



Board of Behavioral Sciences

# Memo

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**To:** Board Members

**Date:** November 8, 2023

**From:** Steve Sodergren  
Executive Officer

**Subject:** Organizational Development Report

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## **BREEZE SYSTEM UPDATES**

During the last quarter staff worked with the Office of Information Services (OIS) to complete approximately 9 updates to the Breeze system which included efficiency improvements to streamline processes and continuous efforts to add applications online. Most notably, the Name Change application which is now available online in Breeze. Additionally, post card renewal reminders will now be mailed instead of paper renewals. A paper renewal form is available by request. Currently, there are 30 updates waiting to be developed and implemented.

## **ORGANIZATIONAL DEVELOPMENT**

Board staff is currently working with Human Resources to reallocate, and restructure positions to create a more effective use of the Board's staff resources. In addition, the Board is planning to reorganize its Licensing, Registration, Examination and Cashiering Units to ensure current, and future efficient operations. The goal for this reallocation is to improve the overall productivity of the Board; address inefficiencies and needs of the Board; and to create promotional opportunities which can assist in employee retention.

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

On August 24<sup>th</sup>, Board staff participated in a training session through SOLID titled "Color Lingo". Staff learned to navigate the diversity in communication preferences by discovering the strengths, values, and needs of individuals.

On September 29<sup>th</sup>, the Department of Consumer Affairs (DCA) DEI Steering Committee met and discussed DEI hiring principles. The committee is developing a guide to provide a DEI prospective and tips for recruiting, screening, and selecting diverse and qualified candidates. In addition, a "Removing Bias in the Hiring Process Training Video" is being developed.

On October 4, 2023, DCA offered in-person training to all managers, supervisors, and DCA leaders. The DEI training titled “DEI: Human-Centered Design for Leaders” was facilitated by Dr. Bernard Gibson. The training focused on Human Centered Design Approach which is the thought process and approach to build effective service designs and include others in the process. In addition, this training was offered virtually to all Board & Committee Members on October 9, 2023.

On November 7, 2023, DCA sponsored a virtual training titled, “How Leaders Navigate DEI Dialogue in the Workplace” facilitated by Christopher Veal. The training provided tools to DCA leadership on how to navigate conversations around DEI in the workplace, and tips to foster inclusive leadership.