

### **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.

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

\* 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.

License type	Current Processing Times	Previous report Processing Times	Increase/Decrease
MFT Intern	43 days	30 days	+ 13 days
MFT Examination	171 days	135 days	+ 36 days
ASW	58 days	64 days	- 6 days
LCSW Examination	161 days	114 days	+ 47 days
LEP Examination	52 days	91 days	- 39 days
LPCC Intern	126 days	71 days	+ 55 days
CE Provider	63 days	25 days	+ 38 days

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.

Category	Current Quarter Rating (4 <sup>th</sup> Qtr.)	Previous Quarter Rating (3 <sup>rd</sup> Qtr.)	Prior Year Rating (4 <sup>th</sup> Qtr.)
Overall Satisfaction	2.8	3.0	2.6
Successful Service	53	48	41
Accessibility	2.6	2.7	2.3
Courtesy	3.5	3.9	3.5
Total Survey Responses	62	57	115



# Board of Behavioral Sciences Quarterly Statistical Report - as of December 31, 2012

## Introduction

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

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Processed	1581	2267	1892	2401	2047	1735	2274	1881	16078
Received	1124	2015	1814	1197	1822	1939	2064	1918	13893
Proc Time	22	23	18	29	9	7	7	6	15

### ATS Cashiering Items (e.g. exam eligibility apps, registration apps, etc)

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Processed	4279	5650	5143	7618	7562	5864	6681	5270	48067
Received	4512	5315	5399	6543	6814	5922	6652	5503	46660
Proc Time	12	9	12	11	8	3	5	4	8

### Initial Licenses Issued\*

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total
LCS	173	319	216	262	260	317	240	251	2038
LEP	13	20	28	18	12	23	27	13	154
LMFT	221	456	267	315	411	442	473	519	3104
PCE	59	42	35	51	77	86	52	53	455
LPCC					9	52	88	105	254

\*For MFT Intern and ASW registration statistics, please reference the Licensing Unit portion of the report

## Enforcement Unit

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 \*

Complaints	Q410	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	YTD
Received	242	210	259	237	222	174	253	274	251	2122
Closed without Assignment for Investigation	0	0	0	0	0	0	0	0	1	1
Assigned for Investigation	242	210	259	237	222	274	216	294	240	2194
Average Days to Close or Assigned for Investigation	6	5	4	4	3	5	6	8		+
Pending	0	0	0	0	0	0	37	17	30	30

Convictions/Arrest Reports	Q410	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	YTD
Received	258	228	207	190	219	234	323	330	298	2287
Closed / Assigned for Investigation	258	228	208	190	219	234	323	330	298	2288
Average Days to Close	2	4	4	4	3	2	1	1	1	+
Pending	0	0	0	0	0	0	0	0	0	0

### Investigation\*\*

Desk Investigation	Q410	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	YTD
Assigned	500	438	467	428	441	508	539	624	538	4483
Closed	394	495	580	489	416	461	562	578	522	4497
Average Days to Close	124	135	140	163	125	126	122	103	120	+
Pending	813	752	634	568	590	641	622	650	675	675

Field Investigation (Non-Sworn)	Q410	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	YTD
Assigned	3	8	1	2	3	7	2	7	0	33
Closed	14	10	14	4	3	11	4	2	4	66
Average Days to Close	372	386	416	481	332	474	331	285	280	+
Pending	30	28	17	12	12	9	7	12	8	8

Field Investigation (Sworn)	Q410	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	YTD
Assigned	6	2	12	5	6	4	3	6	4	48
Closed	6	4	6	8	6	7	7	6	1	51
Average Days to Close	518	362	450	582	294	407	388	563	264	+
Pending	20	18	24	21	20	16	12	11	15	15

All Investigations	Q410	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	YTD
First Assignments	500	438	467	428	441	508	539	624	538	4483
Closed	414	509	600	501	425	479	573	586	527	4614
Average Days to Close	138	142	149	172	129	138	127	108	121	+
Pending	863	798	675	601	622	666	641	673	698	398

## Enforcement Actions

	Q410	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	YTD
AG Cases Initiated	19	22	41	37	16	34	32	22	29	252
AG Cases Pending	155	138	157	163	160	167	169	160	151	151
SOIs Filed	3	8	2	7	6	3	10	9	2	50
Accusations Filed	17	18	14	24	18	21	20	21	20	173
Proposed/Default Decisions Adopted	11	12	5	11	2	9	10	7	11	78
Stipulations Adopted	11	12	14	16	15	11	11	17	14	121
<b>Disciplinary Orders</b>	<b>Q410</b>	<b>Q111</b>	<b>Q211</b>	<b>Q311</b>	<b>Q411</b>	<b>Q112</b>	<b>Q212</b>	<b>Q312</b>	<b>Q412</b>	<b>YTD</b>
Final Orders (Proposed Decisions Adopted, Default Decisions, Stipulations)	22	24	19	27	17	20	21	24	25	199
Average Days to Complete***	729	911	776	855	960	973	858	806	804	+
<b>Citations</b>	<b>Q410</b>	<b>Q111</b>	<b>Q211</b>	<b>Q311</b>	<b>Q411</b>	<b>Q112</b>	<b>Q212</b>	<b>Q312</b>	<b>Q412</b>	<b>YTD</b>
Final Citations	18	9	15	14	11	8	49	16	36	176
Average Days to Complete****	293	306	269	288	262	362	97	134	80	+

### 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

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Received	329	406	346	309	385	409	370	363	2917
Approved	272	311	276	229	450	276	245	365	2424
Proc Time	68	75	88	103	85	95	111	134	95
Proc Time Less Def Lapse	35	40	54	71	61	52	78	104	62

### LMFT Examination Eligibility Applications

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Received	502	500	525	450	575	622	556	577	4307
Approved	341	367	489	436	548	765	478	686	4110
Proc Time	149	161	170	176	179	139	135	146	157
Proc Time Less Def Lapse	117	137	155	158	168	130	115	129	139

### LPCC Examination Eligibility Applications (Traditional Path)

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Received				17	23	16	20	20	96
Approved				0	1	4	11	15	31
Proc Time									
Proc Time Less Def Lapse									

### LPCC Grandparenting Applications

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
LMFT Received**				1171	868				2039
LMFT Approved*				0	195	234	174	196	799
LCSW Received**				86	72				158
LCSW Approved*				0	16	22	4	7	49
LMFT and LCSW Received**				1257	943				2200
LMFT and LCSW Approved*				0	212	256	178	202	848
Non-BBS-Licensee Received**				627	608				1235
Non-BBS-Licensee Approved*				0	88	102	134	370	694

\*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

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Received	15	24	29	17	25	39	28	18	195
Approved	20	12	12	25	26	25	25	32	177
Proc Time	97	127	125	91	86	63	82	57	91
Proc Time Less Def Lapse	29	28	22	49	39	28	31	24	31

### ASW Registration Applications

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Received	409	689	973	556	507	852	1063	521	5570
Approved	389	433	757	729	678	529	871	1002	5388
Proc Time	46	46	55	62	69	43	52	48	53
Proc Time Less Def Lapse	35	40	51	59	63	36	49	45	47

### MFT Intern Registration Applications

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Received	756	884	1462	816	851	1003	1565	953	8290
Approved	677	789	856	1101	980	1162	1251	998	7814
Proc Time	37	32	47	83	68	34	22	32	44
Proc Time Less Def Lapse	30	28	43	78	64	29	20	28	40

### LPC Intern Registration Applications

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total/Avg
Received				43	49	75	124	110	401
Approved				0	11	30	62	80	183
Proc Time					136	125	94	65	105
Proc Time Less Def Lapse					124	102	58	43	82

## Examination Unit

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

### Exam Administration

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412	Total
Total Exams Administered	1887	2162	1809	2063	1967	2470	2125	2511	17587
LCSW Written	506	526	427	466	515	603	435	525	4003
LCSW CV	370	415	332	392	316	402	323	372	2922
LMFT Written	541	606	557	598	575	748	691	789	5105
LMFT CV	441	575	446	578	480	580	487	610	4197
LPCG GAP (LMFT)				2	34	46	87	81	250
LPCG GAP (LCSW)				0	1	1	1	4	7
LPCG GP L&E				0	25	49	57	93	224
LPCG Traditional L&E							7	12	19
LEP	29	40	47	27	21	41	37	25	267

## Customer Satisfaction Survey

The Board maintains a Web based customer satisfaction survey.

	Q111	Q211	Q311	Q411	Q112	Q212	Q312	Q412
Overall Satisfaction <sup>a</sup>	2.9	2.9	2.5	2.6	3.0	2.8	3.0	2.8
Courtesy <sup>a</sup>	3.9	3.6	3.5	3.5	3.8	3.7	3.9	3.5
Accessibility <sup>a</sup>	2.6	2.7	2.1	2.3	2.8	2.6	2.7	2.6
Successful Service <sup>b</sup>	50	54	42	41	47	49	48	53
<b>Total Respondents</b>	<b>172</b>	<b>118</b>	<b>134</b>	<b>115</b>	<b>91</b>	<b>72</b>	<b>57</b>	<b>62</b>

<sup>a</sup> Average rating based on 1-5 scale (1=Unacceptable, 5=Excellent)

<sup>b</sup> Percent answered "Yes"