appropriately guide applicants to the correct application type would make it possible for out of state applicants to apply for their licenses online.

b) **Update BreEZe to allow approval if applicants have a deficient or canceled registration.**

Currently, BreEZe will not allow for approval for a license upgrade when there are deficient or canceled registrations. This prevents some from applying for and automatically getting their license once they have met all requirements and passed their exams. This means that an analyst then needs to manually process that application.

c) **Efficient alerts in BreEZe for exam eligibility errors (would eliminate Daily Report spreadsheet)**

- Currently, much of the Exam data must be requested through the Exam vendor. If there was a place in BreEZe for this information to be stored and a way for the data to automatically update, it would be considerably faster to ascertain the status of Exam Eligibility.
- It may be possible to automate the process with a direct link from the FTP Portal, BreEZe, and ASWB portal.
- Currently, the analyst takes the exam eligibility data from the vendor, saves it to the BBS G: Drive, and then uploads that file to the ASWB Portal. If there was a way for BreEZe to accept the data from the FTP Portal, send it to the ASWB Portal, and then save it to the various applications and licenses, this would dramatically reduce the number of staff hours and intermediaries that must save and sort the data, thereby reducing both time and the possibility of human error.

d) **BreEZe to email all letters to applicants.**

This would coincide with the requirement to have all applicants register an email address.

e) **Allow Evaluator to select deficiencies that will populate deficiency letters appropriately.**

This would help quickly create an auto-populated letter that could be sent via email and/or mail and reduce downtime waiting for responses to deficient items in an application.

f) **Create a status icon in BreEZe to show the applicants where their application is in the process.**

By adding a dashboard status for pending applications, a user, once logged in to BreEZe, will have a visual indicator for specific milestones of their applications.

g) **Supervisory hours can be quickly totaled through a Database that can be uploaded to by the applicant.**

Add to BreEZe a table that allows the entering of hours worked and the sum of all hours for those applications that require Supervisory or other work type hours.

h) **Correct system to approve with proper status (related to clearing override and open renewal).**

The current status types should be updated to reflect all status types.

i) **Offer submittal of Continuing Education (CE) documentation online.**

Allow a field where documents can be uploaded into BreEZe with all online submissions of applications requiring CE.

j) **Manager and EO review and approval through BreEZe queues for Statement of Issues (SOI) (Dashboard and Alerts).**

Connect with OIS to discuss utilizing a more efficient method of notifying the assigned reviewer that a case is ready for review to streamline the review process.

k) **BreEZe will allow for multiple Address Verifications within one 8030 application record.**

Some applicants have multiple work locations they move to or from. When submitting the Change of Address application through BreEZe, it will be necessary to account for multiple work addresses in the application instead of having to submit a Change of Address application for each address involved.

l) **Add more functional QBIRT reports, and/or improve reports on transactions that don't have fingerprints (current reports are too dense or big to be effective).**

BBS will need to work closely with OIS and its Data Governance team to better utilize, design, and implement the reports needed to effectively manage the Board and report on its activities. The increased reliance on the BreEZe system will also help with the capability of reports to retrieve any necessary data quickly and accurately.

## Recommendation #:3 Implement Proposed Procedural Changes and Opportunities

The following adjustments are procedural in nature and will require an iterative process for implementation given the number of proposed changes.

OIO and the Licensing SMEs identified the following changes:

a) **Pass law/ethics exam prior to approval, complete all education prior to approval, and pass clinical, if applicable**

- Currently, BBS experiences a high number of applications that do not meet application requirements. Specifically, the applicants have not completed the requisite exams or education.
- Provide the applicant the ability to upload proof of passing the law/ethics exam, clinical hours, and CE at the time of applying for licensure as applicable.

b) **Add the fee and change the name of the clinical exam application.**

- Currently, BBS applicants taking the clinical exam are not always sure which exam to apply to, as the name is too general. This has resulted in staff additional time to assist applicants.

- Exam applications should have a fee applied for processing. Assigning specific naming conventions for some applications could help clarify what the applicant is applying for.

c) **Require exam applicants to provide an email address.**

Applicants are not required to provide email addresses when applying for an examination. This requires BBS to mail letters. The time for receipt and response to mailed correspondence creates a significant delay versus email or BreEZe submission.

d) **Utilizing BreEZe to assign tasks for Cashiering, Probation, etc. (ex. alerts and process queues).**

- Currently, BBS doesn't use BreEZe to assign tasks via BreEZe for Cashiering or Probation processes. Not using the available functionality increases the time it takes to begin processing tasks and tracking them through the process. It also makes reporting and time tracking more difficult.
- Utilizing task assignment in BreEZe will allow for better task management, tracking, and reporting.

e) **Scanning of application completed by the Department of Consumer Affairs (DCA) Central Cashiering (CC) unit to eliminate filing in file room.**

Digitizing all records will eliminate the use of paper, time transporting the documents, space needed for storing records, and concerns about retention schedules.

f) **CE requirements sent in at time of renewal.**

- Allow an applicant to submit CE certifications online through the BreEZe system.
- CE certifications sent in with renewal will save the time needed to request and receive them, if necessary.

g) **Recording communications procedures by recording Microsoft Teams calls and storing the transcripts in a central location.**

- Currently, when processing applications, staff make phone calls and then write notes in BreEZe.
- To save time taking notes or sending an email, transcripts of the calls could be utilized and stored.
- NOTE: BBS should consult with Legal Counsel on obtaining permission to record calls.

h) **Ability to use CALCard to pay for court documents.**

- Currently, when charged for a report or court documents, BBS staff obtain the total cost, request a check, and resubmit the request for the report or court documents with the check enclosed. BBS requests a check from Central Cashiering.
- To expedite the acquisition of documents needed, use a CALCard to pay for court documents.

i) **Incorporating E-Fax (for arresting agency).**

- Several other State arresting agencies will only fax documents to the Board. These documents must be retrieved and scanned into the BreEZe application.
- An E-fax account would help to expedite the acquisition of documents from other State agencies as staff could attach these digital copies to the BreEZe application.

j) **DCA license verification allows for the consumer to be more self-sufficient.**

- With the complete implementation of DCA OneSource, the entire process of license verification can be handled through the DCA website, which would free up Board staff.
- The license validation process can be carried out once the data is validated as current and correct.

## Recommendation #4: Communicate New Standards Consistently

Create consistency across all Licensing processes. Once established, a formal procedure manual will eliminate variation and improve the accuracy and ease of maintaining consistency and training.

- a) **Create job aids and procedure manuals.** Using the As-Is and Could-Be process maps and narrative description of business processes created with OIO, in conjunction with the rules and regulations of BBS, create standardized job aids and a detailed procedure manual for use in training and onboarding new staff and as a reference tool for existing staff. Continually update documents with workflow and/or policy changes.
- b) **Conduct periodic training sessions.** Monthly trainings would address current issues and reduce the likelihood of potential issues through standardizing the process. These sessions would communicate the new standard as well as keep everyone current with the future business process changes.

BBS staff cited the variation in how Licensing tasks were completed and expressed the need for a consistent process. By making process improvements over time and communicating those changes timely and consistently to all affected staff, BBS will ensure success in processing applications.

Once a standard procedure has been established, it must be communicated to all unit staff with consistency. Encourage staff to have open communication within the unit about the current state of the process and future changes. Inconsistent communication in the workplace can cause a sense of confusion and variability in work product outcomes. The establishment of a clear, consistent, and simultaneous messaging is necessary to create and maintain a standardized process and eliminate variation and confusion about how the unit operates at individual and team levels.

- c) **Provide timely, accurate, and consistent communication to all staff.** Document and store communications in a central repository on a shared drive so all staff have access to the same information. This will provide transparency to all staff and leadership regarding BBS activities.

- d) **Formalize directives and instructions in memo format.** Document communications during meetings for all staff members, regardless of whether it pertains to their assigned duties. Open communication will allow staff to be productive and operate effectively. This communication will also increase morale, trust, and open dialogue amongst all staff.
- e) **Conduct regular bi-weekly staff meetings.** Create a regular and standing agenda focused on unit activities, caseloads, challenges, effective case management, and overall unit performance. This activity will allow other staff to offer feedback and best practices to improve unit efficiency. It also acts as a springboard for continuous improvement and validation of current procedure.
- f) **Conduct regular one-on-one meetings.** First-level management should meet with their line staff individually to listen to concerns, assist in employee development, and develop workload strategies. One-on-one meetings should be conducted with individual staff members at regularly scheduled times and at least once a month.

## Conclusion

The BBS Executives and managers have already made great strides in implementing process improvement changes and show commitment to the continuous improvement of the Board's processes. All BBS staff, managers, and Executives were actively engaged in the discussions and committed to the project. This is not only greatly appreciated but is key to the success of process documentation and improvement moving forward.

The addition of the As-Is and Could-Be maps created during this project will be effective tools to add to current and future Operating Manuals and will be beneficial in the training of future staff, as well. Further, the lively discussions during the mapping workshops directly led to improving the analysis and subsequent recommendations found in this report. Those interactions with the BBS SMEs and Executives were highly beneficial.

The final recommendations as described above are not mandatory and have been discussed with BBS management. It is recommended that the Board implement them at an iterative, measured pace to avoid creating resistance to change within Board staff.

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STRATEGIC PLAN UPDATE  
FEBRUARY 2024

## Goal 1: Licensing

*Establishing licensing standards to protect consumers and allow reasonable and timely access to the profession.*

**Objective 1.1:** Streamline application process with online submission to decrease processing times.

**Success Measure:** Processing times have decreased from Q1 2022

Number	Major Activity	STATUS
	<b>START DATE</b>	<b>Q1 2022</b>
<b>1.1.1</b>	<b>Electronic Form Submittal</b> Staff is in discussion with the Department of Consumer's Office of Information Services and outside vendors to identify alternate solution for submitting transcripts and supervision forms.	<b>ONGOING</b>
<b>1.1.1.1</b>	Staff submitted a project request to DCA's Office of Information Services (OIS) to research possible modifications to the Breeze system that will allow applicants to submit supervision forms through Breeze.	April 2023
<b>1.1.1.2</b>	OIS reviewed a system enhancement that has been implemented with other agencies using the Versa (Breeze) system and believes that it could be implemented for the Board. Board staff to consult with OIS for possible implementation.	January 2024
<b>1.1.2</b>	<b>Breeze Reconfiguration-Board License Types (WA 165)</b> Staff continues to work with the Breeze team to implement Work Authorization 165 that will make changes the Breeze system that will allow the Board to enhance its efficiencies	<b>ONGOING</b>
<b>1.1.2.1</b>	Configuration for license types and transactions has begun.	January 2024
<b>1.1.3</b>	<b>Breeze Registration Application</b> Establish online registration applications	<b>ONGOING</b>
<b>1.1.3.1</b>	Staff is working on the profile report that will be used to implement the online registrant application. It is planned to do a stepped implementation beginning with a single registration type. This will ensure any issues encountered can be addressed in subsequent registration type releases.	January 2024
<b>1.1.4</b>	<b>Breeze Subsequent Registration Application</b> Establish online registrant applications.	<b>PLANNED</b>

<b>1.1.5</b>	<b>Breeze Licensure Application</b> Establish online licensing applications	<b>PLANNED</b>
<b>1.1.6</b>	<b>Breeze Application Deficiencies</b> Update Breeze to allow for applicants to view their application deficiencies through their Breeze account.	<b>PLANNED</b>
<b>1.1.6.1</b>	Staff began reviewing and modifying the current Breeze deficiency phrases for each license type.	July 2023
<b>1.1.7</b>	<b>Application “Check-in” Process</b> Implemented a new application “check in” process that allows for the early identification and resolution of application errors.	January 2023
<b>1.1.8</b>	<b>Licensing Support Analyst</b> Hired a licensing support assistant to coordinate the collection of application materials to allow licensing evaluator to focus on processing and evaluating rather than researching documents.	March 2023
<b>1.1.9</b>	<b>Breeze Law &amp; Ethics Re-Exam Application</b> Established the online submittal of the Law & Ethics R-exam application through Breeze	April 2023
<b>1.1.10</b>	<b>Supervised Hours Evaluation Tool</b> Create an Excel tool, based on regulation requirements, to assist licensing team in compiling and calculation supervised hours for applicants more efficiently.	<b>COMPLETED</b> August 2023
	<b>END DATE</b>	<b>Q4 2024</b>

**Objective 1.2:** Collaborate with the Department of Consumer Affairs’ Organizational Improvement Office to review the application process and implement improvements to reduce processing times.

**Success Measure:** Processing times have reduced since Q1 2022.

<b>Number</b>	<b>Major Activity</b>	<b>STATUS</b>
	<b>START DATE</b>	<b>Q1 2022</b>
<b>1.2.1</b>	<b>Process Improvement As-Is Mapping</b>	March 2022

Number	Major Activity	STATUS
	Participate in As-Is mapping session to document the current business process.	
1.2.1.1	<b>Process Improvement Value Stream Added Mapping</b> Participate in Value Stream Added mapping sessions	June 2022
1.2.1.2	<b>Process Improvement Could be Mapping</b> Participate in Could be Mapping sessions	October 2022
1.2.1.3	<b>Process Improvement Report Finalization</b> OIO finalizing the draft of the report.	March 2023
1.2.1.4	<b>Process Improvement Final Report Completed</b> OIO finalized the report and delivered it to Board.	December 2023
	<b>END DATE</b>	<b>Q1 2024</b>

**Objective 1.3:** Partner with other agencies and stakeholder groups to reduce barriers to licensure and foster the development of a diverse and culturally responsive mental health workforce.

**Success Measure:** Plan created for a more culturally diverse workforce and increased outreach.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2023</b>
1.3.1	<b>Barriers to Licensure</b> Initiate and/or participate in conversation regarding barriers to licensure	<b>ONGOING</b>
1.3.1.1	Met with California Dean and Directors of social work and members of the National Association of Social Workers California Chapter to discuss the ASWB exam pass rate report.	December 2022
1.3.1.2	Met with representatives from CA Dept of Health Care Access and Information regarding the mental health workforce and wellness coaches.	January 2023
1.3.1.3	Sergio Aguilar-Gaxiola, MD, PhD, presented “An Overview of California’s Behavioral Health Workforce: Challenges and Recommendations” to the Licensing Committee	January 2023
1.3.1.4	Met with representatives from California Alliance of Child and Family Services to discuss recommendation to increase the mental health workforce.	April 2023

Number	Major Tasks	STATUS
1.3.1.5	Representatives from California Alliance of Child and Family Services made a presentation to the Workforce Development Committee on barriers to licensure and possible solutions.	October 2023
1.3.2	<b>LICENSURE PATHWAY SURVEY</b> Staff to develop a survey to gain more insight into possible barriers that an individual may face while on the pathway to licensure.	Ongoing
1.3.2.1	Staffed developed Licensure Pathway Survey and presented draft questions to the Workforce Development Committee.	January 2024
	<b>END DATE</b>	<b>Q4 2025</b>

**Objective 1.4:** Increase communication to applicants and licensees to reduce common application or licensing maintenance errors.

**Success Measure:** Application deficiencies have decreased since Q2 2022.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q2 2022</b>
1.4.1	<b>Registration Application Tutorial</b> Developed a power point presentation that explains the process of applying for a registration and the 90-day rule. The presentation highlights common errors and how to complete an application to avoid delays.	September 2022
1.4.2	<b>Social Media-Registration/License Maintenance Alerts</b> Develop Social Media plan that will alert registrants and licensee of important steps in maintaining and renewing their registration or license.	<b>ONGOING</b>

Number	Major Tasks	STATUS
1.4.3	<b>Registration Sixth Year Alert</b> Began sending email notifications to registrants when they are reaching the sixth year of their registration to ensure they understand the process to apply for a subsequent registration.	March 2022
1.4.4	<b>Website-Instructional Videos</b> Develop short instruction videos to be posted on the Board’s website and through social media that will highlight how to apply for and renew a registration or license.	<b>PLANNED</b>
1.4.6	<b>Online Application Status Checks</b> Establish a system that will allow an applicant or licensee to check on the status of an application or renewal through the Board’s website or Breeze.	<b>PLANNED</b>
1.4.7	<b>License Application Courtesy Email</b> Implemented automated “courtesy email notifications” (CEN) to licensing and examination applicants to notify them when applications are approved.	January 2023
1.4.8	<b>Registration Application Courtesy Email</b> Implement automated “courtesy email notifications” (CEN) to registrant applicants to notify them when applications are approved.	<b>PLANNED</b>
1.4.9	<b>Initial License Application Courtesy Email</b> Implement automated “courtesy email notifications” (CEN) to initial license applicants to notify them when applications are approved.	<b>PLANNED</b>
1.4.10	<b>10 Tips for a Smoother Licensing Process</b> Developed a publication that assists applicants during their licensure process, including tips on applying, use of BreEZe, registration renewal, exams, avoiding loss of experience hours, and the best ways to communicate with the BBS.	May 2023
1.4.11	<b>Update Application Packets</b> Decrease application deficiencies by improving application instructions, providing an application checklist, and performing a complete overhaul of the out-of-state licensure applications.	October 2023
	<b>END DATE</b>	<b>Q4 2025</b>

**Objective 1.5:** Develop video presentations to increase understanding of the licensing process and the pathways to licensure.

**Success Measure:** Videos posted to website.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2022</b>
<b>1.5.1</b>	<b>Pathway to Licensure Videos</b> Develop Pathway to Licensure Videos	<b>COMPLETED</b>
1.5.1.1	Started to collaborate with the Department of Consumer Affairs Public Information Office to develop Pathway to Licensure Videos to be posted on the Board's website.	April 2022
1.5.1.2	Pathway to licensure video complete	September 2022
1.5.1.3	Public Information Office completed 7 Steps to Licensure video.	September 2022
1.5.1.4	LMFT Degree Requirement video in post-production	January 2023
1.5.1.5	LCSW Degree Requirement, LPCC Degree Requirement videos in post-production.	March 2023
1.5.1.6	Law & Ethics Exam, Registrant, 90-day Rule in post-production.	October 2023
1.5.1.7	Supervision and Criminal history video in production.	October 2023
1.5.1.8	All videos completed and presented to Board.	November 2023
1.5.1.9	Videos published to the internet and announcements made through social media and list serve.	February 2024
	<b>END DATE</b>	<b>Q2 2024</b>

## Goal 2: Examinations

*Administer fair, valid, comprehensive, and relevant licensing examinations.*

**Objective 2.1:** Identify and implement strategies to increase diversity of Subject Matter Experts to ensure that examinations are culturally responsive and address diverse populations.

**Success Measure:** Strategy/policy in place to increase the diversity of Subject Matter Experts (SMEs).

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2023</b>

Number	Major Tasks	STATUS
2.1.1	<b>Subject Matter Expert Recruitment</b> Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	March 2023
2.1.2	<b>Subject Matter Diversity</b> Collaborate with OPES to identify ways to improve diversity of participants in exam development workshops.	PLANNED
	<b>END DATE</b>	Q1 2025

**Objective 2.2:** Improve examination process to ensure timely and equitable access to licensure.

**Success Measure:** Decrease in time in the exam process.

Number	Major Tasks	STATUS
	<b>START DATE</b>	Q4 2022
2.2.1	<b>ASWB 90-Day Waiting Period Waiver</b>	December 2022
2.2.2	<b>Exam Eligibility Expiration Date Notification:</b> Develop a procedure to notify exam candidates of their impending exam eligibility expiration date.	February 2023
2.2.2.1	Staff began working on developing an exam eligibility expiration report.	August 2022
2.2.2.2	Staff completed report and began to notify exam candidates. This will be done monthly.	February 2023
2.2.3	<b>Path A Email Notifications</b> Staff began tracking and sending email notifications to exam candidates who applied under Path A (portability) or have an exam deficiency in their application for licensure to ensure they understand the next step to licensure.	July 2022
2.2.4	<b>LEP Exam Waiting Periods</b> Staff is discussing with OPES the possibility of reducing the examination waiting periods for the Licensed Educational Psychologist Standard Written Exam.	ONGOING
2.2.5	<b>ESL Accommodation Requirements</b> Determine whether the Board's current English as a Second Language (ESL) accommodation requirements need to be modified to mirror the Association of Social Work Boards English Language Learner accommodation requirements.	PLANNED



Number	Major Tasks	STATUS
2.2.6	<b>Exam No-Show Notifications</b> Staff began tracking and sending email notifications to exam candidates for Boards administered exams who were a no-show. This notification provides instructions on the process to re-apply for the exam.	September 2022
2.2.7	<b>File Abandonment Notifications</b> Staff began tracking and sending email notifications to exam candidates who abandoned their licensing file as per CA CCR 1806. The notification provides instructions on how to reapply.	September 2022
2.2.8	<b>Clinical Exam Seven Year Limit Notification</b> Staff began tracking and sending notification to exam candidates who have been in the clinical exam cycle for seven years from their first attempt and must retake and pass the current version of the law and ethics exam. This notification provides instruction on how to apply for the law and ethics exam and provides the date they must exam by to ensure they maintain licensure eligibility.	September 2022
	<b>END DATE</b>	<b>Q4 2024</b>

**Objective 2.3:** Review, report, and determine feasibility of adopting the use of the Association of Marital and Family Therapists Regulatory Boards (AMFTRB) national exam for the Licensed Marriage and Family Therapist (LMFT) Clinical exam.

**Success Measure:** Board has discussed whether to adopt AMFTRB exam.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q3 2021</b>
2.3.1	<b>AMFTRB Exam Review</b> Request the DCA's Office of Professional Examination Service (OPES) to conduct a review of the Association of Marriage and Family Therapist Regulatory Board's (AMFTRB) Clinical examination.	July 2021
2.3.2	<b>AMFTRB Exam Review Presentation</b> OPES to present the findings of their review and provide a recommendation to the Board. Board determines if the AMFTRB Clinical exam should be adopted for California licensure.	November 2022
2.3.3	<b>AMFTRB Staff Research</b> Board staff opened discussions with AMFTRB executive staff to address Board's concerns.	January 2023

Number	Major Tasks	STATUS
2.3.3.2	Board staff continue to have conversation with AMFTRB representatives and will be updating the Board.	February 2024
2.3.4	<b>AMFTRB Presentation</b> Lois Paff Bergen from AMFTRB presented to the Board an overview of the AMFTRB examination and its development.	August 2023
	<b>END DATE</b>	<b>Q1 2025</b>

### Goal 3: Enforcement

*Protect the health and safety of consumers through the enforcement of laws.*

**Objective 3.1:** Develop and implement an effective communication process from open to close of a case to ensure applicants, complainants, and respondents are better informed about the status of their case.

**Success Measure:** New process has been implemented.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2022</b>
3.1.1	<b>Applicant-Enforcement Communication</b> Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	<b>PLANNED</b>
3.1.2	<b>Complaint-Enforcement Communication</b> Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	<b>PLANNED</b>
	<b>END DATE</b>	<b>Q4 2025</b>

**Objective 3.2:** Educate licensees, associates, and consumers about the enforcement process to increase awareness of the Board's enforcement role and responsibilities.

**Success Measure:** Awareness plan implemented.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q4 2022</b>
<b>3.2.1</b>	<b>Enforcement Outreach Materials</b> Develop and publish outreach material that includes flow chart of enforcement process.	<b>PLANNED</b>
<b>3.2.2</b>	<b>Enforcement Outreach Videos</b> Develop video presentations that explain the enforcement process steps.	<b>PLANNED</b>
	<b>END DATE</b>	<b>Q4 2024</b>

**Objective 3.3:** Complete review and make recommendations on the Board’s existing enforcement statutes and regulations for clarity, cohesiveness, and equity.

**Success Measure:** Regulatory process has begun.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q2 2022</b>
<b>3.3.1</b>	<b>Uniform Standards &amp; Disciplinary Guidelines Review</b> Review the Uniform Standards and Disciplinary Guidelines for possible updates or amendments.	<b>ONGOING</b>
3.3.1.1	Recommended changes brought to the P & A Committee	July 2022
3.3.1.2	Recommended changes brought to the P & A Committee	October 2022
3.2.1.3	Recommended changes brought to the P & A Committee	January 2023
3.2.1.4	Recommended changes brought to the P & A Committee	July 2023
3.2.1.5	Recommended changes approved by the Board; staff preparing regulation package for DCA initial review	August 2023
<b>3.3.2</b>	<b>Enforcement Statutes &amp; Regulation Review</b> Review current statutes and regulations related to enforcement to determine possible needed updates.	<b>PLANNED</b>
	<b>END DATE</b>	<b>Q4 2024</b>

**Objective 3.4:** Evaluate and establish internal policies and procedures related to enforcement issues to ensure an equitable process that reflects rehabilitation versus punitive measures for the purpose of consumer protection.

**Success Measure:** Updated policies, procedures, and reports.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2023</b>
<b>3.4.1</b>	<b>Probation Program Reporting</b> Develop an automated report for the probation program that will assist in determining trends and possible opportunities for improvement.	<b>PLANNED</b>
<b>3.4.2</b>	<b>Application Denial Reporting</b> Develop an automated report that for application denials that will assist in determining trends in violations.	<b>PLANNED</b>
	<b>END DATE</b>	<b>Q4 2024</b>

**Objective 3.5:** Create diversity in the pool of qualified enforcement Subject Matter Experts to ensure equitable enforcement proceedings.

**Success Measure:** Strategy/policy in place to increase the diversity of SMEs.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2023</b>
<b>3.5.1</b>	<b>Subject Matter Expert Recruitment</b> Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	<b>March 2023</b>
<b>3.5.2</b>	<b>Subject Matter Diversity</b> Collaborate with OPES to identify ways to improve diversity of its subject matter experts.	<b>PLANNED</b>
	<b>END DATE</b>	<b>Q4 2024</b>

#### **Goal 4: Legislation & Regulation**

*Ensure the statutes, regulations, policies, and procedures strengthen the Board’s mandates and mission.*

**Objective 4.1:** Implement statutes and regulations that comprehensively address telehealth and educate stakeholders, licensees, and consumers about telehealth.

**Success Measure:** Law passed, and outreach plan implemented.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2022</b>
<b>4.1.4</b>	<b>Temporary Practice Allowance</b> Consider an Incidental allowance for out-of-state provider providing online telehealth in CA.	<b>COMPLETED</b>
4.1.4.1	Temporary practice allowance proposal was introduced at the Telehealth Committee	June 2022
4.1.4.2	Temporary practice allowance proposal brought to Policy and Advocacy Committee	July 2022
4.1.4.3	Temporary practice allowance proposal brought to Policy and Advocacy Committee	October 2022
4.1.4.4	Temporary practice allowance proposal brought to Board	November 2022
4.1.4.5	AB 232 (Aguiar-Curry) Introduced and moving through the legislative process	January 2023
4.1.4.6	AB 232 signed by the Governor and becomes law January 1, 2024.	October 2023
<b>4.1.5</b>	<b>Telehealth Service Platforms Review</b> Research alternative modes of services (email, texting, and app-based therapy) to identify consumer protection issues that current law does not address.	<b>COMPLETED (Timeline same as 4.1.6 below)</b>
<b>4.1.6</b>	<b>Online Therapy Sites Review</b> Discuss the necessity of regulating online therapy sites.	<b>COMPLETED</b>
4.1.6.1	Online therapy site and alternative modes of therapy discussion brought to Telehealth Committee	December 2022
4.1.6.2	Staff discussed potential concerns with Legislature (Business and Professions Committee)	December 2022
4.1.6.3	Telehealth Committee reviewed draft survey for licensees and registrants who have experience working for these platforms.	March 2023
4.1.6.4	Survey distributed to licensees and registrants via social media, email subscriber list, and professional associations	April 2023
4.1.6.5	Survey results discussed at Telehealth Committee. Staff directed to draft an outreach document for licensees and registrants regarding the use of online-only therapy platforms.	June 2023
4.1.6.6	Committee reviews outreach document regarding responsibilities of licensees and registrants utilizing online-only therapy platforms. Document is placed on website.	December 2023

Number	Major Tasks	STATUS
<b>4.1.7</b>	<b>Inter-State Compact Review</b> Examine, research, and discuss Inter-state compacts.	<b>COMPLETED</b>
4.1.7.1	Inter-state compacts discussion brought to Telehealth Committee. Committee determined staff will continue to monitor ongoing progress of compacts.	June 2023
<b>4.1.8</b>	<b>Telehealth Best Practice Documents</b> Create best practices document to assist employers/supervisor in determine the best way to proceed with telehealth	<b>COMPLETED</b>
4.1.8.1	Best practices document discussion brought to Telehealth Committee	March 2022
4.1.8.2	Best practices document discussion brought to Telehealth Committee	June 2022
4.1.8.3	Best practices document discussion brought to Telehealth Committee (Staff directed to draft two documents; Videoconferencing in Supervision, Utilizing Telehealth to Deliver Services)	December 2022
4.1.8.4	Telehealth Committee reviewed three best practice documents: for providers, supervisors, and consumers	March 2023
4.1.8.5	Staff worked with DCA's publication office to finalize the documents. Documents were presented to the Board.	April 2023
	<b>END DATE</b>	<b>Q2 2023</b>

**Objective 4.2:** Review current licensing requirements regarding registration, exam, and supervised experience timeframes and make recommendation for possible amendments to current statutes and regulations.

**Success Measure:** Recommendations made to the Board.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2023</b>
<b>4.2.1</b>	<b>Six Year Rule</b> Discuss 6 years rule (experience hours and length of registration).	July 2022
<b>4.2.2</b>	<b>Law &amp; Ethics Exam Age Limit</b>	<b>PLANNED</b> April 2024

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2023</b>
	Discuss in committee the CA law and ethics exam age limit and limiting attempts.	
<b>4.2.3</b>	<b>NCMHCE Acceptance Without Experience</b> Determine National Clinical Mental Health Counseling Examination (NCMHCE) acceptability from applicants who do not have supervised experience.	January 2024
4.2.3.1	Discussion at Workforce Development Committee focusing on allowing early clinical exam for all license types.	January 2024
4.2.3.2	Continuation of discussion after meeting with NBCC and ASWB to discuss feasibility	<b>PLANNED</b>
<b>4.2.4</b>	<b>Registration of Trainees</b> Consider and make recommendation on the registration of trainees.	<b>PLANNED</b>
	<b>END DATE</b>	<b>Q4 2025</b>

**Objective 4.3:** Review and update statutes and regulations related to additional coursework requirements for associates and the Continuing Education Unit requirements for licensees.

**Success Measure:** Law passed.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q4 2023</b>
<b>4.3.1</b>	<b>Course Requirement Timing</b> Make timing and requirement of course consistent across license types where needed.	<b>PLANNED</b> April 2024
	<b>END DATE</b>	<b>Q4 2025</b>

**Objective 4.4:** Modernize and clarify statutes and regulations related to advertising to ensure they keep up with current advertisement practices.

**Success Measure:** Regulation proposal noticed to the public.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2023</b>
<b>4.4.1</b>	<b>Advertising Regulations Update:</b> Update advertising statutes and regulations	<b>ONGOING</b>
4.4.1.1	Recommendations brought to P & A Committee	October 2022
4.4.1.2	Continued discussion of potential amendments to statute and regulation at P&A Committee	January 2024
<b>4.4.2</b>	<b>Review Requirements for Posting Legal Name</b> Review and possibly amend requirements for posting legal name	<b>COMPLETED</b>
4.4.2.1	SB 372 introduced by stakeholders and is currently moving through the Legislature. The Board will consider updating its position for the latest version of the bill at its August meeting. Staff will continue to provide technical support as the bill moves through the legislative process.	<b>ONGING</b>
4.4.2.2	SB 372 signed by the Governor and becomes law January 1, 2024.	October 2023
	<b>END DATE</b>	<b>Q4 2025</b>

**Goal 5: Organizational Effectiveness**

*Build an excellent organization through proper Board governance, effective leadership, and responsible management.*

**Objective 5.1:** Review current organizational structure to ensure efficient operations and to foster upward career mobility among staff.

**Success Measure:** Office of Human Resources (OHR) approves the new organizational chart.

Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2022</b>
<b>5.1.1</b>	<b>Staffing Needs Evaluation</b> Determine current organizational needs based upon current processing times and future workload projections.	<b>PLANNED</b>



Number	Major Tasks	STATUS
	<b>START DATE</b>	<b>Q1 2022</b>
5.1.1.1	Paperwork submitted for approval of two Limited Term Management Service Technicians.	December 2022
5.1.2	<b>Duty Statement Updates</b> Review staff duty statements to ensure they properly reflect current duties.	<b>PLANNED</b>
5.1.4	<b>Organizational Structure Review</b> Determine appropriate ideal organizational structure.	<b>PLANNED</b>
5.1.5	<b>Staff Training and Development</b> Research training opportunities for staff and create a training pathway for upward mobility.	<b>PLANNED</b>
	<b>END DATE</b>	<b>Q2 2025</b>

**Objective 5.2:** Collaborate with the Department of Consumer Affairs' Organizational Improvement Office to review internal processes and implement improvements to better serve the stakeholders and the Board.

**Success Measure:** Streamlined processes implemented.

Number	Major Activity	STATUS
	<b>START DATE</b>	<b>Q1 2022</b>
5.2.1	<b>Process Improvement As-Is Mapping</b> Participate in As-Is mapping session to document the current business process.	March 2022
5.2.2	<b>Process Improvement Value Stream Added Mapping</b> Participate in Value Stream Added mapping sessions	June 2022
5.2.3	<b>Process Improvement Could be Mapping</b> Participate in Could be Mapping sessions	October 2022
5.2.4	<b>Process Improvement Final Report Completed</b> OIO finalized the report and delivered it to Board.	December 2023
	<b>END DATE</b>	<b>Q1 2024</b>

**Objective 5.3:** Advance transition to reduce the use of paper documents to promote environmental friendliness, reduce costs, and reduce processing times.

**Success Measure:** Paper reduction of 50%-75%.

Number	Major Tasks	STATUS
	START DATE	Q1 2022
	END DATE	Q1 2024

**Objective 5.4:** Formalize a communication plan that will ensure quicker responses to emerging concerns from stakeholders.

**Success Measure:** Communication plan implemented.

Number	Major Tasks	STATUS
	START DATE	Q1 2024
5.3.1	<b>MICROSOFT TEAMS CALL CAPABILITIES</b> Document and implement procedures for staff and units to ensure the best utilization of the Microsoft Teams call capabilities (call forward, monitoring, and routing)	February 2024
	END DATE	Q4 2024

## Goal 6: Outreach & Education

*Engage stakeholders through continuous communication about the practice and regulation of the professions, and mental health care.*

**Objective 6.1:** Create a more robust consumer and licensing education program through videos, social media campaigns, and electronic publications to ensure understanding of new changes in laws and regulations.

**Success Measure:** Plan implemented for increased communication of new law changes.

Number	Major Tasks	STATUS
	START DATE	Q4 2022
	END DATE	Q4 2025

**Objective 6.2:** Collaborate with entities that work with consumers to increase equitable and inclusive outreach to diverse populations.

**Success Measure:** Complete at least 5 collaborations.

Number	Major Tasks	STATUS
	START DATE	Q1 2023
	START DATE	Q4 2025

**Objective 6.3:** Increase Board engagement with schools, training programs, public events, and relevant professional organizations to raise awareness of the Board’s role and activities.

**Success Measure:** A presentation posted on website.

Number	Major Tasks	STATUS
	START DATE	Q1 2022
6.3.1	<b>Develop social media campaign for awareness days and months.</b>	Ongoing
6.3.1.1	Developed Social media campaign for National School Counseling Week (February 6-10), Mental Health Awareness Month (May), National Minority Mental Health Awareness Month (July), National Psychotherapy Day (September 25), National Social Workers Month (	February 2023
6.3.2	<b>Outreach Coordination</b> Streamlined outreach with schools and associations by creating a new centralized calendar and email account dedicated to outreach events and requests.	March 2023
6.3.3	<b>Quarterly School Outreach Presentations</b> Develop quarterly outreach events for schools that will focus on the pathway to licensure and law and ethics.	PLANNED

Number	Major Tasks	STATUS
	START DATE	Q1 2022
	END DATE	Q4 2025

**Objective 6.4:** Identify and implement strategies to gain increased participation in Board meetings from a wider group of stakeholders.

**Success Measure:** Increase Board meeting attendance by 10%.

Number	Major Tasks	STATUS
	START DATE	Q4 2022
	END DATE	Q4 2025