



BOARD OF BEHAVIORAL SCIENCES
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Meeting Minutes

Budget and Efficiency Committee

April 17, 2006

1:30 p.m. to 2:30 p.m.

Radisson Hotel

6225 West Century Boulevard

Los Angeles, CA 90045

Committee Members Present

Victor Law, Chair
Donna DiGiorgio

Staff Members Present

Paul Riches
Mona Maggio

I. Introductions

Meeting called to order at 1:50 p.m.

II. Strategic Plan Goals 2, 5 & 6 – Report on Progress

Goal 2: Build an excellent organization through effective leadership and professional staff.

Objective 2.1 -- Meet 80% of training goals identified in IDPs by June 30, 2006.

Mr. Riches stated that the board has completed current individual development plans (IDP) for all employees. Mr. Riches provided the general process for conducting these reviews and indicated that we have satisfied this objective.

Objective 2.2 -- Reduce average application processing time by 33% by December 30, 2006.

Mr. Riches stated we have exceeded this processing time reduction in this objective. In the previous quarter processing time was 43% below the baseline established in 2005. The improvement was attributed to personnel and process changes undertaken in the past year. Most notably the average processing times for marriage and family therapist applications is now at 19 days and that number should fall to the 12-13 day range in the next quarter. Average processing times for that program have been well above 40 days for the past year.

Mr. Riches identified ongoing high rates of deficient applications as a major hurdle to further reductions in overall processing time. Staff will be developing strategies to reduce the deficiency rate.

Objective 2.3 -- Increase staff training hours by 15% by June 30, 2010.

Mr. Riches stated that there is no minimum or requirement for staff training, however the strategic plan identifies staff training as essential to meeting organizational goals. Staff compiled a baseline from the 2004-2005 fiscal year of 750 hours. Current year statistics indicate that staff training hours will be in the same range.

Objective 2.4 -- Joint participation by executive staff and board members in 20 external events (non-board meeting) by June 30, 2010.

Mr. Riches stated that this objective is targeted to build relationships between staff and board members outside of regular board meetings. Seven events are already on the calendar for this year.

Mr. Law stated the Board has discussed giving licensees continuing education credits for attending board meetings. Ms. Riemersma representing the California Association of Marriage and Family Therapists and Mr. Wong representing the National Association of Social Workers, California Chapter believe BBS meetings are very educational and provide licensees valuable information. Mr. Law requests that the subject be placed on the agenda for the next committee meeting.

Goal 5: Utilize technology to improve and expand services.

Mr. Riches indicated that the Department of Consumer Affairs has a proposal to fund development of an i-licensing system before the Legislature for inclusion in the 2006-07 fiscal year. Department of Consumer Affairs (DCA) staff reports that they have not heard any negatives. The technology is available but the question lies with funding the costs of development and integration with existing DCA databases. If the i-licensing proposal is approved, it will meet most, if not all, of these objectives. Mr. Riches discussed the Board's ability to fund this project. The DCA proposal includes new budgetary authority to fund the project.

Mr. Law requested that i-licensing information be included in the Board's next newsletter.

Objective 5.1 -- Provide the ability to accept electronic payments by June 30, 2008.

Objective 5.2 -- Process 70% of all renewal applications on-line by June 30, 2009.

Objective 5.3 -- Process 33% of all new applications on-line by June 30, 2010.

Objective 5.4 -- Provide the ability to check the status of all applications online by June 30, 2010.

Goal 6: Maximize the efficiency and effectiveness of the Board's resources.

Objective 6.1 -- Increase licensing staff productivity 13% by June 30, 2010

Mr. Riches presented the baseline data that was developed since the last meeting. Those data indicated total productivity of .71 applications per hour. In order to satisfy this objective, productivity would have to increase to .81 applications per hour. The most recent statistics indicate that license evaluators are working on applications that were received in the current week. This is significant improvement since last year, when evaluators were routinely working on applications received at 30 days prior.

Objective 6.2 -- Increase enforcement staff productivity in processing consumer complaints 29% by June 30, 2010.

Mr. Riches indicated that establishing baseline productivity data for enforcement is much more challenging than for the licensing unit. Staff is working on a methodology and expects to bring baseline to the next meeting.

Objective 6.3 -- Increase examination staff productivity 15% by June 30, 2010.

Mr. Riches indicated that staff has not yet developed a methodology to establish baseline productivity.

III. Review and Possible Action Regarding Fee Reduction Proposal

Mr. Riches indicated that the board could operate for one year without taking in any revenue, and that there is a statute that requires the Board to reduce fees if the reserve fund exceeds two years of operating costs. Accordingly, staff developed a proposal to reduce license renewal fees to approximately:

Marriage and Family Therapist -- \$40
Licensed Clinical Social Worker -- \$30
Licensed Educational Psychologist -- \$20

The staff proposal would be for a two-year period so all licensees and registrants/interns would have the opportunity to benefit before fees are restored to their current levels.

Mr. Riches explained an additional staff suggestion to redirect a portion of fee reduction to the loan repayment program through the Health Professions Education Foundation at the Office of Statewide Health Planning and Development.

Mr. Riches noted that current annual board revenue has been near \$5 million which exceeds the approximately \$4.7 million board budget. However, staff did not recommend a reduction in final fees because the board's personnel budget is getting tighter with the hiring of new staff, and operating costs are expected to increase from the new computer based testing contract.

Mr. Wong suggested spreading out the renewal period to over 3-4 years instead of two-year period.

The committee directed staff to draft language to reduce the renewal fees and place on the board's next agenda for consideration.

IV. Budget Update

Mr. Riches indicated that staff will be submitting a Budget Change Proposal to add two analysts to the enforcement unit. The current analysts have caseloads around 100 which is too high. The proposal will not request additional budgetary authority but propose to reallocate funds from operating expenses to fund the positions. If successful, the proposal would add the positions effective July 1, 2007. The added staff will improve internal response times and reduce unsustainable caseloads for existing staff.

Staff is also working with the DCA budget office to perform some minor realignment of spending within the current budget to establish lines for the Interagency Agreements with the Office of Examination Resources and to reduce the amount allotted for fingerprint reimbursements.

V. Suggestions for Future Agenda Topics

Automation and renewal processes including the electronic transfer of continuing education certificates.