

Board Statistics

Attached for your review are the quarterly performance statistics for the first quarter of FY 2020/2021.

Licensing Program Applications Received

Overall, licensing application received volumes increased by 47% in the first quarter of FY 2020/2021. The greatest increases were seen in the registration applications: 56% increase in initial registration, 38% increase in subsequent registration applications. This is mostly due to the graduation season.

Application	1st Qtr FY 20/21 Volumes	4th Qtr FY 19/20 Volumes	Difference
AMFT Registration	1,241	651	+91%
AMFT Registration Subsequent Number	207	182	+14%
LMFT Examination	941	699	+35%
ASW Registration	1,388	1,081	+28%
ASW Registration Subsequent Number	227	128	+77%
LCSW Examination	646	458	+41%
LEP Examination	17	37	-54%
APCC Registration	575	327	+76%
APCC Registration Subsequent Number	14	14	NA
LPCC Examination	140	94	+49%
Total Applications	5,396	3,671	+47%

Application	1st Qtr FY 20/21 Processing Days	4th Qtr FY 19/20 Processing Days	Difference
AMFT Registration	34	23	+11 Days
LMFT Examination	39	88	-49 Days
ASW Registration	58	36	+22 Days
LCSW Examination	126	139	-13 Days
LEP Examination	54	45	+9 Days
APCC Registration	60	41	+19 Days
LPCC Examination	46	24	+22 Days

Licensing Population

A total of 1,739 initial licenses were issued in the first quarter of FY 2020/2021. As of August 8, 2020, the Board has 122,211 licensees and registrants which is nearly a 1% gain since the fourth quarter of FY 2019/2020. This figure includes all licenses that have been issued and that are current and/or eligible to renew.

LICENSE POPULATION (As of 8/1/2020)				
License	Active	Current Inactive	Delinquent	Total Population
AMFT	12,769	NA	2,875	15,644
ASW	13,359	NA	3,440	16,799
APCC	3,497	NA	1,694	5,191
LMFT	41,495	4,005	3,163	48,663
LCSW	27,260	2,261	1,931	31,452
LEP	1,451	344	294	2,086
LPCC	2,160	134	78	2,372
TOTAL	101,991	6,744	13,475	122,211

Renewal Activity

Overall, renewal activity increased 13% in the first quarter of FY 2020/2021.

Renewals	1st Qtr FY 20/21	4th Qtr FY 19/20	Difference
AMFT	3,222	2,658	+21%
LMFT	5,675	5,317	+7%
ASW	4,273	3,521	+21%
LCSW	3,644	3,499	+4%
LEP	222	214	+4%
APCC	957	701	+37%
LPCC	239	247	-3%
TOTAL Renewals	18,232	16,157	+13%

Administrative Applications

Overall, administrative application volumes increased by 28% in the fourth quarter of FY 2020/2021. Most of this increase can be attributed to the number of address changes that were performed. Address changes are primarily submitted by the licensee online through BreZze.

Application	1 st Qtr FY 20/21 Volumes	4 th Qtr FY 19/20 Volumes	Difference
Name Change	246	218	+13%
Address Change	4,169	2,813	+48%
Duplicate License	701	778	-10%
License Certification	380	479	-21%
TOTAL Admin Applications	5,496	4,288	+28%

Examination Program

Personnel Actions

The Exam unit has a new manager. Cynthi Burnett officially started as Exam Unit manager in September. Cynthi has worked for the Board for 12 years mainly in the Enforcement Unit. Cynthi brings a wealth of experience and knowledge to the Exam Unit. The Exam Unit is also in the application review process for an additional analyst. This position should be hired and fully on board by the middle of November. At that point the Exam Unit will be fully staffed, and some application review timelines and correspondence reply timelines should correspondingly decrease.

Exam Statistics

Attached for your review are the examination statistics by school. A total 4,806 exams were administered in the first quarter of FY 2020/2021. This represents an approximate 75% increase in exam administration from the fourth quarter of FY 2019/2020.

	1 st Quarter FY 2020/2021				4 th Quarter FY 2019/2020			
	Total	Pass%	Total First Time	Pass % First Time	Total	Pass %	Total First Time	Pass % First Time
LMFT L/E	883	83%	730	89%	480	82%	368	88%
LMFT Clinical	1,475	69%	1,128	79%	722	72%	544	83%
LCSW L/E	1,196	83%	1,050	85%	664	86%	561	88%
LCSW ASWB	790	68%	548	84%	570	61%	366	78%
LPCC L/E	371	72%	314	74%	222	81%	177	85%
LPCC NCMHCE	33	55%	27	59%	50	72%	32	75%
LEP	58	53%	41	66%	31	55%	25	60%
TOTAL	4,806				2,739			

The Impact of COVID-19

Because the continued impact of COVID-19 remains an issue, the Board is estimating that complications with scheduling of exams could continue into next year. Although exam administrations have increased, candidates have expressed concern that they are not able to find exam availability until next year. The Board continues to consult with Pearson VUE, ASWB and NBCC to ensure the availability of exams.

When scheduling, the candidates have the option of choosing specific sites and times for their exams. The Board encourages candidates to broaden their location or time choices if they would like to take the exam sooner. Also, since exam availability may fluctuate daily because of cancelation and reschedules, the candidates are encouraged to frequently check Pearson VUE online scheduling site for additional availability. Unfortunately, candidates may have to select a less preferred time or location than if they need to take the exam sooner. Also, the most availability for exams occurs midweek during the day.

Board staff have heard concerns about candidates who are immune-compromised or believe that they have other reasons why they need to take the exam in a private room. This is an option but to exercise this option, candidates need to go through the special accommodations process which involves obtaining a note from a physician that explains the medical need to a private room. Also, it is important to note that each site has only one private room, so availability is limited, which means it is vital to plan and schedule as far in advance as possible.

Pursuant to the Governor's Executive Order N-39-20, three waivers were enacted to minimize the impact the testing administration slow-down and scheduling issues. On October 12, 2020 these waivers were extended. Currently these are the three waivers that have been implemented concerning examinations:

- A twenty-month extension of examination eligibility for exam, Board exam candidates that failed the clinical examination (for LMFT, LCSW, or LPCC applicants) or the written examination (for LEP applicants), and whose one-year eligibility to re-take the examination expired between March 31, 2020 and November 30, 2020. The extension is from the date of the initial eligibility or from the last attempted exam date.
- The waiving of the requirement that associates must pass the California law and ethics examination before a subsequent registration number is issued. The waiver applies to all associates who are in their last year of renewal, if that renewal expires between March 31, 2020 and October 31, 2020.
- The waiving of the requirement that associates must participate in the California law and ethics exam in order to renew their associate registration. The waiver applies to all associates that have a registration that expires between March 31 and October 31, 2020.

Implementing these waivers has required an increased workload for staff due to the required change to system records and additional processing steps. Board staff continues to work closely with the Department and Pearson VUE to ensure that these waivers are implemented efficiently and effectively.

Examination Development

Nine examination development workshops were conducted from July 1 to September 30, 2020.

Enforcement Program

During the first quarter, the Enforcement staff received 494 consumer complaints and 368 criminal convictions. A total of 636 cases were closed and 32 cases were referred to the Attorney General's office for formal discipline. As of September 30, 2020, there were 117 cases pending at the Attorney General's Office. A total of 9 Accusations and 4 Statement of Issues were filed this quarter. The number of final citations for the first quarter was 3.

There was a total of 32 Final Disciplinary Orders. The average number of days to complete Formal Discipline in the first quarter was 487 days. This statistic is measured by the average number of days to complete the Enforcement process for cases investigated and transmitted to the AG's Office for formal discipline within the reference period. The DCA Performance Measure to complete Formal Discipline is 540 days.

The average number of days the case is with the Attorney General's Office in the first quarter was 373. This statistic is measured from the date the Board refers the matter to the Attorney General's to the date the case is complete. The average number of days to complete all Board investigations in the first quarter was 31 days.

Continuing Education Audits

Due to the current Continuing Education waiver, Continuing Education Audits are currently suspended.

Outreach Activity

Board staff attended the following events via the telephone or a video conference platform.

August 2020

August 21 – MFT Consortium Meeting

August 21 – ASCB Meeting – Discuss Portability Compact Proposal

August 28 – Certmey Fireside Chat License Portability Presentation

September

September 11 – CALPCC Educators Meeting
September 14 – MFT Central Coast Consortium Meeting
September 16 – Orange County MFT Consortium Meeting
September 17 – Inland Empire MFT Consortium Meeting
September 22 – AMFTRB Annual Meeting

October

October 30 – Central Valley MFT Consortium Meeting

Communication Report

During the first quarter of FY 2020/2021, the Board has recognized a substantial increase in inquiries. This is not uncommon during this season, but this year the number of inquiries has increased due to affects that COVID has had on the Board's examination program. These inquiries have been regarding scheduling issues and request for extensions to eligibility expiration dates. The Board is continuing to look for ways to ensure that applicants and licensees have access to important information. During the first quarter of FY 2020/2021, the Board has continued with Facebook Fridays and has updated the website by centralizing the Frequently Asked Questions (FAQs) so that they are easier to locate.

Facebook (FB)

On October 1, 2020 the Board began using the FAQ feature in FB messenger feature that allows the FB user to see a list of FAQs with corresponding answers before they submit a comment or message. This function, combined with the active engagement with the FB community by Board staff, has been received positively.

We are continuing our FB Fridays with the BBS. Each week, we will discuss a new important topic for approximately 30 minutes and then answer questions from the audience. During this quarter the following topics have been discussed:

Facebook Live Events 7/31 - 9/30		
6 FB Friday's	38.2K minutes viewed	# reached
7/31/2020	Q&A with BBS	1.7k
8/7/2020	Q&A with BBS	7.6k
8/21/2020	Q&A with BBS / waivers & exams	7.4k
8/28/2020	Q&A with BBS	2.9k
9/4/2020	Assistant Exec. Officer spoke about exams	3.4k
9/4/2020	Q&A with BBS	4.9k
9/18/2020	Q&A with BBS / Breeze apps	4k
9/25/2020	Q&A with BBS / current waivers	4k

Facebook Number of Likes	
8/31/2020	9,910
9/30/2020	10,402

Facebook Number of Followers	
8/31/2020	11,033
9/30/2020	11,594

Twitter

Twitter Number of Views	
July	1033
August	1146
September	1223

Department of Consumer Affairs Call Center Update

During the first quarter of FY 2020/2021, the call center received 7,096 calls for BBS. This represent a 20% increase from the last quarter.

Month	Calls Offered	Calls Handled	Avg Wait	Max Wait	Max Abandon
July	2,406	2,272	2:07	28:51	11:07
August	2,446	2,285	1:56	13:06	14:09
September	2,244	2,115	1:15	8:34	3:39
Total/Avg	7,096	6,672	1:46	16:50	9:38

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