



Board of Behavioral Sciences

CALIFORNIA
**BOARD OF
BEHAVIORAL
SCIENCES**
STRATEGIC PLAN
2018–2021



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Dr. Peter Chiu, Public Member

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Steve Sodergren, Assistant Executive Officer, Board of Behavioral Sciences

MESSAGE FROM THE BOARD CHAIR



The Board of Behavioral Sciences (Board) continues to have a strong commitment to protect and serve Californians by setting, communicating, and enforcing standards for competent mental health practice. The Board continues its collaborative effort between its licensees, stakeholders, and the public to protect consumers and ensure that the services are of the utmost quality.

Since the last *Strategic Plan*, the Board's licensing population has increased 32 percent; and it is anticipated that the need for mental health providers will continue to grow.

Included in this *2018–2021 Strategic Plan* is an emphasis on license portability, increased access through technology and Board accountability. As always, the Board strives to create an environment that is efficient, streamlined, and technologically friendly. As in the previous *Strategic Plan*, our emphasis will continue to be on licensing, examination, enforcement, legislation, and community outreach.

Above all, the Board is dedicated to consumer protection, accountability, transparency, customer service, integrity, quality, and respect. The Board continues to encourage all members of the public to share and participate in this joint venture in maintaining the highest quality of mental health care for all Californians.

Deborah Norsworthy Brown, MPA
Chair, Board of Behavioral Sciences

ABOUT THE BOARD OF BEHAVIORAL SCIENCES

A Pioneering Beginning

In 1945, legislation signed by Governor Earl Warren created the Board of Social Work Examiners. California became the first state to register social workers and the initial effort to protect California consumers began.


Increasing Efforts to Protect Consumers

The 1960s proved to be a busy decade. This young regulatory agency received a new responsibility: administration of the Marriage, Family, and Child Counselor Act in 1963. This additional responsibility inspired a new name: The Social Worker and Marriage Counselor Qualifications Board. In 1969, the Licensed Clinical Social Worker program was established. Change continued in 1970 with the addition of the Licensed Educational Psychologist program. This new mental health profession prompted a third name change: The Board of Behavioral Science Examiners. The Board took its current name, the Board of Behavioral Sciences, on January 1, 1997. Beginning January 1, 2010, a fourth mental health profession, Licensed Professional Clinical Counselor, was added to the Board's regulatory responsibilities.

A Consumer Protection Agency

Since 1945, the Board has been a consumer protection agency that licenses and regulates mental health professionals. Today, the Board provides regulatory oversight for four mental health professions totaling over 110,000 licensees and registrants and growing:

- Licensed Clinical Social Workers
- Licensed Marriage and Family Therapists
- Licensed Educational Psychologists
- Licensed Professional Clinical Counselors

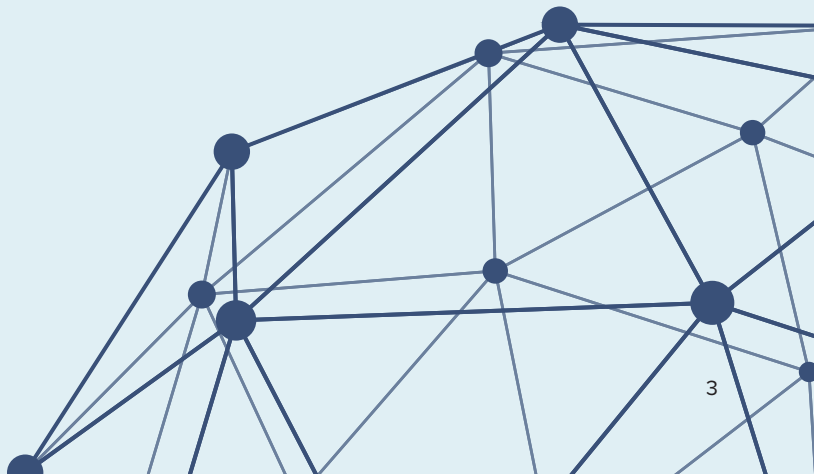


The Board is comprised of six licensed members and seven public members. These members make policy decisions and determine appropriate disciplinary action against licensees and registrants who violate the Board's statutes and regulations. Through the Board staff, the decisions of the Board members are implemented. These decisions ensure California consumers are protected through effective enforcement against licensee/registrant misconduct and establishing standards for examinations and professional licensure.

Board activity is organized through standing and ad-hoc committees. The Policy and Advocacy Committee is the only current standing committee. Ad-hoc committees are established to address emerging issues or concerns related to mental health practice. Each committee provides the opportunity to collaborate with stakeholders to develop policy recommendations that respond to changes in the mental health professions without compromising consumer protection. All committee recommendations are presented to the full Board for approval during a public Board meeting.

The Board Forges Ahead

Focusing on its mission, the Board looks to continue its commitment to protect the consumers of California through effective enforcement, ensuring credibility and high professional standards through examinations and licensing requirements, and providing excellent customer service to all its constituents.



MISSION

Protect and serve Californians by setting, communicating, and enforcing standards for safe and competent mental health practices.

VISION

All Californians are able to access the highest quality mental health services.

VALUES

Accountability – We are accountable to the people of California and each other as stakeholders. We operate transparently and encourage public participation in our decision-making whenever possible.

Customer Service – We acknowledge all stakeholders as our customers, with professionalism, listen to them, and take their needs into account.

Integrity – We are honest, fair, and respectful in our treatment of everyone.

Quality – We will deliver service, information, and products that reflect excellence with the most efficient use of our resources.

Respect – We will be responsive, considerate, and courteous to all, both inside and outside the organization.

STRATEGIC GOAL AREAS

GOAL 1: LICENSING

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

GOAL 2: EXAMINATION

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

GOAL 3: ENFORCEMENT

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

GOAL 4: LEGISLATION AND REGULATION

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

GOAL 5: ORGANIZATIONAL EFFECTIVENESS

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

GOAL 6: OUTREACH AND EDUCATION

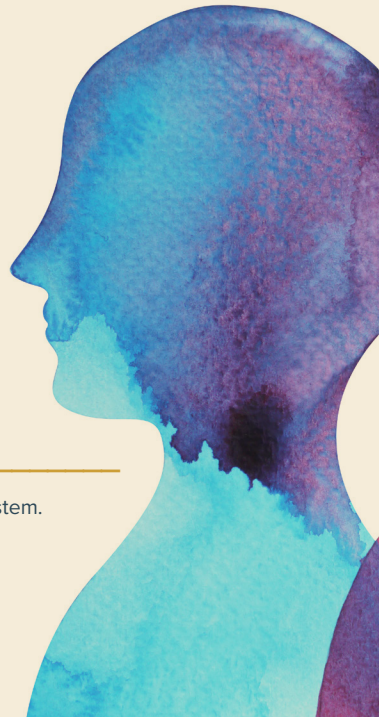
Engage stakeholders through continuous communication about the practice and regulation of the professions, and mental health care.

GOAL 1: LICENSING

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

- 1.1** Identify and implement enhanced communication during the application process to respond to stakeholder concerns regarding communication between applicant and the Board.
- 1.2** Improve and expand the Board's virtual online BreZE¹ functionality to provide applicants with the precise status of their applications and license.
- 1.3** Research and explore a comprehensive online application process to improve efficiency.
- 1.4** Evaluate and revise current laws and regulations relating to licensure portability to increase consumer access to mental health care.

¹BreZE is the Board's licensing and enforcement tracking system.



GOAL 2: EXAMINATION

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

- 2.1** Improve the efficiency and reduce processing times to streamline the online exam application.
- 2.2** Explore methods to improve the candidate's exam experience to address concerns relating to quality and customer service.
- 2.3** Improve the Board's examination study materials to increase access to exam preparation.
- 2.4** Evaluate the Association of Marriage and Family Therapy Regulatory Boards (AMFTRB) national examination to determine if appropriate for use in California.



GOAL 3: ENFORCEMENT

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

- 3.1** Explore the feasibility of additional staff resources to address the increase in number of licensees placed on probation.
- 3.2** Educate registrants and licensees about general legal requirements and consequences to practitioners who fail to adhere to these legal requirements.
- 3.3** Educate the Deputy Attorneys General and Administrative Law Judges regarding the disease of addiction and substance abuse to increase their awareness during the discipline process.
- 3.4** Establish uniform standards and templates for reports and evaluations submitted by the subject matter experts to the Board related to disciplinary matters.

GOAL 4: LEGISLATION AND REGULATION

Ensure the statutes, regulations, policies, and procedures strengthen the Board's mandate and mission.

- 4.1** Pursue legislation to implement the recommendations of the License Portability Committee to improve license portability.
- 4.2** Reorganize the statutes and regulations specific to each Board license type to improve understanding of applicable statutes and regulations.
- 4.3** Continue to review statutory parameters for exempt settings and modify, if necessary, to ensure adequate public protection.
- 4.4** Explore the feasibility of improving the law and ethics renewal requirements to inform licensees about updates in relevant laws.
- 4.5** Review and update existing telehealth regulations to improve consumer protection and access to services.

GOAL 5: ORGANIZATIONAL EFFECTIVENESS

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

- 5.1** Implement a strategic succession plan of Board staff to ensure the continued success of the Board's operations.
- 5.2** Support DCA efforts to contract with independent organizations to perform occupational analyses and salary surveys of management-level positions equivalent to the Executive Officer and Bureau Chief classifications to enhance the Board's ability to attract and retain competitive applicants.
- 5.3** Explore the feasibility of hiring in-house counsel to ensure consistency in the application of law.
- 5.4** Explore the feasibility of hiring a media and Internet technology specialist to increase consistency in messaging to stakeholders.
- 5.5** Improve customer service with stakeholders to expand (or support) effective communication and accessibility to the Board.

GOAL 6: OUTREACH AND EDUCATION

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

- 6.1** Explore modalities of communication to expand and increase outreach.
- 6.2** Advocate to increase Board presence at national professional association meetings to enhance awareness of national trends and best practices.
- 6.3** Develop an outreach program to educate the public about the benefits of mental health care to reduce barriers and destigmatize mental health care.
- 6.4** Explore opportunities to coordinate with stakeholders to increase the diversity of mental health practitioners to better serve California's diverse population.
- 6.5** Improve outreach activities to educational institutions, students, and applicants to educate incoming registrants of application requirements for licensure.

STRATEGIC PLANNING PROCESS

To understand the environment in which the Board operates, as well as identify factors that could impact the Board's success in carrying out its regulatory duties, the Department of Consumer Affairs' SOLID Unit conducted an environmental scan of the Board's internal and external environments by collecting information through the following methods:

- An online survey sent to Board stakeholders in August 2017. The online survey received 534 responses.
- Telephone interviews with Board members in August 2017. A total of 10 telephone interviews were conducted.
- Telephone interviews with the Board's Executive Officer and Assistant Executive Officer in August 2017.
- An online survey sent to Board management and staff in August 2017. The online survey received 23 responses.

The most significant themes and trends identified from the environmental scan were discussed by the Board members, Executive Officer, Assistant Executive Officer, and managers during a strategic planning session facilitated by SOLID on October 19, 2017. This information guided the Board in the development of its strategic objectives outlined in this *2018–2021 Strategic Plan*.



Board of Behavioral Sciences

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BOARD OF BEHAVIORAL SCIENCES

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Strategic Plan adopted in November 2017.

This Strategic Plan is based on stakeholder information and discussions facilitated by SOLID for the Board of Behavioral Sciences in October 2017. Subsequent amendments may have been made after the Board's adoption of this plan.