Operations February 22, 2013

**Board Statistics**

Attached for your review are the quarterly performance statistics. Processing times on this report reflect an average for the quarter.

**Board Staffing**

The Board has one vacancy in the Enforcement Unit. Efforts to fill this position are underway. Effective January 1, 2013, the incumbent in the fingerprint technician position is now working half time. Therefore, some of the duties on this desk have been reassigned to another staff member.

**Licensing Program**

The fourth quarter statistics reflect an overall decrease in application volume.

<table>
<thead>
<tr>
<th>Application type</th>
<th>Applications received (4th quarter)</th>
<th>Applications received prior report (3rd quarter)</th>
<th>Increase/Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFT Intern</td>
<td>953</td>
<td>1565</td>
<td>- 39%</td>
</tr>
<tr>
<td>MFT Examination</td>
<td>577</td>
<td>556</td>
<td>+ 4%</td>
</tr>
<tr>
<td>ASW</td>
<td>521</td>
<td>1063</td>
<td>- 51%</td>
</tr>
<tr>
<td>LCSW Examination</td>
<td>363</td>
<td>370</td>
<td>- 2%</td>
</tr>
<tr>
<td>LEP Examination</td>
<td>18</td>
<td>28</td>
<td>- 36%</td>
</tr>
<tr>
<td>LPCC Intern</td>
<td>110</td>
<td>124</td>
<td>- 11%</td>
</tr>
<tr>
<td>LPCC Examination *</td>
<td>20</td>
<td>20</td>
<td>0</td>
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</tbody>
</table>

* Traditional path does not include grandparent pathway

The Board’s current processing times are noted below. Figures below reflect processing times as of January 31, 2013.

<table>
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<tr>
<th>License type</th>
<th>Current Processing Times</th>
<th>Previous report Processing Times</th>
<th>Increase/Decrease</th>
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<tr>
<td>MFT Intern</td>
<td>43 days</td>
<td>30 days</td>
<td>+ 13 days</td>
</tr>
<tr>
<td>MFT Examination</td>
<td>171 days</td>
<td>135 days</td>
<td>+ 36 days</td>
</tr>
<tr>
<td>ASW</td>
<td>58 days</td>
<td>64 days</td>
<td>- 6 days</td>
</tr>
<tr>
<td>LCSW Examination</td>
<td>161 days</td>
<td>114 days</td>
<td>+ 47 days</td>
</tr>
<tr>
<td>LEP Examination</td>
<td>52 days</td>
<td>91 days</td>
<td>- 39 days</td>
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<tr>
<td>LPCC Intern</td>
<td>126 days</td>
<td>71 days</td>
<td>+ 55 days</td>
</tr>
<tr>
<td>CE Provider</td>
<td>63 days</td>
<td>25 days</td>
<td>+ 38 days</td>
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The increased processing times reflect Board staff’s efforts to assist with the BreEZe testing, decrease in staff within the LCSW unit, and reassignments.
Examination Program
A total of 2511 examinations were administered in the fourth quarter. Seven examination development workshops were conducted October through December.

Administration Program
The cashiering unit is currently processing renewal applications within 6 days of receipt. All other applications are processed within 4 days of receipt.

Enforcement Program
The Enforcement staff received 251 consumer complaints and 298 criminal convictions representing a 10% and 11% decrease respectively from the previous quarter. 527 cases were closed this quarter and 29 cases were referred to the Attorney General’s office for formal discipline.

Enforcement staff continues to meet or exceed the established performance measures (PM) with the exception of PM 4, Formal Discipline. DCA established the performance target for PM 4 at 544 days (18 months). The Board’s current quarterly average is 786 days. Although this quarter’s average is slightly higher than the previous quarter, it is important to note that this quarter saw a significant reduction in the average days to complete a formal investigation. The average reduced from 858 days in October to 688 days in December.

Customer Satisfaction Survey
The fourth quarter reflects a slight decrease in overall satisfaction, accessibility, and courtesy from the third quarter. Successful service increased slightly. Ratings for overall satisfaction, successful service, and accessibility reflect an increase since last year’s fourth quarter rating. The Board’s courtesy rating was equivalent to last year’s fourth quarter rating.

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Quarter Rating (4&lt;sup&gt;th&lt;/sup&gt; Qtr.)</th>
<th>Previous Quarter Rating (3&lt;sup&gt;rd&lt;/sup&gt; Qtr.)</th>
<th>Prior Year Rating (4&lt;sup&gt;th&lt;/sup&gt; Qtr.)</th>
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<tbody>
<tr>
<td>Overall Satisfaction</td>
<td>2.8</td>
<td>3.0</td>
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<td>Successful Service</td>
<td>53</td>
<td>48</td>
<td>41</td>
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<td>Accessibility</td>
<td>2.6</td>
<td>2.7</td>
<td>2.3</td>
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<tr>
<td>Courtesy</td>
<td>3.5</td>
<td>3.9</td>
<td>3.5</td>
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<tr>
<td>Total Survey Responses</td>
<td>62</td>
<td>57</td>
<td>115</td>
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This report provides statistical information relating to various aspects of the Board’s business processes. Statistics are grouped by unit.

Reading the Report
Items on the report are aggregated by quarter. The top of the column indicates the quarter and the year (Q111 = 1/2011-3/2011; Q211 = 4/2011-6/2011). Common abbreviations for licensees and registrants:
LCSW = Licensed Clinical Social Worker; LEP = Licensed Educational Psychologist; LMFT = Licensed Marriage and Family Therapist; LPCC = Licensed Professional Clinical Counselor; ASW = Associate Clinical Social Worker; PCE = Continuing Education Provider. Other common abbreviations: Proc = Process; Def = Deficiency; CV= Clinical Vignette; AG = Attorney General.

Cashiering Unit
The Board’s Cashiering Unit processes license renewals and applications. Approximately 85% of renewal processing occurs in the Department of Consumer Affairs Central Cashiering Unit.

Renewals Processed In-House

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<tr>
<th></th>
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<th>Q211</th>
<th>Q311</th>
<th>Q411</th>
<th>Q112</th>
<th>Q212</th>
<th>Q312</th>
<th>Q412</th>
<th>Total/Avg</th>
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</thead>
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<tr>
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<td>1892</td>
<td>2401</td>
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<td>2015</td>
<td>1814</td>
<td>1197</td>
<td>1822</td>
<td>1939</td>
<td>2064</td>
<td>1918</td>
<td>13893</td>
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<tr>
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<td>22</td>
<td>23</td>
<td>18</td>
<td>29</td>
<td>9</td>
<td>7</td>
<td>7</td>
<td>6</td>
<td>15</td>
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ATS Cashiering Items (e.g. exam eligibility apps, registration apps, etc)

<table>
<thead>
<tr>
<th></th>
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<th>Q211</th>
<th>Q311</th>
<th>Q411</th>
<th>Q112</th>
<th>Q212</th>
<th>Q312</th>
<th>Q412</th>
<th>Total/Avg</th>
</tr>
</thead>
<tbody>
<tr>
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<td>5650</td>
<td>5143</td>
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<td>7562</td>
<td>5864</td>
<td>6681</td>
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<td>48067</td>
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<tr>
<td>Received</td>
<td>4512</td>
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<td>6543</td>
<td>6814</td>
<td>5922</td>
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<td>5</td>
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Initial Licenses Issued*

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<tbody>
<tr>
<td>LCS</td>
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<td>319</td>
<td>216</td>
<td>262</td>
<td>260</td>
<td>317</td>
<td>240</td>
<td>251</td>
<td>2038</td>
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<tr>
<td>LEP</td>
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<td>473</td>
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</table>

*For MFT Intern and ASW registration statistics, please reference the Licensing Unit portion of the report
The Board’s Enforcement Unit investigates consumer complaints and reviews prior and subsequent arrest reports for registrants and licensees. The pending total is a snapshot of all pending items at the close of a quarter.

## Complaint Intake *

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<tr>
<th></th>
<th>Q410</th>
<th>Q111</th>
<th>Q211</th>
<th>Q311</th>
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<th>Q112</th>
<th>Q212</th>
<th>Q312</th>
<th>Q412</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received</td>
<td>242</td>
<td>210</td>
<td>259</td>
<td>237</td>
<td>222</td>
<td>174</td>
<td>253</td>
<td>274</td>
<td>251</td>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
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</tr>
<tr>
<td>Assigned for Investigation</td>
<td>242</td>
<td>210</td>
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<td>216</td>
<td>294</td>
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<td>4</td>
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<td>0</td>
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## Convictions/Arrest Reports

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<th>Q311</th>
<th>Q411</th>
<th>Q112</th>
<th>Q212</th>
<th>Q312</th>
<th>Q412</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
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<td>228</td>
<td>207</td>
<td>190</td>
<td>219</td>
<td>234</td>
<td>323</td>
<td>330</td>
<td>298</td>
<td>2287</td>
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<tr>
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<td>258</td>
<td>228</td>
<td>208</td>
<td>190</td>
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<td>234</td>
<td>323</td>
<td>330</td>
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<td>2288</td>
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<td>Average Days to Close</td>
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<td>4</td>
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<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
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</tr>
<tr>
<td>Pending</td>
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<td>0</td>
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## Investigation**

### Desk Investigation

<table>
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<th>Q112</th>
<th>Q212</th>
<th>Q312</th>
<th>Q412</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned</td>
<td>500</td>
<td>438</td>
<td>467</td>
<td>428</td>
<td>441</td>
<td>508</td>
<td>539</td>
<td>624</td>
<td>538</td>
<td>4483</td>
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<tr>
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<td>580</td>
<td>489</td>
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<td>562</td>
<td>578</td>
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### Field Investigation (Non-Sworn)

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### Field Investigation (Sworn)

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## All Investigations

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Enforcement Actions

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<th>Q412</th>
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Complaint Intake *
Complaints Received by the Program. Measured from date received to assignment for investigation or closure without action.

Investigations **
Complaints investigated by the program whether by desk investigation or by field investigation. Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action. If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation. If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

Disciplinary Orders Average Days to Complete ***
Measured by the date the complaint is received to the date the order became effective.

Citations ****
Measured by the date the complaint is received to the date the citation was issued.
+ unable to capture average data for more than a 12 month cycle

Licensing Unit
The Board’s Licensing Unit evaluates applications for registration and examination eligibility. This involves verifying educational and experience qualifications to ensure they meet requirements defined in statute and regulation.

LCSW Examination Eligibility Applications

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<th>Q411</th>
<th>Q112</th>
<th>Q212</th>
<th>Q312</th>
<th>Q412</th>
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### LPCC Examination Eligibility Applications (Traditional Path)

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### LPCC Grandparenting Applications

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*Applications evaluated and sent a deficiency notice/made exam eligible.

**No LPCC Grandparenting applications were received after Q112 because the application deadline had passed.
### LEP Examination Eligibility Applications

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### MFT Intern Registration Applications

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### LPC Intern Registration Applications

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**Examination Unit**
The Board’s Examination Unit processes complaints and performs other administrative functions relating to the Board’s examination processes.

**Exam Administration**

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**Customer Satisfaction Survey**
The Board maintains a Web based customer satisfaction survey.

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</table>

\(^a\) Average rating based on 1-5 scale (1=Unacceptable, 5=Excellent)

\(^b\) Percent answered “Yes”