



Board of Behavioral Sciences

Memo

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To: Board Members

Date: August 14, 2025

From: Steve Sodergren
Executive Officer

Subject: Executive Officer Report

BUDGET UPATE

Fund Condition Summary

The Board of Behavioral Sciences has an authorized budget of \$14,061,000 for fiscal year 2024-25. The Board began the fiscal year with a reserve balance of \$16,240,000. The Board projects the collection of \$23,689,000 in total revenue by the end of the fiscal year.

The Board projects total Board expenditures and external costs to equal \$14,777,000 by the end of the fiscal year. This will leave the Board at an ending reserve balance of \$25,152,000 or 19.1 months in reserve.

Revenue Summary

Through May 31, 2025, the Board collected approximately \$22,671,000 in revenue and projects to end the year with \$23,689,000 in total revenue.

Expenditure Summary

Through May 31, 2025, the Board spent or encumbered approximately \$12,139,000 which accounts for 86.3% of its total budget.

Of the amount spent or encumbered:

- Personal Services in the amount of \$6,519,000 account for 53.7%.
- Examinations in the amount of \$1,049,000 account for 8.6%
- Enforcement in the amount of \$1,085,000 accounts for 8.9%.
- Other Operating Expenses and Equipment in the amount of \$3,486,000 account for 28.7%.

The Board projects these expenditures to total \$13,992,000 or 99.5% of its authorized budget by the end of the fiscal year.

Attachment A1: BBS Fund Condition

Attachment A2: Budget Summaries

PERSONNEL UPDATE

PROMOTIONS/NEW EMPLOYEES

Administration Unit

Associate Governmental Program Analyst (AGPA): Budget Analyst

Rachael Lanzone accepted a position as the Budget Analyst with the Board.

Rachael's first day in this position was on May 21, 2025.

Office Technician (OT General): Administration Support

Timothy Nevins accepted a position as an Administration Support Technician with the Board. Timothy's first day in this position was on July 7, 2025.

Criminal Convictions Unit

Staff Services Analyst: Enforcement Analyst

Timothy Koop accepted a position as an Enforcement Analyst with the Board.

Timothy's first day in this position was on June 9, 2025.

Consumer Complaint & Investigations Unit

Limited-Term AGPA: Enforcement Analyst

Brandy Psomas has accepted a promotional position as an Enforcement Analyst within the Consumer Complaint & Investigations Unit. Brandy's start date is being finalized.

Examination & Cashiering Unit

Office Technician (OT Typing): Cashier

Kamma En has accepted a position as a Cashier with the Board. Kamma's first day in this position will be on August 25, 2025.

LCSW & LPCC Licensing Unit

Staff Services Analyst: Licensing Analyst

Martin Gamez has accepted a promotional position as a Licensing Analyst within the LCSW & LPCC Unit. Martin's start date is still being finalized.

DEPARTURES

The Board had no departures during this time.

PERSONNEL REQUESTS

Staff Services Analyst

The Board will request to reclassify a Management Services Technician position to a Staff Services Analyst position.

VACANCIES

The Board currently has three vacancies:

Registration Unit

Limited-Term Management Services Technician: Registration Evaluator

The Board is in the process of scheduling interviews for this position.

LMFT & LEP Unit

Staff Services Analyst: Licensing Analyst

The Board is in the process of scheduling interviews for this position.

Examination & Cashiering Unit

Staff Services Analyst: Examination Analyst

The Board will request to backfill a vacant Staff Services Analyst position in the Examination & Cashiering Unit.

LICENSING UPDATE

POPULATION

A total of 3,995 new registration/licenses were issued in the fourth quarter of fiscal year (FY) 2024/2025. As of July 29, 2025, the Board has 151,854 registrants/licensees which is an approximate 2% gain since the third quarter of FY 2024/2025. This figure includes all licenses that have been issued and that are current and/or eligible to renew.

In the fourth quarter of FY 2024/25 the Board received 270 supervisor certifications. As of July 29, 2025, the Board's supervisor population is 15,125.

APPLICATIONS RECEIVED/APPROVED (FY 2024-25)

Overall, in the fourth quarter of FY 2024/25, the Board received approximately 35% more applications than were received in the third quarter of FY 2024/2025.

PROCESSING TIMES

Registrant application processing times, measured in days, decreased in the third fourth quarter of FY 2024/25 (AMFT: 12, ASW: 12, APCC: 17). LMFT application processing times stayed the same from the third quarter at 69 days. LCSW application processing increased by two days at 58 days. LPCC application processing decreased by one day at 7 days.

ADMINISTRATION APPLICATIONS RECEIVED

Overall, in the fourth quarter of FY 2024/25, the Board received approximately 2% less applications than were received in the third quarter of FY 2024/2025.

FOUR YEAR TREND

From FY 2021/2022 to FY 2024/2025, the total number of licensees increased from 130,343 to 154,495, reflecting steady year-over-year growth across all license types. The largest numerical gains occurred among LMFTs and LCSWs, while LPCCs and AMFTs experienced the fastest percentage growth.

From FY 2021/2022 to FY 2024/2025, total applications received grew from 16,370 to 21,510, marking a 31% increase. The most notable growth occurred in AMFT registrations and LMFT examination applications, with consistent increases across nearly all license categories.

While application volumes have steadily increased there has been a reduction in processing times, particularly in FY 2024/2025. AMFT registration times dropped nearly in half (52 to 27 days) and ASW registration times decreased by more than half (43 to 15 days) despite higher workloads. Most examination categories, including LMFT and LCSW, saw shorter processing times compared to the prior year, though still higher than FY 2021/2022 levels.

Attachment B1: BBS Population Report

Attachment B2: Licensing Applications Received/Processing Times

Attachment B3: Administration Applications Received

Attachment B4: Renewal Applications Received

Attachment B5: License Data Four Year Comparison

EXAMINATION UPDATE

EXAMINATION PASS RATES

A total of 6,367 exams were administered in the 4th quarter of FY 2024/2025. This represents a 6.65% increase in exam administration from the 3rd quarter of FY 2024/2025. For a detailed view of the school pass rate, please see

Attachment C2 - Exam School Report 4th Quarter FY 2024-2025.

Attachment C1: Exam Pass Rate Report

Attachment C2: Exam School Report 4th Quarter FY 2024-2025.

EXAM STATISTICS

The [Exam Statistics](#) located on our website have been updated.

In the past, the statistics were broken into two six-month increments within a calendar year. This has been updated to show one complete calendar year.

Exam staff are working with the Department of Consumer Affairs (DCA) QBIRT reports team in updating the way statistics are shown and the use of possible graphs.

EXAMINATION DEVELOPMENT

Four examination workshops were conducted between April 1, 2025, through June 30, 2025. All workshops were for exam construction and in-person at the Office of Professional Examination Services (OPES).

The workshops were for the LCSW law and ethics examination, LEP written examination, LMFT clinical examination, and the LMFT law and ethics examination.

Board staff continues to work with OPES on recruiting Subject Matter Experts (SME) for the various Board administered exams.

EXAM WORKSHOPS – SUBJECT MATTER EXPERTS

Exam staff worked with the DCA's Office of Information Services team in updating our website. The new section for exam workshops and SMEs can be located at [Exam Workshops - Subject Matter Experts](#).

This section provides information on the types of workshops, compensation, qualifications, and now includes a link to the application to become a SME.

OPES

OPES Chief, Heidi Lincer, retired on July 31, 2025. Amy Welch-Gandy who started with OPES in 1999, was selected as the new OPES Chief effective July 31, 2025.

In June 2025, exam staff visited the OPES office and met with staff who assist us in exam development. It was great to connect face-to-face, as all

communication is typically through phone and/or e-mail.

Exam staff have been invited to attend future workshops to view the process.

SECTION 139 REPORT

BPC § 139 requires DCA programs to submit information about their licensure examinations each fiscal year. This data is published in DCA's Annual Report to the Legislature. Exam staff completed this report and forwarded it to OPES for fiscal year 2024/2025.

ASWB

A new ASWB contract for July 1, 2025, through June 30, 2030, was executed on July 28, 2025.

Examination Administration Change

ASWB recently implemented changes to the administration format of the LCSW Clinical Examination. These changes were made to improve testing conditions for candidates and did not involve any modifications to the exam content itself. Preliminary internal evaluations conducted by ASWB indicated that the revised administration format was not expected to have a detrimental impact on candidates.

Recognizing that the full impact of such changes cannot be assessed in advance, ASWB has committed to ongoing monitoring and data analysis. As part of its standard operational procedures, ASWB is actively evaluating the effects of the changes and will perform comprehensive post-implementation analyses to determine whether any adjustments are needed.

In accordance with Business and Professions Code Section 139, the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conducts a formal review of ASWB's examination development and administration processes every five years. The most recent national review confirmed that ASWB's practices meet the psychometric standards required by applicable guidelines. It is anticipated that during the next review cycle, ASWB will have collected sufficient data to assess the outcomes associated with the administration format change and OPES will evaluate those findings accordingly.

NBCC (CCE)

The NCMHCE contract through NBCC (CCE) expired June 30, 2025. The request for a new contract was submitted to DCA's Contracts Unit on March 13, 2025. The Contracts Unit is working with NBCC (CCE) to finalize the contract, and the term will be July 1, 2025, through June 30, 2030.

STAFF CHANGES

Sabrina Guerra-Anderson started in the exam unit in May 2025 as the Board's accommodation liaison.

ENFORCEMENT UPDATE

In the fourth quarter of FY 2024/2025, the Board received 686 consumer complaints and 257 criminal convictions. Additionally, 680 cases were closed and 37 were referred to the office of the Attorney General. Currently, the average number of days to complete formal discipline is 464 days, the average number of days a case is at the Attorney General's office is 342 days, and the average number of days to complete a Board investigation is 55 days.

During the fourth quarter of FY 2024/2025, the Board received did not receive any petitions for modifications or early termination of probation.

Attachment D: Consumer Complaint and Conviction Report

EDUCATION AND OUTREACH

SOCIAL MEDIA ENGAGEMENT

SOCIAL MEDIA ENGAGEMENT (4th QTR FY 2024-2025)				
	REACH	VISITS	FOLLOWS	FOLLOWERS
Facebook	39,932	81,977	1,254	36,592
Instagram	21,089	17,223	2,254	19,015
Reach: how many people that have interacted with content				
Visits: number of times a Facebook/Instagram page has been visited				
Follows: number of people that began following the Board's page				

OUTREACH EVENTS

During the fourth quarter of FY 2024/25, Board staff participated in 17 outreach events, bringing the fiscal year total to 52 events. Staff continue to encourage stakeholders and organizations to request outreach by emailing bbs.outreach@dca.ca.gov.

Attachment E: Outreach Event Report

ORGANIZATIONAL EFFECTIVENESS

BREEZE SYSTEM UPDATES

Staff are diligently working with the Department of Consumer Affairs (DCA) Office of Information Services (OIS), as we continue to progress with adding registration applications toward an online system. BBS is continuing to validate data to support a more accurate migration of records in alignment with the updated system specifications. When the AMFT online registration becomes available, staff are still scheduled to begin transitioning the ASW (Associate Social Worker) and APCC (Associate Professional Clinical Counselor) registration applications to an online format.

COMMUNICATION

The Department of Consumer Affairs (DCA) Consumer Information Center handled 3,378 calls for the Board during the fourth quarter of FY 2024/25. The average wait time per call was 0:37 minutes.

Board staff received 30,491 emails during the fourth quarter of FY 2024/2025.

Attachment F1: BBS Calls Received/Handled by CIC

Attachment F2: BBS Emails Received

STRATEGIC PLAN UPDATE

The Strategic Plan Update is attached.

Attachment G: BBS Strategic Plan Update August 2025

ATTACHMENT A1

0773 - Behavioral Science Fund
Analysis of Fund Condition
(Dollars in Thousands)
2025-26 Governor's Budget With FM 11 Projections

Prepared 07.07.2025

	Actuals 2023-24	CY 2024-25	BY 2025-26	BY +1 2026-27	BY +2 2027-28
BEGINNING BALANCE	\$ 18,461	\$ 16,240	\$ 25,152	\$ 31,369	\$ 37,402
Prior Year Adjustment	\$ 269	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 18,730	\$ 16,240	\$ 25,152	\$ 31,369	\$ 37,402
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS					
Revenues					
4121200 - Delinquent fees	\$ 177	\$ 191	\$ 181	\$ 181	\$ 181
4127400 - Renewal fees	\$ 12,075	\$ 13,852	\$ 12,102	\$ 12,102	\$ 12,102
4129200 - Other regulatory fees	\$ 186	\$ 232	\$ 189	\$ 189	\$ 189
4129400 - Other regulatory licenses and permits	\$ 7,893	\$ 8,630	\$ 9,062	\$ 9,062	\$ 9,062
4163000 - Income from surplus money investments	\$ 704	\$ 751	\$ 456	\$ 553	\$ 636
4171400 - Escheat of unclaimed checks and warrants	\$ 24	\$ 28	\$ 12	\$ 12	\$ 12
4171500 - Escheat Unclaimed Property	\$ 1	\$ 1.00	\$ -	\$ -	\$ -
4172500 - Miscellaneous revenues	\$ 4	\$ 4	\$ 4	\$ 4	\$ 4
Totals, Revenues	\$ 21,064	\$ 23,689	\$ 22,006	\$ 22,103	\$ 22,186
Transfers to Other Funds					
Loan from Behavioral Sciences Fund (0773) to General Fund (0001) per Control Section 13.40, Budget Act of 2023	\$ -10,000	\$ -	\$ -	\$ -	\$ -
Totals, Transfers and Other Adjustments	\$ -10,000	\$ -	\$ -	\$ -	\$ -
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 11,064	\$ 23,689	\$ 22,006	\$ 22,103	\$ 22,186
TOTAL RESOURCES	\$ 29,794	\$ 39,929	\$ 47,158	\$ 53,472	\$ 59,588
Expenditures:					
1111 Department of Consumer Affairs (State Operations)	\$ 12,604	\$ 13,788	\$ 14,626	\$ 15,065	\$ 15,517
9892 Supplemental Pension Payments (State Operations)	\$ 212	\$ 158	\$ 158	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 738	\$ 831	\$ 1,005	\$ 1,005	\$ 1,005
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 13,554	\$ 14,777	\$ 15,789	\$ 16,070	\$ 16,522
FUND BALANCE	\$ 16,240	\$ 25,152	\$ 31,369	\$ 37,402	\$ 43,066
Reserve for economic uncertainties					
Months in Reserve	13.2	19.1	23.4	27.2	30.4

- NOTES:
- 1. Assumes workload and revenue projections are realized in BY+1 and ongoing.
 - 2. Expenditure growth projected at 3% beginning BY+1.

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Attachment A2: Budget Summaries

Board of Behavioral Sciences FY 2024-25 FM 11 Fund Condition Summary*	
Description	Amount
Beginning Reserve Balance	\$16,240
<i>Projected Fiscal Year-End Totals:</i>	
Revenue	\$23,689
Personal Services	\$7,527
Operating Expenses & Equipment	\$6,515
External Costs	\$989
Reimbursements	(\$254)
Expenditures	\$14,777
Ending Reserve Balance	\$25,152
Months in Reserve	19.1

*Dollars in thousands

Board of Behavioral Sciences FY 2024-25 FM 11 Revenue Report Summary*		
Source	YTD (as of May)	Projected through FY End
Delinquent Fees	\$181	\$191
Other Regulatory Fees	\$218	\$232
Other Regulatory License and Permits	\$7,933	\$8,630
Other Revenue	\$781	\$784
Renewal Fees	\$13,558	\$13,852
Revenue	\$22,671	\$23,689

*Dollars in thousands

Board of Behavioral Sciences FY 2024-25 FM 11 Expenditure Report Summary*			
PERSONAL SERVICES			
Description	Budget Allocation	YTD + Encumbrance	Projected Total
Permanent Positions	\$4,657	\$3,899	\$4,447
Temp Positions	\$0	\$227	\$296
Per Diem/OT/Lump Sum	\$15	\$23	\$59
Staff Benefits	\$2,663	\$2,370	\$2,725
Total	\$7,335	\$6,519	\$7,527
OPERATING EXPENSES & EQUIPMENT			
Description	Budget Allocation	YTD + Encumbrance	Projected Total
Examinations	\$1305**	\$1,049	\$1,210
Enforcement	\$2,086	\$1,085	\$1,313
Other Operating Expenses and Equipment	\$3,567	\$3,486	\$3,992
Total	\$6,958	\$5,620	\$6,515
Reimbursements	-\$50		-\$50
Adjustments	-\$182		
Budget and Expenditure	\$14,061	\$12,139	\$13,992

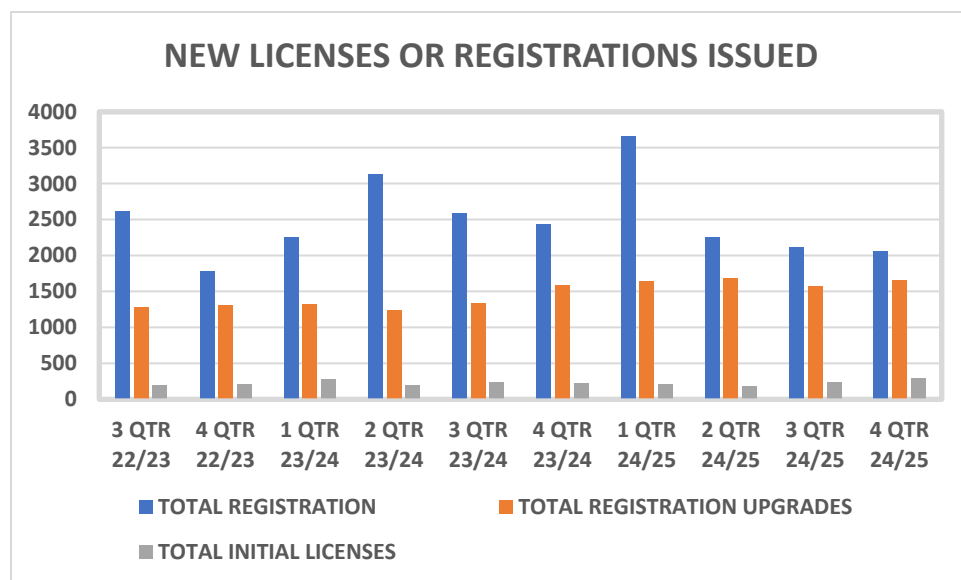
*Dollars in thousands

**Includes allocation for other administrative costs

ATTACHMENT B1: LICENSING POPULATION

NEW REGISTRATIONS & LICENSES ISSUED FY 24/25					
	1 st Qtr Volumes	2 nd Qtr Volumes	3 rd Qtr Volumes	4 th Qtr Volumes	TOTALS
AMFT Registration	1,558	1,098	1,018	757	4,431
ASW Registration	1,633	705	609	880	3,827
APCC Registration	476	445	483	418	1,822
LMFT Upgrade	759	890	739	783	3,171
LMFT Initial	8	10	14	18	50
LCSW Upgrade	709	616	686	679	2,690
LCSW Initial	95	82	110	149	436
LEP Initial	45	27	41	40	153
LPCC Upgrade	170	178	148	188	684
LPCC Initial	61	61	79	83	284
TOTAL	5,514	4,112	3,921	3,995	17,548

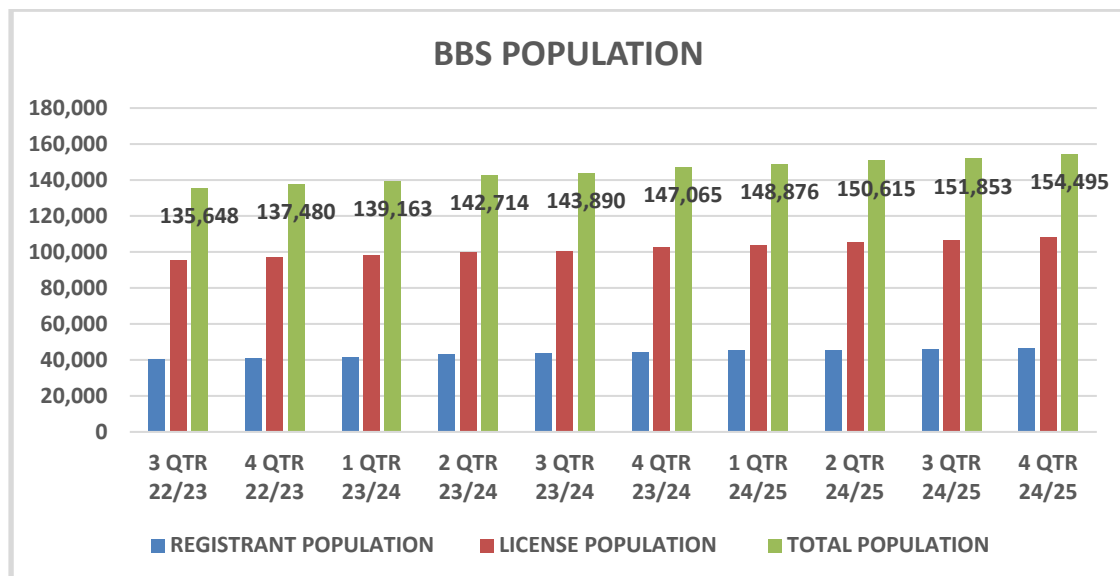
NEW SUPERVISOR CERTIFICATIONS 24/25					
	1 st Qtr Volumes	2 nd Qtr Volumes	3 rd Qtr Volumes	4 th Qtr Volumes	TOTALS
LMFT Supervisor	338	240	221	132	931
LCSW Supervisor	301	231	182	121	835
LPCC Supervisor	37	22	12	17	88
LEP Supervisor	0	0	0	0	0
TOTAL	676	493	415	270	1,854



ATTACHMENT B1: LICENSING POPULATION

POPULATION AS OF JULY 29, 2025				
		CURRENT		
AMFT	16,073	0	1,811	
LMFT	50,358	3,381	3,856	57,595
	66,431	3,381	5,667	75,479
ASW	17,631	0	2,910	20,541
LCSW	37,708	2,202	2,372	42,282
	55,339	2,202	5,282	62,823
LEP	1,792	246	334	
	1,792	246	334	2,372
APCC	5,768	0	2,178	7,946
LPCC	5,510	190	175	5,875
				13,821
	134,840	6,019	13,636	154,495

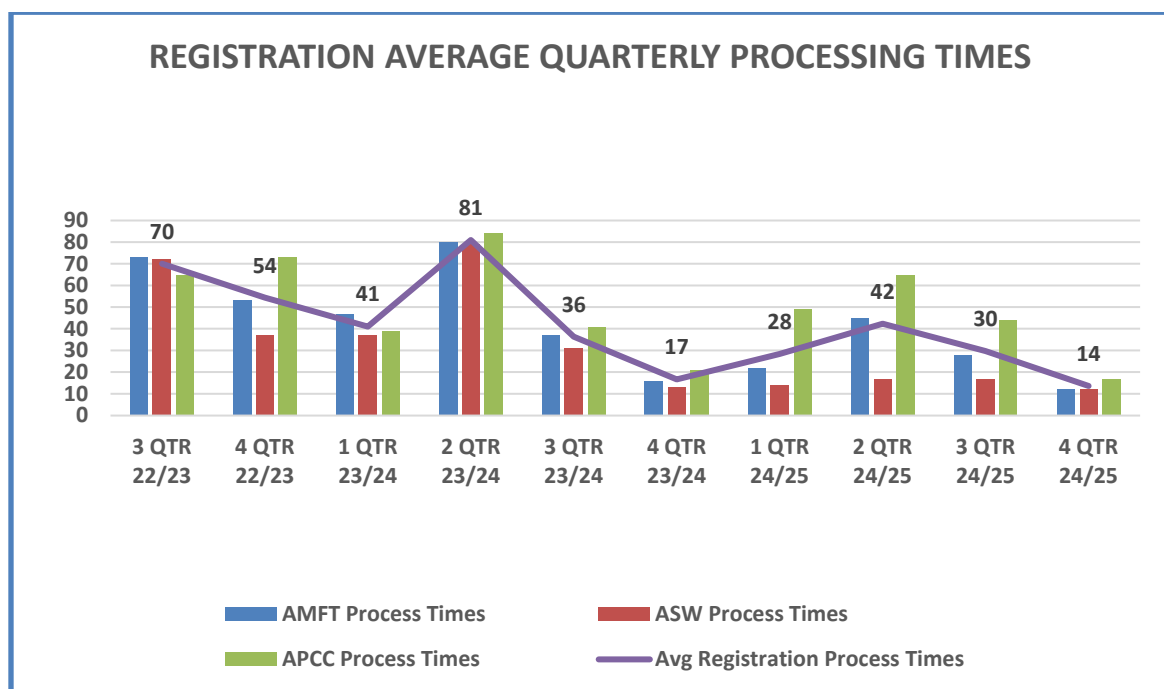
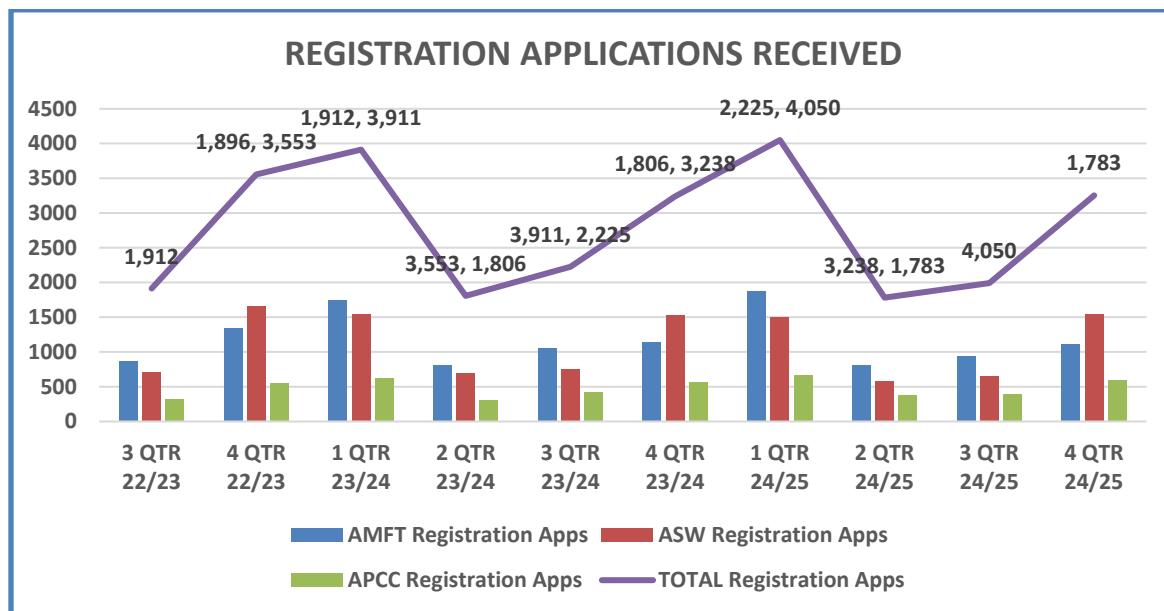
SUPERVISOR POPULATION AS OF APRIL 11, 2025	
LMFT Supervisors	7,828
LCSW Supervisors	6,709
LPCC Supervisors	565
LEP Supervisors	23
TOTAL SUPERVISORS	15,125

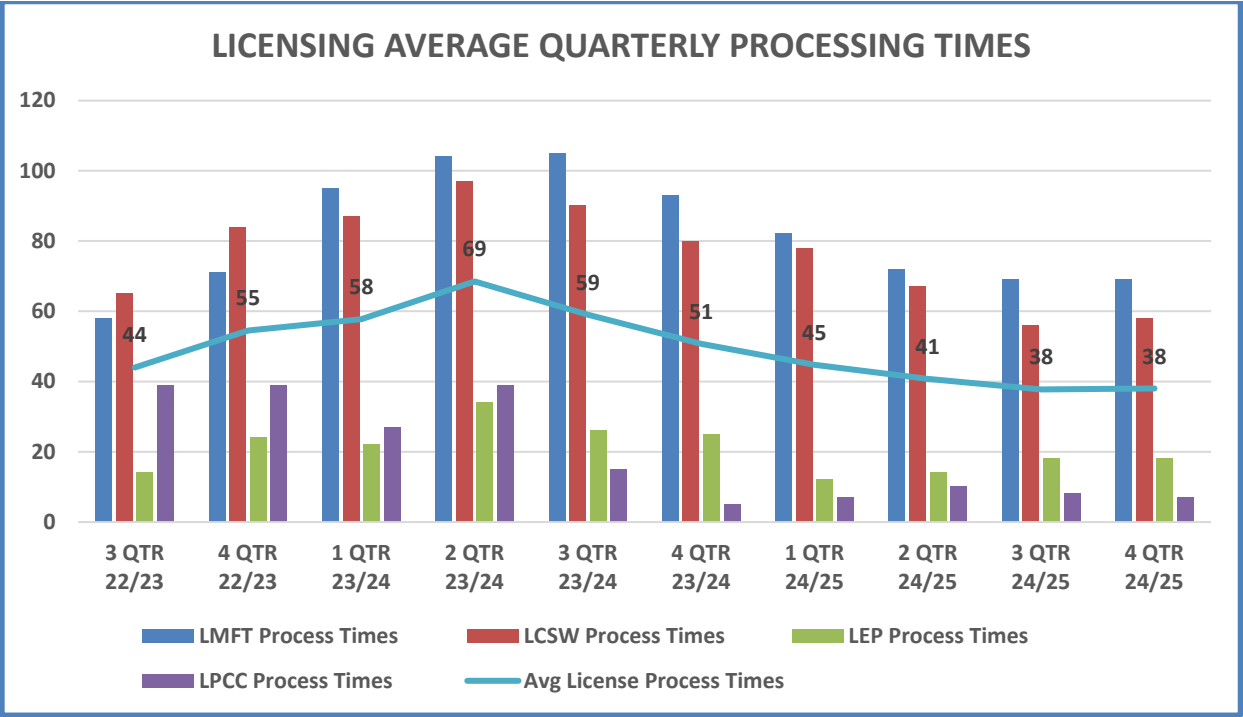
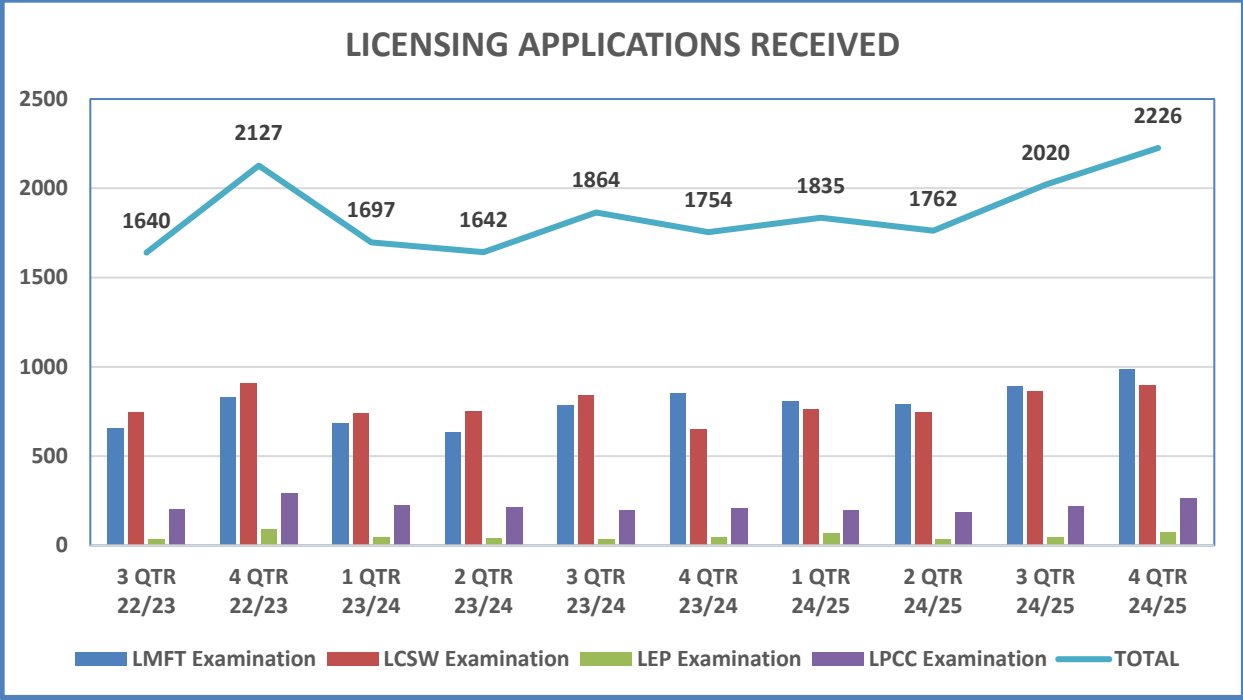


Attachment B2: Licensing Applications Received/Processing Times

APPLICATIONS RECEIVED FY 24/25					
Applications	1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	FY TOTAL
AMFT Registration	1,881	816	938	1,106	4,741
AMFT Sub Registration	165	180	139	157	641
LMFT Exam	808	792	890	986	3,476
LMFT Out of State	9	16	14	20	59
ASW Registration	1,501	583	656	1,547	4,287
ASW Sub Registration	295	174	166	222	857
LCSW Exam	761	745	862	900	3,268
LCSW Out of State	111	116	150	160	537
LEP Exam	70	37	46	76	229
APCC Registration	668	384	398	599	2,049
APCC Sub Registration	21	26	25	30	102
LPCC Examination	196	188	222	264	870
LPCC Out of State	73	100	88	150	411
Total Applications	6,559	4,157	4,594	6,217	21,527

APPLICATION PROCESSING TIMES FY 24/25					
Applications	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	+/- Last Qtr
AMFT Registration	22	45	28	12	-16
LMFT Examination	82	72	69	69	0
ASW Registration	14	17	17	12	-5
LCSW Examination	78	67	56	58	+2
LEP Examination	12	14	18	18	0
APCC Registration	49	65	44	17	-27
LPCC Examination	7	10	8	7	-1





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Attachment B3: Administration Applications Received

ADMINISTRATIVE APPLICATION VOLUMES FY 24/25						
Applications		1 st Qtr Volumes	2 nd Qtr Volumes	3 rd Qtr Volumes	4 th Qtr Volumes	TOTAL
Duplicate Certification No Fee	M	60	67	97	85	309
	O	0	0	0	0	0
Duplicate Cert with Fee	M	33	25	17	26	101
	O	1,424	1,285	1,482	1,478	5,669
Supervisor Certification	M	0	0	0	0	0
	O	113	101	118	131	463
Change of Name	M	80	74	74	80	308
	O	418	431	466	400	1,715
Change of Address	M	73	66	42	43	224
	O	3,420	3,328	3,616	3,595	13,959
Certification Letter	M	88	95	74	70	327
	O	891	718	998	922	3,529
TOTAL Applications		6,600	6,190	6,984	6,830	26,604
M=Manual (Submitted Paper Form) O=Online (Submitted Online Form)						

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ATTACHMENT B4: RENEWAL APPLICATIONS RECEIVED

RENEWAL APPLICATIONS RECEIVED FY 24/25						
Renewals		1 st Qtr Volumes	2 nd Qtr Volumes	3 rd Qtr Volumes	4 th Qtr Volumes	TOTAL
AMFT	M	2,608	1,991	1,780		6,379
	O	3,102	3,676	3,430		10,208
LMFT	M	3,470	3,240	4,103		10,813
	O	6,721	5,641	6,518		18,880
ASW	M	2,812	1,490	2,224		6,526
	O	4,402	3,847	2,663		10,912
LCSW	M	2,453	2,107	2,935		2,458
	O	4,728	4,441	4,896		14,065
LEP	M	144	142	172		458
	O	223	206	224		653
APCC	M	751	683	751		2,185
	O	1,165	1,029	1,066		3,260
LPCC	M	246	204	342		792
	O	479	466	505		1,450
TOTAL RENEWALS		33,304	27,058	28,677		89,039
Active from Inactive		71	41	23		135
Active from Retired		1	2	2		5
Retired		48	52	54		154
M=Manual (Submitted Paper Form) O=Online (Submitted Online Form)						

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ATTACHMENT B5: Licensing Data Four Year Comparison

License Population	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
AMFT	14,678	15,551	17,314	17,884
ASW	17,316	18,481	19,908	20,541
APCC	6,112	6,673	7,216	7,946
LMFT	51,804	53,362	55,380	57,595
LCSW	35,012	37,235	39,928	42,282
LEP	2,155	2,185	2,299	2,372
LPCC	3,266	3,933	5,020	5,875
Total Licensees	130,343	137,480	147,065	154,495

Application Received	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
AMFT Registration	3,425	3,915	4,310	4,739
AMFT Registration Subsequent Number	678	627	629	641
LMFT Examination	2,223	2,672	2,941	3,469
LMFT Out of State	36	68	42	59
ASW Registration	3,671	3,854	4,053	4,283
ASW Registration Subsequent Number	715	639	821	856
LCSW Examination	2,644	2,744	2,845	3,265
LCSW Out of State	403	506	381	537
LEP Examination	135	199	193	229
APCC Registration	1,487	1,690	1,930	2,050
APCC Registration Subsequent Number	86	112	83	102
LPCC Examination	585	674	711	869
LPCC Out of State	282	341	318	411
Total Applications	16,370	18,041	19,257	21,510

Licensing Processing Times	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
AMFT Registration	37	51	52	27
LMFT Examination	77	63	99	74
ASW Registration	36	48	43	15
LCSW Examination	78	66	88	65
LEP Examination	26	20	28	15
APCC Registration	10	49	50	45
LPCC Examination	21	35	19	8

Renewals	FY 2021/2022	FY 2022/2023	FY 2022/2024	FY 2024/2025
AMFT MANUAL	1,217	1,110	1,125	2,967
AMFT ONLINE	10,107	10,210	11,451	12,684
LMFT MANUAL	1,430	1,301	1,495	4,217
LMFT ONLINE	21,127	23,293	22,608	24,769
ASW MANUAL	1,289	1,219	1,246	3,439
ASW ONLINE	11,270	11,675	13,069	14,273
LCSW MANUAL	791	809	927	2,800
LCSW ONLINE	12,715	16,149	15,259	18,536
LEP MANUAL	91	86	104	284
LEP ONLINE	812	862	839	865
APCC MANUAL	624	686	679	1,343
APCC ONLINE	3,120	3,272	3,649	4,186
LPCC MANUAL	40	34	50	317
LPCC ONLINE	1,300	1,209	1,806	2,014
Total Renewals	65,933	71,915	74,307	89,897

Administration Application	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
Name Change Manual	1,640	1,687	881	308
Name Change Online	N/A	N/A	1,039	1,715
Address Change Manual	575	645	489	224
Address Change Online	13,751	13,620	13,645	14,291
License Certification Manual	812	608	491	326
License Certification Online	2,770	2,862	2,951	3,529
Duplicate License Manual	147	138	81	200
Duplicate License Online	4,556	4,732	4,856	5,669
Total Admin Apps	24,251	24,292	24,433	26,262

Attachment C1: Exam Pass Rate Report

	3rd QTR FY 2024/2025				4th QTR FY 2024/2025			
	Total	Pass %	TOTAL 1st Time	Pass % 1st Time	Total	Pass %	TOTAL 1st Time	Pass % 1st Time
LMFT								
Law & Ethics	1,462	75%	1,126	80%	1,444	77%	1,136	83%
Clinical	1,071	68%	803	81%	1,040	73%	764	86%
LCSW								
Law & Ethics	1,346	81%	982	85%	1,706	77%	1,364	80%
ASWB	1,174	53%	722	70%	1,205	59%	696	76%
LPCC								
Law & Ethics	651	67%	491	71%	646	52%	498	58%
NCMHCE	212	67%	150	78%	264	70%	182	79%
LEP								
LEP	54	80%	38	84%	62	69%	48	79%
TOTALS								
Total	5,970				6,367			

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ATTACHMENT C2

Board of Behavioral Sciences EXAM RESULTS BY SCHOOL EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

LICENSE TYPE: LCSW

EXAM: LCSW Clinical Exam (ASWB)

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University,	20	1	1	100%	0	0%	1	1	100%	0	0%
Azusa Pacific University, Azusa	103	30	16	53%	14	47%	14	10	71%	4	29%
BRANDMAN UNIVERSITY	147	18	9	50%	9	50%	9	5	56%	4	44%
California Baptist University	146	23	13	57%	10	43%	19	12	63%	7	37%
California State Polytechnic University, Humboldt - Cal Poly	014	7	4	57%	3	43%	5	4	80%	1	20%
California State University, Bakersfield	002	29	13	45%	16	55%	14	8	57%	6	43%
California State University, Chico	003	11	5	45%	6	55%	4	1	25%	3	75%
California State University, Dominguez Hills	004	32	21	66%	11	34%	22	19	86%	3	14%
California State University, East Bay (Hayward)	007	41	17	41%	24	59%	16	13	81%	3	19%
California State University, Fresno	005	19	9	47%	10	53%	6	3	50%	3	50%
California State University, Fullerton	006	20	16	80%	4	20%	15	14	93%	1	7%
California State University, Long Beach	008	95	61	64%	34	36%	56	47	84%	9	16%
California State University, Los Angeles	009	43	21	49%	22	51%	23	13	57%	10	43%
California State University, Monterey Bay	018	18	10	56%	8	44%	6	5	83%	1	17%
California State University, Northridge	010	56	42	75%	14	25%	32	26	81%	6	19%
California State University, Sacramento	011	44	31	70%	13	30%	25	21	84%	4	16%
California State University, San Bernardino	012	41	24	59%	17	41%	27	19	70%	8	30%
California State University, San Marcos	019	20	14	70%	6	30%	14	10	71%	4	29%
California State University, Stanislaus	013	27	11	41%	16	59%	10	6	60%	4	40%
Loma Linda University	125	16	8	50%	8	50%	8	4	50%	4	50%
OUT-OF-COUNTRY	400	6	2	33%	4	67%	1	1	100%	0	0%
Out-of State	300	221	138	62%	83	38%	146	110	75%	36	25%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
San Diego State University	015	26	22	85%	4	15%	20	17	85%	3	15%
San Francisco State University	016	17	10	59%	7	41%	8	7	88%	1	12%
San Jose State University	017	53	28	53%	25	47%	32	26	81%	6	19%
UC, Berkeley	050	23	19	83%	4	17%	20	17	85%	3	15%
UC, Los Angeles	052	20	15	75%	5	25%	18	15	83%	3	17%
University of Southern California, Los Angeles	145	244	125	51%	119	49%	124	91	73%	33	27%
UNIVERSITY OF THE PACIFIC	148	4	3	75%	1	25%	1	1	100%	0	0%

LCSW Clinical Exam (ASWB) TOTAL: 1,205 708 59% 497 41% 696 526 76% 170 24%

EXAM: LCSW Law and Ethics

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University,	20	3	3	100%	0	0%	2	2	100%	0	0%
Azusa Pacific University, Azusa	103	43	32	74%	11	26%	25	19	76%	6	24%
BRANDMAN UNIVERSITY	147	12	6	50%	6	50%	1	1	100%	0	0%
California Baptist University	146	115	76	66%	39	34%	86	57	66%	29	34%
California State Polytechnic University, Humboldt - Cal Poly	014	25	20	80%	5	20%	18	15	83%	3	17%
California State University, Bakersfield	002	35	28	80%	7	20%	30	24	80%	6	20%
California State University, Chico	003	29	21	72%	8	28%	28	20	71%	8	29%
California State University, Dominguez Hills	004	44	31	70%	13	30%	35	24	69%	11	31%
California State University, East Bay (Hayward)	007	39	27	69%	12	31%	25	19	76%	6	24%
California State University, Fresno	005	23	16	70%	7	30%	15	11	73%	4	27%
California State University, Fullerton	006	54	47	87%	7	13%	51	44	86%	7	14%
California State University, Long Beach	008	76	64	84%	12	16%	64	56	88%	8	12%
California State University, Los Angeles	009	49	38	78%	11	22%	38	31	82%	7	18%
California State University, Monterey Bay	018	26	23	88%	3	12%	23	21	91%	2	9%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Northridge	010	93	78	84%	15	16%	83	71	86%	12	14%
California State University, Sacramento	011	40	27	68%	13	32%	28	20	71%	8	29%
California State University, San Bernardino	012	54	45	83%	9	17%	47	39	83%	8	17%
California State University, San Marcos	019	20	18	90%	2	10%	18	16	89%	2	11%
California State University, Stanislaus	013	23	19	83%	4	17%	21	17	81%	4	19%
Loma Linda University	125	12	6	50%	6	50%	6	3	50%	3	50%
OUT-OF-COUNTRY	400	4	1	25%	3	75%	3	1	33%	2	67%
Out-of-State	300	458	362	79%	96	21%	375	305	81%	70	19%
PACIFIC OAKS COLLEGE, PASADENA (CANDIDACY)	133	1	0	0%	1	100%	0	0		0	
San Diego State University	015	23	15	65%	8	35%	21	15	71%	6	29%
San Francisco State University	016	24	19	79%	5	21%	22	18	82%	4	18%
San Jose State University	017	64	56	88%	8	12%	47	43	91%	4	9%
UC, Berkeley	050	36	34	94%	2	6%	35	33	94%	2	6%
UC, Los Angeles	052	27	22	81%	5	19%	24	21	88%	3	12%
UMASS Global	272	56	40	71%	16	29%	52	39	75%	13	25%
University of Southern California, Los Angeles	145	196	140	71%	56	29%	140	103	74%	37	26%
UNIVERSITY OF THE PACIFIC	148	2	1	50%	1	50%	1	1	100%	0	0%

LCSW Law and Ethics TOTAL: 1,706 1,315 77% 391 23% 1,364 1,089 80% 275 20%

LICENSE TYPE: LEP

EXAM: LEP Standard Written Exam

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	12	8	67%	4	33%	9	7	78%	2	22%
Azusa Pacific University, Azusa	103	6	4	67%	2	33%	5	3	60%	2	40%
California Baptist University, Riverside	105	2	1	50%	1	50%	2	1	50%	1	50%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State Polytechnic University, Humboldt - Cal Poly	014	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Fresno	005	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Los Angeles	009	2	1	50%	1	50%	2	1	50%	1	50%
CALIFORNIA STATE UNIVERSITY, MONTEREY BAY	020	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Sacramento	011	2	2	100%	0	0%	2	2	100%	0	0%
Chapman University, Orange	113	2	1	50%	1	50%	1	1	100%	0	0%
CHICAGO SCHOOL OF PROFESSIONAL PSYCHOLOGY AT LOS ANGELES	251	1	0	0%	1	100%	0	0		0	
Loyola Marymount University, Los Angeles	126	1	0	0%	1	100%	0	0		0	
National University	129	12	8	67%	4	33%	7	5	71%	2	29%
Out-of-State	300	3	1	33%	2	67%	1	1	100%	0	0%
Pepperdine University, Malibu	135	1	0	0%	1	100%	1	0	0%	1	100%
San Diego State University	015	3	3	100%	0	0%	3	3	100%	0	0%
San Francisco State University	016	1	1	100%	0	0%	1	1	100%	0	0%
St. Mary's College of CA, Moraga	136	1	1	100%	0	0%	1	1	100%	0	0%
UC, Berkeley	050	1	1	100%	0	0%	1	1	100%	0	0%
UC, Riverside	053	1	1	100%	0	0%	1	1	100%	0	0%
UMASS GLOBAL	272	1	1	100%	0	0%	1	1	100%	0	0%
University of La Verne, La Verne	140	5	4	80%	1	20%	5	4	80%	1	20%
University of San Francisco, San Francisco	143	1	1	100%	0	0%	1	1	100%	0	0%

LEP Standard Written Exam TOTAL: 62 43 69% 19 31% 48 38 79% 10 21%

LICENSE TYPE: LMFT

EXAM: LMFT Clinical Exam

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	2	2	100%	0	0%	2	2	100%	0	0%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka US International)	139	28	23	82%	5	18%	22	21	95%	1	5%
Antioch University, Los Angeles	241	69	57	83%	12	17%	58	51	88%	7	12%
Antioch University, Santa Barbara	243	7	4	57%	3	43%	5	4	80%	1	20%
Argosy University (aka American School of Prof. Psych.	204	11	3	27%	8	73%	2	0	0%	2	100%
Azusa Pacific University,	20	3	3	100%	0	0%	3	3	100%	0	0%
Azusa Pacific University, Azusa	103	42	32	76%	10	24%	35	31	89%	4	11%
Bethel Theological Seminary	152	1	1	100%	0	0%	0	0		0	
Brandman University	253	56	33	59%	23	41%	32	23	72%	9	28%
California Baptist University, Riverside	105	44	26	59%	18	41%	28	21	75%	7	25%
California Institute of Integral Studies, S.F.	107	33	29	88%	4	12%	28	28	100%	0	0%
California Lutheran University, Thousand Oaks	108	9	9	100%	0	0%	9	9	100%	0	0%
California Polytechnic State University, San Luis Obispo - Cal Poly	001	8	8	100%	0	0%	8	8	100%	0	0%
California Southern University	246	7	6	86%	1	14%	5	5	100%	0	0%
California State Polytechnic University, Humboldt - Cal Poly	014	2	2	100%	0	0%	2	2	100%	0	0%
California State Polytechnic University, Pomona	019	2	1	50%	1	50%	2	1	50%	1	50%
California State University, Bakersfield	002	6	5	83%	1	17%	5	5	100%	0	0%
California State University, Chico	003	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Dominguez Hills	004	10	7	70%	3	30%	8	7	88%	1	12%
California State University, East Bay (Hayward)	007	14	10	71%	4	29%	13	10	77%	3	23%
California State University, Fresno	005	14	10	71%	4	29%	9	7	78%	2	22%
California State University, Fullerton	006	17	16	94%	1	6%	14	13	93%	1	7%
California State University, Long Beach	008	5	5	100%	0	0%	5	5	100%	0	0%
California State University, Los Angeles	009	5	5	100%	0	0%	3	3	100%	0	0%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Northridge	010	16	14	88%	2	12%	13	13	100%	0	0%
California State University, Sacramento	011	7	5	71%	2	29%	6	5	83%	1	17%
California State University, San Bernardino	012	2	2	100%	0	0%	1	1	100%	0	0%
California State University, Stanislaus	013	4	4	100%	0	0%	4	4	100%	0	0%
Cambridge University	265	2	0	0%	2	100%	1	0	0%	1	100%
Capella University	260	1	0	0%	1	100%	0	0		0	
Chapman University, Orange	113	9	4	44%	5	56%	7	4	57%	3	43%
Dominican University of California	117	5	4	80%	1	20%	4	4	100%	0	0%
Fresno Pacific University	153	1	1	100%	0	0%	1	1	100%	0	0%
Fuller Theological Seminary, Pasadena	119	7	7	100%	0	0%	7	7	100%	0	0%
Golden Gate University	151	6	3	50%	3	50%	3	1	33%	2	67%
HIS University	247	1	0	0%	1	100%	0	0		0	
Holy Names University, Oakland	122	6	4	67%	2	33%	5	4	80%	1	20%
Hope International University	131	17	9	53%	8	47%	11	8	73%	3	27%
Jessup University	266	6	5	83%	1	17%	5	4	80%	1	20%
John F. Kennedy University, Orinda	124	13	13	100%	0	0%	11	11	100%	0	0%
La Sierra University	252	2	2	100%	0	0%	2	2	100%	0	0%
Loma Linda University	125	8	8	100%	0	0%	7	7	100%	0	0%
Loyola Marymount University, Los Angeles	126	6	6	100%	0	0%	6	6	100%	0	0%
Meridian University	231	1	1	100%	0	0%	1	1	100%	0	0%
Mount St. Mary's University, Los Angeles	128	17	9	53%	8	47%	9	6	67%	3	33%
National University	129	52	32	62%	20	38%	34	27	79%	7	21%
New College of California, San Francisco	130	1	0	0%	1	100%	0	0		0	
Northcentral University	256	6	5	83%	1	17%	3	3	100%	0	0%
Notre Dame de Namur University	116	8	7	88%	1	12%	3	3	100%	0	0%
Out-of-State	300	14	11	79%	3	21%	11	9	82%	2	18%
Pacific Graduate School of	149	1	1	100%	0	0%	1	1	100%	0	0%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Psychology, Palo Alto											
Pacific Oaks College, Pasadena	133	31	16	52%	15	48%	17	14	82%	3	18%
Pacifica Graduate Institute, Carpinteria	154	11	10	91%	1	9%	11	10	91%	1	9%
Palo Alto University	258	18	13	72%	5	28%	14	11	79%	3	21%
Pepperdine University, Malibu	135	83	68	82%	15	18%	69	60	87%	9	13%
Phillips Graduate Institute	106	15	10	67%	5	33%	10	9	90%	1	10%
POINT LOMA NAZARENE UNIVERSITY	261	13	12	92%	1	8%	12	12	100%	0	0%
San Diego State University	015	10	8	80%	2	20%	8	8	100%	0	0%
San Francisco State University	016	7	6	86%	1	14%	5	5	100%	0	0%
San Jose State University	017	3	3	100%	0	0%	3	3	100%	0	0%
Santa Clara University	144	12	11	92%	1	8%	12	11	92%	1	8%
Simpson University	254	1	1	100%	0	0%	1	1	100%	0	0%
Sonoma State University	018	1	1	100%	0	0%	1	1	100%	0	0%
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	3	1	33%	2	67%	1	0	0%	1	100%
St. Mary's College of CA, Moraga	136	8	6	75%	2	25%	5	5	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	17	11	65%	6	35%	13	9	69%	4	31%
TOURO UNIVERSITY	262	38	28	74%	10	26%	33	25	76%	8	24%
UMASS Global	272	6	5	83%	1	17%	5	5	100%	0	0%
University of La Verne, La Verne	140	2	1	50%	1	50%	2	1	50%	1	50%
University of Phoenix, Sacramento	238	2	0	0%	2	100%	0	0		0	
University of Phoenix, San Diego	236	60	22	37%	38	63%	17	10	59%	7	41%
University of San Diego, San Diego	142	5	5	100%	0	0%	5	5	100%	0	0%
University of San Francisco, San Francisco	143	27	18	67%	9	33%	21	17	81%	4	19%
University of Santa Monica	240	1	0	0%	1	100%	1	0	0%	1	100%
University of Southern California, Los Angeles	145	14	13	93%	1	7%	13	12	92%	1	8%
University of the West	255	2	0	0%	2	100%	0	0		0	
Vanguard University of Southern California	156	8	7	88%	1	12%	6	6	100%	0	0%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Western Institute for Social Research, Berkeley	220	3	3	100%	0	0%	2	2	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	4	4	100%	0	0%	3	3	100%	0	0%
Wright Institute, Berkeley	150	20	17	85%	3	15%	19	17	89%	2	11%

LMFT Clinical Exam TOTAL: 1,040 755 73% 285 27% 764 654 86% 110 14%

EXAM: LMFT Law and Ethics

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	34	30	88%	4	12%	34	30	88%	4	12%
Alliant International University (aka US International)	139	15	8	53%	7	47%	1	0	0%	1	100%
Antioch University, Los Angeles	241	81	65	80%	16	20%	67	59	88%	8	12%
Antioch University, Santa Barbara	243	21	16	76%	5	24%	16	12	75%	4	25%
Argosy University (aka American School of Prof. Psych.)	204	10	5	50%	5	50%	3	2	67%	1	33%
Azusa Pacific University, Azusa	103	22	20	91%	2	9%	19	18	95%	1	5%
Bethel Theological Seminary	152	1	1	100%	0	0%	0	0		0	
Biola University, La Mirada (Rosemead School of Psy)	104	9	7	78%	2	22%	9	7	78%	2	22%
Brandman University	253	31	18	58%	13	42%	16	13	81%	3	19%
California Baptist University, Riverside	105	64	44	69%	20	31%	43	31	72%	12	28%
California Institute of Integral Studies, S.F.	107	38	32	84%	6	16%	30	28	93%	2	7%
California Lutheran University, Thousand Oaks	108	5	4	80%	1	20%	5	4	80%	1	20%
California Polytechnic State University, San Luis Obispo - Cal Poly	001	4	4	100%	0	0%	2	2	100%	0	0%
California Southern University	246	3	2	67%	1	33%	3	2	67%	1	33%
California State Polytechnic University, Humboldt - Cal Poly	014	7	7	100%	0	0%	7	7	100%	0	0%
California State Polytechnic University, Pomona	019	3	3	100%	0	0%	3	3	100%	0	0%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Bakersfield	002	5	5	100%	0	0%	5	5	100%	0	0%
California State University, Chico	003	7	7	100%	0	0%	7	7	100%	0	0%
California State University, Dominguez Hills	004	14	9	64%	5	36%	10	8	80%	2	20%
California State University, East Bay (Hayward)	007	15	12	80%	3	20%	11	10	91%	1	9%
California State University, Fresno	005	8	7	88%	1	12%	7	6	86%	1	14%
California State University, Fullerton	006	18	17	94%	1	6%	16	15	94%	1	6%
California State University, Long Beach	008	6	6	100%	0	0%	6	6	100%	0	0%
California State University, Los Angeles	009	16	12	75%	4	25%	15	11	73%	4	27%
California State University, Northridge	010	9	9	100%	0	0%	8	8	100%	0	0%
California State University, Sacramento	011	9	7	78%	2	22%	6	5	83%	1	17%
California State University, San Bernardino	012	5	4	80%	1	20%	5	4	80%	1	20%
California State University, Stanislaus	013	3	2	67%	1	33%	3	2	67%	1	33%
Cambridge University	265	3	1	33%	2	67%	0	0		0	
Capella University	260	1	1	100%	0	0%	1	1	100%	0	0%
Chapman University, Orange	113	4	3	75%	1	25%	3	3	100%	0	0%
Daybreak University	269	2	1	50%	1	50%	2	1	50%	1	50%
Dominican University of California	117	7	6	86%	1	14%	7	6	86%	1	14%
Fresno Pacific Biblical Seminary, Fresno	127	1	1	100%	0	0%	0	0		0	
Fresno Pacific University	153	7	7	100%	0	0%	6	6	100%	0	0%
Fuller Theological Seminary, Pasadena	119	21	18	86%	3	14%	14	14	100%	0	0%
Golden Gate University	151	10	8	80%	2	20%	9	8	89%	1	11%
Holy Names University, Oakland	122	10	5	50%	5	50%	1	1	100%	0	0%
Hope International University	131	29	19	66%	10	34%	23	15	65%	8	35%
Jessup University	266	15	12	80%	3	20%	11	11	100%	0	0%
John F. Kennedy University,	124	7	4	57%	3	43%	4	3	75%	1	25%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Orinda											
KAISER PERMANENTE SCHOOL OF ALLIED HEALTH SCIENCES	273	7	6	86%	1	14%	7	6	86%	1	14%
La Sierra University	252	3	3	100%	0	0%	3	3	100%	0	0%
Loma Linda University	125	3	3	100%	0	0%	3	3	100%	0	0%
Loyola Marymount University, Los Angeles	126	10	8	80%	2	20%	8	7	88%	1	12%
Meridian University	231	2	2	100%	0	0%	2	2	100%	0	0%
Mount St. Mary's University, Los Angeles	128	15	11	73%	4	27%	12	10	83%	2	17%
National University	129	79	54	68%	25	32%	62	45	73%	17	27%
Northcentral University	256	1	0	0%	1	100%	0	0		0	
Notre Dame de Namur University	116	13	10	77%	3	23%	12	9	75%	3	25%
OUT-OF-COUNTRY	400	1	1	100%	0	0%	0	0		0	
Out-of-State	300	46	39	85%	7	15%	37	33	89%	4	11%
Pacific Graduate School of Psychology, Palo Alto	149	15	13	87%	2	13%	15	13	87%	2	13%
Pacific Oaks College, Pasadena	133	23	14	61%	9	39%	8	5	62%	3	38%
Pacifica Graduate Institute, Carpinteria	154	23	20	87%	3	13%	21	19	90%	2	10%
Palo Alto University	258	18	12	67%	6	33%	17	11	65%	6	35%
Pepperdine University, Malibu	135	180	135	75%	45	25%	139	109	78%	30	22%
Phillips Graduate Institute	106	14	9	64%	5	36%	12	8	67%	4	33%
POINT LOMA NAZARENE UNIVERSITY	261	5	5	100%	0	0%	5	5	100%	0	0%
Rhombus University	270	1	0	0%	1	100%	1	0	0%	1	100%
San Diego State University	015	12	12	100%	0	0%	12	12	100%	0	0%
San Francisco State University	016	10	10	100%	0	0%	9	9	100%	0	0%
San Jose State University	017	4	4	100%	0	0%	4	4	100%	0	0%
Santa Clara University	144	44	39	89%	5	11%	41	36	88%	5	12%
Saybrook University	137	2	2	100%	0	0%	1	1	100%	0	0%
Simpson University	254	3	2	67%	1	33%	2	2	100%	0	0%
Sofia University, San Jose	155	4	3	75%	1	25%	4	3	75%	1	25%
Sonoma State University	018	5	5	100%	0	0%	5	5	100%	0	0%
Southern California Seminary (aka	237	6	4	67%	2	33%	4	2	50%	2	50%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Southern CA Bible College and Seminary)											
St. Mary's College of CA, Moraga	136	5	4	80%	1	20%	3	3	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	19	12	63%	7	37%	15	10	67%	5	33%
TOURO UNIVERSITY	262	52	39	75%	13	25%	45	35	78%	10	22%
UC, San Francisco	055	2	1	50%	1	50%	2	1	50%	1	50%
UMASS Global	272	21	16	76%	5	24%	17	14	82%	3	18%
University of La Verne, La Verne	140	8	7	88%	1	12%	8	7	88%	1	12%
University of Phoenix, San Diego	236	59	25	42%	34	58%	26	11	42%	15	58%
University of San Diego, San Diego	142	9	7	78%	2	22%	9	7	78%	2	22%
University of San Francisco, San Francisco	143	58	52	90%	6	10%	51	46	90%	5	10%
University of Southern California, Los Angeles	145	36	33	92%	3	8%	35	32	91%	3	9%
University of the West	255	2	2	100%	0	0%	1	1	100%	0	0%
Vanguard University of Southern California	156	14	13	93%	1	7%	13	12	92%	1	8%
Weimar Institute	271	1	1	100%	0	0%	1	1	100%	0	0%
Western Institute for Social Research, Berkeley	220	2	1	50%	1	50%	1	1	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	8	8	100%	0	0%	7	7	100%	0	0%
Wright Institute, Berkeley	150	19	19	100%	0	0%	18	18	100%	0	0%

LMFT Law and Ethics TOTAL: 1,444 1,115 77% 329 23% 1,136 942 83% 194 17%

LICENSE TYPE: LPCC

EXAM: LPCC Law and Ethics

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	12	4	33%	8	67%	7	3	43%	4	57%
Antioch University, Los Angeles	241	7	6	86%	1	14%	7	6	86%	1	14%
Antioch University, Santa Barbara	243	2	1	50%	1	50%	2	1	50%	1	50%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University,	20	1	1	100%	0	0%	0	0		0	
Azusa Pacific University, Azusa	103	34	10	29%	24	71%	25	10	40%	15	60%
Bastyr University	267	5	3	60%	2	40%	4	2	50%	2	50%
Bethel Theological Seminary	152	1	0	0%	1	100%	0	0		0	
Brandman University	253	3	0	0%	3	100%	0	0		0	
California Baptist University, Riverside	105	22	5	23%	17	77%	17	5	29%	12	71%
California Institute of Integral Studies, S.F.	107	1	0	0%	1	100%	1	0	0%	1	100%
California Southern University	246	1	0	0%	1	100%	0	0		0	
California State University, Dominguez Hills	004	1	0	0%	1	100%	1	0	0%	1	100%
California State University, East Bay (Hayward)	007	3	1	33%	2	67%	3	1	33%	2	67%
California State University, Fresno	005	6	3	50%	3	50%	3	2	67%	1	33%
California State University, Fullerton	006	6	4	67%	2	33%	5	3	60%	2	40%
California State University, Long Beach	008	3	3	100%	0	0%	3	3	100%	0	0%
California State University, Los Angeles	009	4	1	25%	3	75%	4	1	25%	3	75%
California State University, Northridge	010	3	2	67%	1	33%	3	2	67%	1	33%
California State University, Sacramento	011	6	5	83%	1	17%	5	5	100%	0	0%
California State University, San Bernardino	012	8	4	50%	4	50%	5	3	60%	2	40%
California State University, Stanislaus	013	2	1	50%	1	50%	0	0		0	
Chapman University, Orange	113	5	1	20%	4	80%	3	1	33%	2	67%
Concordia University	268	10	6	60%	4	40%	8	6	75%	2	25%
Dominican University of California	117	2	1	50%	1	50%	2	1	50%	1	50%
Fuller Theological Seminary, Pasadena	119	3	3	100%	0	0%	3	3	100%	0	0%
Golden Gate University	151	1	0	0%	1	100%	1	0	0%	1	100%
Holy Names University, Oakland	122	1	1	100%	0	0%	0	0		0	
Hope International University	131	1	1	100%	0	0%	1	1	100%	0	0%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Jessup University	266	6	6	100%	0	0%	6	6	100%	0	0%
La Sierra	252	1	0	0%	1	100%	1	0	0%	1	100%
Loma Linda University	125	1	1	100%	0	0%	0	0		0	
Loyola Marymount University, Los Angeles	126	8	2	25%	6	75%	6	0	0%	6	100%
National University	129	23	9	39%	14	61%	17	6	35%	11	65%
Notre Dame de Namur University	116	5	0	0%	5	100%	4	0	0%	4	100%
OUT-OF-COUNTRY	400	1	0	0%	1	100%	1	0	0%	1	100%
Out-of-State	300	250	124	50%	126	50%	189	102	54%	87	46%
Pacific Graduate School of Psychology, Palo Alto	149	2	2	100%	0	0%	1	1	100%	0	0%
Pacific Oaks College, Pasadena	133	1	0	0%	1	100%	1	0	0%	1	100%
Pacifica Graduate Institute, Carpinteria	154	13	13	100%	0	0%	13	13	100%	0	0%
Palo Alto University	258	8	7	88%	1	12%	7	7	100%	0	0%
Pepperdine University, Malibu	135	42	26	62%	16	38%	36	24	67%	12	33%
Point Loma Nazarene University	261	3	3	100%	0	0%	2	2	100%	0	0%
San Diego State University	015	14	5	36%	9	64%	11	5	45%	6	55%
San Francisco State University	016	4	4	100%	0	0%	4	4	100%	0	0%
San Jose State University	017	5	2	40%	3	60%	2	1	50%	1	50%
Santa Clara University	144	2	2	100%	0	0%	2	2	100%	0	0%
Saybrook University	137	6	2	33%	4	67%	5	1	20%	4	80%
Sofia University, San Jose	155	3	3	100%	0	0%	3	3	100%	0	0%
Sonoma State University	018	2	1	50%	1	50%	2	1	50%	1	50%
St. Mary's College of CA, Moraga	136	1	0	0%	1	100%	1	0	0%	1	100%
The Chicago School of Professional Psychology at Los Angeles	251	8	4	50%	4	50%	7	4	57%	3	43%
Touro University	262	7	4	57%	3	43%	6	4	67%	2	33%
UC, San Diego	054	1	0	0%	1	100%	0	0		0	
UMASS Global	272	13	7	54%	6	46%	11	7	64%	4	36%
University of La Verne, La Verne	140	9	2	22%	7	78%	3	2	67%	1	33%
University of Phoenix, San Diego	236	3	0	0%	3	100%	1	0	0%	1	100%
University of Redlands	259	5	3	60%	2	40%	4	2	50%	2	50%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
University of San Diego, San Diego	142	15	10	67%	5	33%	11	8	73%	3	27%
University of San Francisco, San Francisco	143	12	8	67%	4	33%	10	7	70%	3	30%
University of the Pacific, Stockton	146	1	0	0%	1	100%	1	0	0%	1	100%
Vanguard University of Southern California	156	3	3	100%	0	0%	3	3	100%	0	0%
Western Institute for Social Research, Berkeley	220	1	1	100%	0	0%	1	1	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	4	4	100%	0	0%	4	4	100%	0	0%
Wright Institute, Berkeley	150	9	8	89%	1	11%	9	8	89%	1	11%

LPCC Law and Ethics TOTAL: 646 333 52% 313 48% 498 287 58% 211 42%

EXAM: NCMHCE Exam

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	3	2	67%	1	33%	2	2	100%	0	0%
Antioch University, Los Angeles	241	3	3	100%	0	0%	3	3	100%	0	0%
Antioch University, Santa Barbara	243	1	1	100%	0	0%	1	1	100%	0	0%
Azusa Pacific University, Azusa	103	18	11	61%	7	39%	10	9	90%	1	10%
Bastyr University	267	1	1	100%	0	0%	1	1	100%	0	0%
Brandman University	253	3	0	0%	3	100%	0	0		0	
California Baptist University, Riverside	105	14	10	71%	4	29%	10	7	70%	3	30%
California Institute of Integral Studies, S.F.	107	2	2	100%	0	0%	1	1	100%	0	0%
California Southern University	246	2	1	50%	1	50%	1	1	100%	0	0%
California State University, Bakersfield	002	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Fresno	005	6	3	50%	3	50%	5	2	40%	3	60%
California State University, Fullerton	006	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Long Beach	008	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Los	009	2	2	100%	0	0%	1	1	100%	0	0%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Angeles											
California State University, Sacramento	011	5	4	80%	1	20%	3	3	100%	0	0%
California State University, San Bernardino	012	8	5	62%	3	38%	7	4	57%	3	43%
Chapman University, Orange	113	2	2	100%	0	0%	2	2	100%	0	0%
Concordia University	268	3	2	67%	1	33%	2	1	50%	1	50%
Dominican University of California	117	2	1	50%	1	50%	1	1	100%	0	0%
Hope International University	131	1	1	100%	0	0%	1	1	100%	0	0%
Jessup University	266	2	0	0%	2	100%	1	0	0%	1	100%
John F. Kennedy University, Orinda	124	2	0	0%	2	100%	2	0	0%	2	100%
La Sierra	252	3	2	67%	1	33%	2	1	50%	1	50%
Loma Linda University	125	1	0	0%	1	100%	0	0		0	
Loyola Marymount University, Los Angeles	126	7	6	86%	1	14%	5	4	80%	1	20%
Meridian University	231	1	1	100%	0	0%	1	1	100%	0	0%
National University	129	5	1	20%	4	80%	2	1	50%	1	50%
Notre Dame de Namur University	116	3	0	0%	3	100%	2	0	0%	2	100%
OUT-OF-COUNTRY	400	1	1	100%	0	0%	0	0		0	
Out-of-State	300	72	50	69%	22	31%	49	36	73%	13	27%
Pacific Oaks College, Pasadena	133	1	1	100%	0	0%	1	1	100%	0	0%
Pacifica Graduate Institute, Carpinteria	154	1	1	100%	0	0%	1	1	100%	0	0%
Palo Alto University	258	6	6	100%	0	0%	5	5	100%	0	0%
Pepperdine University, Malibu	135	12	12	100%	0	0%	12	12	100%	0	0%
Point Loma Nazarene University	261	1	1	100%	0	0%	1	1	100%	0	0%
San Diego State University	015	8	6	75%	2	25%	6	4	67%	2	33%
San Jose State University	017	2	2	100%	0	0%	1	1	100%	0	0%
Santa Clara University	144	1	1	100%	0	0%	1	1	100%	0	0%
Saybrook University	137	1	1	100%	0	0%	1	1	100%	0	0%
Sonoma State University	018	2	2	100%	0	0%	1	1	100%	0	0%
St. Mary's College of CA, Moraga	136	1	1	100%	0	0%	1	1	100%	0	0%
The Chicago School of Professional Psychology at Los	251	4	3	75%	1	25%	1	1	100%	0	0%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2025 THROUGH Jun 30, 2025

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Angeles											
Touro University	262	2	1	50%	1	50%	1	1	100%	0	0%
UMASS Global	272	1	1	100%	0	0%	1	1	100%	0	0%
University of La Verne, La Verne	140	10	4	40%	6	60%	5	2	40%	3	60%
University of Phoenix, San Diego	236	5	0	0%	5	100%	0	0		0	
University of Redlands	259	7	6	86%	1	14%	5	5	100%	0	0%
University of San Diego, San Diego	142	13	11	85%	2	15%	11	10	91%	1	9%
University of San Francisco, San Francisco	143	7	6	86%	1	14%	6	5	83%	1	17%
University of the Pacific, Stockton	146	1	1	100%	0	0%	1	1	100%	0	0%
Vanguard University of Southern California	156	1	1	100%	0	0%	1	1	100%	0	0%

NCMHCE Exam TOTAL: 264 184 70% 80 30% 182 143 79% 39 21%

Att. D – Consumer Complaint and Conviction Report

CONSUMER COMPLAINT & CRIMINAL CONVICTION REPORT FY 24/25					
	1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	TOTAL
Consumer Complaints	519	485	634	686	2,324
Criminal Convictions	284	212	196	257	949
Cases Closed	570	516	479	680	2,245
Referred to Attorney General	16	35	13	37	101
Cases Pending at Attorney General	93	88	61	99	99
Accusations Filed	16	12	10	21	59
Statement of Issues Filed	5	2	6	11	24
Citations Issued	31	13	13	16	73
Final Disciplinary Orders	21	23	22	33	99
AVERAGES					
Average Number of Days to Complete Formal Discipline*	369	486	503	464	456
Average Number of Days a Case is at Attorney General**	265	355	314	342	319
Average Number of Days to Complete Board Investigations	63	62	81	55	66

*This statistic is measured by the average number of days to complete the enforcement process for cases investigated and transmitted to the Attorney General's (AG) Office for formal discipline within the reference period. The DCA Performance Measure to complete formal discipline is 540 days.

**This statistic is measured from the date the Board refers the matter to the AG's Office to the date the case is complete.

PETITIONS RECEIVED April 1 – June 30, 2025

Modification and Early Termination	0
Reinstatement	0
Reconsideration	0
Vacate Default Decision	2
Ineligible/withdrawn	0

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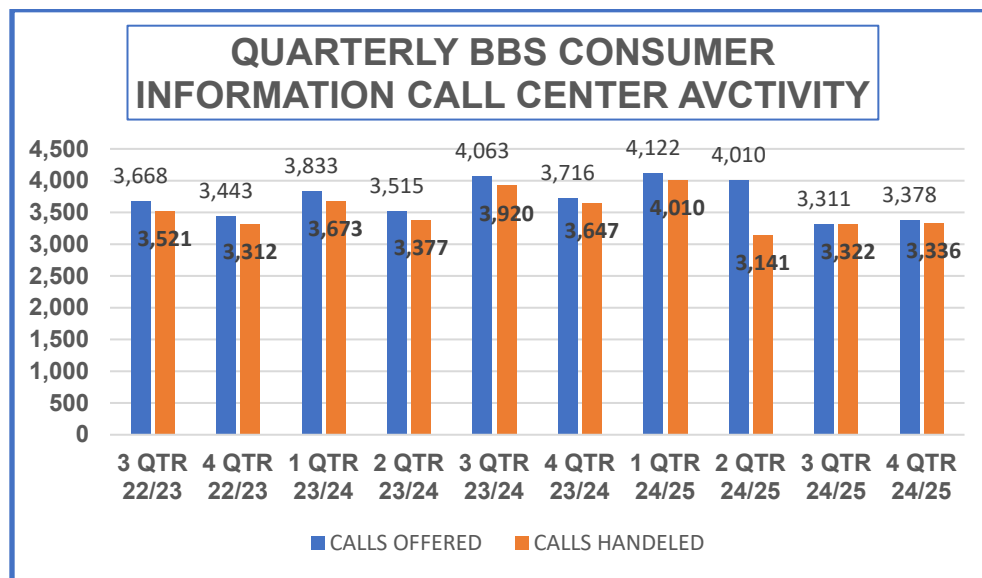
Attachment E: Outreach Event Report

July 12, 2024	Virtual	MFT Consortium Sacramento
July 17, 2024	Virtual	MFT Consortium Orange County
July 26, 2024	Virtual	Penny Lane Centers
September 10, 2024	In Person	University of San Francisco-LMFT
September 13, 2024	Virtual	MFT Consortium Greater LA
September 18, 2024	Virtual	MFT Consortium Orange County
September 26, 2024	Virtual	MFT Consortium Inland Empire
September 27, 2024	Virtual	MFT Consortium Central Valley
September 27, 2024	Virtual	MFT Consortium Sacramento
September 28, 2024	Virtual	CAMFT Pre-License Symposium
October 16, 2024	Virtual	NASW-CA
October 25, 2024	Virtual	MFT Consortium Northern CA
October 25, 2024	Virtual	CAMFT-Central Coast Consortium
November 8, 2024	Virtual	MFT Consortium Central Coast
November 21, 2024	Virtual	MFT Consortium Inland Empire
November 22, 2024	Virtual	CAMFT-Central Coast Consortium
November 20, 2024	Virtual	MFT Consortium Orange County
November 21, 2024	Virtual	MFT Consortium Inland Empire
December 6, 2024	Virtual	MFT Consortium Greater LA
December 13, 2024	Virtual	MFT-Central Coast Consortium
January 31, 2025	Virtual	MFT Consortium Sacramento
January 17, 2025	Virtual	NASW Lunch With The BBS
February 6, 2025	Virtual	William Jessup University - Rocklin
February 20, 2025	Virtual	MFT Consortium Inland Empire
February 22, 2025	In Person	2025 MFT Practicum & Associates Fair
February 25, 2025	Virtual	UC Berkeley Social Welfare
February 27, 2025	Virtual	MFT Consortium Inland Empire
February 28, 2025	Virtual	MFT Consortium NorCal/Bay Area
March 4, 2025	Virtual	UC Berkeley Social Welfare
March 10, 2025	Virtual	San Francisco State Univ.- College of Health & Social Sciences
March 14, 2025	Virtual	MFT Consortium Greater LA
March 14, 2025	Virtual	CSUSB School of Social Work Practicum Seminar

March 17, 2025	Virtual	San Francisco State Univ.- College of Health & Social Sciences
March 19, 2025	Virtual	MFT Consortium Orange County
March 28, 2025	Virtual	CAMFT-Central Coast Consortium
April 2, 2025	Virtual	Umass Global MSW Program
April 10, 2025	Virtual	San Diego State
April 14, 2025	Virtual	Sacramento County Office of Education
April 15, 2025	Virtual	KP NORCAL Mental Health Training Program
April 23, 2025	Virtual	Fresno Pacific University
April 25, 2025	Virtual	MFT Consortium Sacramento
April 27, 2025	In Person	NASW-CA Lobby Days
May 2, 2025	Virtual	NASW Lunch With The BBS
May 8, 2025	Virtual	MFT Consortium Inland Empire
May 9, 2025	Virtual	MFT Consortium NorCal/Bay Area
May 10, 2025	Virtual	CSCSW
May 16, 2025	Virtual	MFT Consortium Central Valley
May 19, 2025	Virtual	KPSAHS MFT Program
May 23, 2025	Virtual	MFT Central Coast Consortium
May 23, 2025	Virtual	NASW Lunch With The BBS
May 28, 2025	Virtual	UMass Global MFT/PCC Program
June 13, 2025	Virtual	MFT Consortium Greater LA

ATTACHMENT F1: BBS Calls Received/Handled by CIC

MONTH	OFFERED	HANDLED	AVG WAIT	MAX WAIT
24-July	1,422	1,368	1:26	12:18
24-Aug	1,438	1,402	1:06	12:24
24-Sep	1,262	1,240	0:51	7:30
24-Oct	1,211	1,191	0:44	7:42
24-Nov	952	933	0:52	7:55
24-Dec	1,042	1,017	0:54	16:45
25-Jan	1,137	1,112	0:59	14:04
25-Feb	1,047	1,105	0:38	8:55
25-Mar	1,127	1,105	0:43	8:04
25-Apr	1,110	1,101	0:33	5:18
25-May	987	971	0:27	4:26
25-June	1,281	1,264	0:32	9:12



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Attachment F2 – BBS Emails Received

EMAILS RECEIVED FY 24/25					
UNIT	1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	+/- Last Qtr
Criminal Conviction Unit	3,245	3,086	3,804	3,751	-1%
Consumer Complaint Unit	842	861	1,008	942	-7%
Discipline/Probation Unit	169	117	107	111	+4%
Licensing Unit	5,568	5,305	6,978	6,331	-9%
Registration Unit	8,225	8,404	7,259	7,002	-4%
Examination Unit	4,744	2,851	3,644	3,504	-4%
Cashier Unit	4,425	3,507	3,531	4,072	+15%
Administrative Unit	5,456	6,427	5,949	4,778	-20%
TOTAL EMAILS	32,674	30,558	32,280	30,491	-6%

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STRATEGIC PLAN UPDATE

AUGUST 2025

Goal 1: Licensing

Establishing licensing standards to protect consumers and allow reasonable and timely access to the profession.

Objective 1.1: Streamline application process with online submission to decrease processing times.

Success Measure: Processing times have decreased from Q1 2022

Number	Major Activity	Completion Date
	START DATE	Q1 2022
1.1.1	Electronic Form Submittal Staff is in discussion with the Department of Consumer's Office of Information Services (OIS) and outside vendors to identify alternate solution for submitting transcripts and supervision forms.	Ongoing
1.1.1.1	Staff submitted a project request to DCA's Office of Information Services (OIS) to research possible modifications to the Breeze system that will allow applicants to submit supervision forms through Breeze.	April 2023
1.1.1.2	Staff met with the OIS to discuss system requirements and possible solutions	April 2025
1.1.2	Breeze Reconfiguration-Board License Types (WA 165) Staff continues to work with the Breeze team to implement Work Authorization 165 that will make changes the Breeze system that will allow the Board to enhance its efficiencies	Ongoing
1.1.3.1	Staff began collaborating with DCA's BreEZe team to design the online transaction.	July 2023
1.1.3.2	Staff met with the BreEZe design team to discuss the profile reports and application details.	April 2024
1.1.3.3	Online transaction configuration has been completed.	July 2024
1.1.3.4	Data conversion and system review began	February 2025
1.1.3.5	Data conversion and system review continues. Focus is on implementing the AMFT online applications.	May 2025
1.1.3.6	AMFT registration applications online	Planned
1.1.3.7	ASW and APCC registration applications online	Planned

1.1.4	Breeze Subsequent Registration Application Establish online registrant applications.	Ongoing
1.1.5	Breeze Licensure Application Establish online licensing applications	Planned
1.1.6	Breeze Application Deficiencies Update Breeze to allow for applicants to view their application deficiencies through their Breeze account.	Ongoing
1.1.6.1	Staff began reviewing and modifying the current BreeZe deficiency phrases for each license type.	July 2023
1.1.7	Application “Check-in” Process Implemented a new application “check in” process that allows for the early identification and resolution of application errors.	January 2023
1.1.8	Licensing Support Analyst Hired a licensing support assistant to coordinate the collection of application materials to allow licensing evaluator to focus on processing and evaluating rather than researching documents.	March 2023
1.1.9	Breeze Law & Ethics Re-Exam Application Established the online submittal of the Law & Ethics Re-exam application through Breeze	April 2023
	END DATE	Q4 2024

Objective 1.2: Collaborate with the Department of Consumer Affairs’ Organizational Improvement Office to review the application process and implement improvements to reduce processing times.

Success Measure: Processing times have reduced since Q1 2022.

Number	Major Activity	Completion Date
	START DATE	
1.2.1	Process Improvement As-Is Mapping Participate in As-Is mapping session to document the current business process.	March 2022
1.2.2	Process Improvement Value Stream Added Mapping Participate in Value Stream Added mapping sessions	June 2022

Number	Major Activity	Completion Date
1.2.3	Process Improvement Could be Mapping Participate in Could be Mapping sessions	October 2022
1.2.4	Process Improvement Report Finalization OIO finalizing the draft of the report.	March 2023
1.2.5	Process Improvement Implementation Staff is utilizing the OIO report to perform a task analysis of key positions to determine appropriate staffing levels.	August 2024
1.2.6	Supervised Hours Review Improvement Reviewed the process for evaluating experience and implemented a improved and streamline process.	May 2023
	END DATE	Q1 2024

Objective 1.3: Partner with other agencies and stakeholder groups to reduce barriers to licensure and foster the development of a diverse and culturally responsive mental health workforce.

Success Measure: Plan created for a more culturally diverse workforce and increased outreach.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
1.3.1	Barriers to Licensure Initiate and/or participate in conversation regarding barriers to licensure	Ongoing
1.3.1.1	Met with California Dean and Directors of social work and members of the National Association of Social Workers California Chapter to discuss the ASWB exam pass rate report.	December 2022
1.3.1.2	Met with representatives from CA Dept of Health Care Access and Information regarding the mental health workforce and wellness coaches.	January 2023
1.3.1.3	Sergio Aguilar-Gaxiola, MD, PhD, presented “An Overview of California’s Behavioral Health Workforce: Challenges and Recommendations” to the Licensing Committee	January 2023
1.3.1.4	Met with representatives from California Alliance of Child and Family Services to discuss recommendation to increase the mental health workforce.	April 2023
1.3.1.5	Representatives from California Alliance of Child and Family Services made a presentation to the Workforce Development Committee regarding testing disparities and barriers.	October 2023

Number	Major Tasks	Completion Date
1.3.1.6	Conducted a pathway to licensure survey to collect information on barriers that Board registrants and licensees may face during the pathway to licensure.	April 2024
1.3.1.7	Staff reported to the Workforce Development Committee on the survey results.	August 2024
	END DATE	Q4 2025

Objective 1.4: Increase communication to applicants and licensees to reduce common application or licensing maintenance errors.

Success Measure: Application deficiencies have decreased since Q2 2022.

Number	Major Tasks	Completion Date
	START DATE	Q2 2022
1.4.1	Registration Application Tutorial Developed a power point presentation that explains the process of applying for a registration and the 90-day rule. The presentation highlights common errors and how to complete an application to avoid delays.	September 2022
1.4.2	Social Media-Registration/License Maintenance Alerts Develop Social Media plan that will alert registrants and licensee of important steps in maintaining and renewing their registration or license.	Ongoing
1.4.3	Registration Sixth Year Alert Began sending email notifications to registrants when they are reaching the sixth year of their registration to ensure they understand the process to apply for a subsequent registration.	March 2022
1.4.4	Website-Instructional Videos Develop short instruction videos to be posted on the Board's website and through social media that will highlight how to apply for and renew a registration or license.	Planned
1.4.6	Online Application Status Checks Establish a system that will allow an applicant or licensee to check on the status of an application or renewal through the Board's website or Breeze.	Planned
1.4.7	License Application Courtesy Email Implemented automated "courtesy email notifications" (CEN) to licensing and examination applicants to notify them when applications are approved.	January 2023

Number	Major Tasks	Completion Date
1.4.8	Registration Application Courtesy Email Implement automated “courtesy email notifications” (CEN) to registrant applicants to notify them when applications are approved.	Planned
1.4.9	Initial License Application Courtesy Email Implement automated “courtesy email notifications” (CEN) to initial license applicants to notify them when applications are approved.	Planned
1.4.10	10 Tips for a Smoother Licensing Process Developed a publication that assists applicants during their licensure process, including tips on applying, use of BreEZe, registration renewal, exams, avoiding loss of experience hours, and the best ways to communicate with the BBS.	May 2023
1.4.11	Update Application Packets Decrease application deficiencies by improving application instructions, providing an application checklist, and performing a complete overhaul of the out-of-state licensure applications.	October 2023
1.4.12	Tips When Taking on a New Supervisee Published in the Board’s Spring newsletter and will be posted as a separate document.	March 2024
1.4.13	Restructure of Website Implement changes to the existing website structure to ensure that information is more easily accessible	Ongoing
1.4.13.1	Staff is reviewing current website structure and discussing possible changes with DCA’s website team	August 2024
	END DATE	Q4 2025

Objective 1.5: Develop video presentations to increase understanding of the licensing process and the pathways to licensure.

Success Measure: Videos posted to website.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
1.5.1	Pathway to Licensure Videos Develop Pathway to Licensure Videos	COMPLETED
1.5.1.1	Started to collaborate with the Department of Consumer Affairs Public Information Office to develop Pathway to Licensure Videos to be posted on the Board’s website.	April 2022

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
1.5.1.2	Pathway to licensure video complete	September 2022
1.5.1.3	Public Information Office completed 7 Steps to Licensure video.	September 2022
1.5.1.4	LMFT Degree Requirement video in post-production	January 2023
1.5.1.5	LCSW Degree Requirement, LPCC Degree Requirement videos in post-production.	March 2023
1.5.1.6	Law & Ethics Exam, Registrant, 90-day Rule in post-production.	October 2023
1.5.1.7	Supervision and Criminal history video in production.	October 2023
1.5.1.8	Videos posted to the internet and a link created in the Board's FAQs. Staff advertised videos on the Board's social media platforms.	March 2023
	END DATE	Q1 2024

Goal 2: Examinations

Administer fair, valid, comprehensive, and relevant licensing examinations.

Objective 2.1: Identify and implement strategies to increase diversity of Subject Matter Experts to ensure that examinations are culturally responsive and address diverse populations.

Success Measure: Strategy/policy in place to increase the diversity of Subject Matter Experts (SMEs).

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
2.1.1	Subject Matter Expert Recruitment Implement improvements to the current recruitment process to increase pool of SME candidates.	Ongoing
2.1.1.1	Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	March 2023
2.1.1.2	Staff coordinated with the DCA's Public Information Office in developing a social media campaign to promote the Board's SME program.	March 2024

Number	Major Tasks	Completion Date
2.1.2	Subject Matter Diversity Collaborate with OPES to identify ways to increase diversity of participants in exam development workshops.	Planned
2.1.2.1	Collaborate with DCA's Public Information Office to translate SME social media posts into different languages.	April 2024
	END DATE	Q1 2024

Objective 2.2: Improve examination process to ensure timely and equitable access to licensure.

Success Measure: Decrease in time in the exam process.

Number	Major Tasks	Completion Date
	START DATE	Q4 2022
2.2.1	ASWB 90-Day Waiting Period Waiver	December 2022
2.2.2	Exam Eligibility Expiration Date Notification: Develop a procedure to notify exam candidates of their impending exam eligibility expiration date.	February 2023
2.2.2.1	Staff began working on developing an exam eligibility expiration report.	August 2022
2.2.2.2	Staff completed report and began to notify exam candidates. This will be done monthly.	February 2023
2.2.3	Path A Email Notifications Staff began tracking and sending email notifications to exam candidates who applied under Path A (portability) or have an exam deficiency in their application for licensure to ensure they understand the next step to licensure.	July 2022
2.2.4	LEP Exam Waiting Periods Staff is discussing with OPES the possibility of reducing the examination waiting periods for the Licensed Educational Psychologist Standard Written Exam.	March 2024
2.2.5	ESL Accommodation Requirements Determine whether the Board's current English as a Second Language (ESL) accommodation requirements need to be modified to mirror the Association of Social Work Boards English Language Learner accommodation requirements.	Ongoing
2.2.5.1	The Workforce and Development Committee directed staff to draft language amending section 1805.2 to include another option for qualifying for the additional examination time that would include the	January 2024

Number	Major Tasks	Completion Date
	application certification under penalty of perjury that their primary or 1st language is one other than English and explore revising the examination time to two hours.	
2.2.5.2	The Workforce and Development Committee directed staff to draft discussed language into and bring the proposal to the Policy and Advocacy Committee for consideration.	April 2024
2.2.5.3	Draft language discussed at Policy and Advocacy Committee meeting and recommended approval to the Board.	August 2024
2.2.5.4	The Board approved the language and directed staff to pursue a regulatory proposal. Staff preparing regulation package for DCA initial review process.	November 2024
2.2.6	Exam No-Show Notifications Staff began tracking and sending email notifications to exam candidates for Boards administered exams who were a no-show. This notification provides instructions on the process to re-apply for the exam.	September 2022
2.2.7	File Abandonment Notifications Staff began tracking and sending email notifications to exam candidates who abandoned their licensing file as per CA CCR 1806. The notification provides instructions on how to reapply.	September 2022
2.2.8	Clinical Exam Seven Year Limit Notification Staff began tracking and sending notification to exam candidates who have been in the clinical exam cycle for seven years from their first attempt and must retake and pass the current version of the law and ethics exam. This notification provides instruction on how to apply for the law and ethics exam and provides the date they must exam by to ensure they maintain licensure eligibility.	September 2022
	END DATE	Q4 2023

Objective 2.3: Review, report, and determine feasibility of adopting the use of the Association of Marital and Family Therapists Regulatory Boards (AMFTRB) national exam for the Licensed Marriage and Family Therapist (LMFT) Clinical exam.

Success Measure: Board has discussed whether to adopt AMFTRB exam.

Number	Major Tasks	Completion Date
	START DATE	Q3 2021
2.3.1	AMFTRB Exam Review Request the DCA's Office of Professional Examination Service (OPES) to conduct a review of the Association of Marriage and	July 2021

Number	Major Tasks	Completion Date
	Family Therapist Regulatory Board's (AMFTRB) Clinical examination.	
2.3.2	AMFTRB Exam Review Presentation OPES to present the findings of their review and provide a recommendation to the Board. Board determines if the AMFTRB Clinical exam should be adopted for California licensure.	November 2022
2.3.3	AMFTRB Staff Research Board staff opened discussions with AMFTRB executive staff to address Board's concerns.	January 2023
2.3.4	AMFTRB Presentation Lois Paff Bergen from AMFTRB presented to the Board an overview of the AMFTRB examination and its development.	August 2023
2.3.5	AMFTRB Board Discussion Conducted a discussion in closed session to discuss the acceptance of the AMFTRB exam.	February 2024
2.3.6	AMFTRB Statutes and Regulatory Amendments Staff presented statutory and regulatory amendments that will be needed to accept the AMFTRB national exam for licensure to the Policy and Advocacy Committee. The Committee approved for Board review.	August 2024
2.3.7	Staff presented statutory and regulatory amendments to the Board. The language was approved.	September 2024
	END DATE	Q2 2024

Goal 3: Enforcement

Protect the health and safety of consumers through the enforcement of laws.

Objective 3.1: Develop and implement an effective communication process from open to close of a case to ensure applicants, complainants, and respondents are better informed about the status of their case.

Success Measure: New process has been implemented.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
3.1.1	Applicant-Enforcement Communication	Planned

Number	Major Tasks	Completion Date
	Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	
3.1.2	Complaint-Enforcement Communication Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	Planned
	END DATE	Q4 2025

Objective 3.2: Educate licensees, associates, and consumers about the enforcement process to increase awareness of the Board’s enforcement role and responsibilities.

Success Measure: Awareness plan implemented.

Number	Major Tasks	Completion Date
	START DATE	Q4 2022
3.2.1	Enforcement Outreach Materials Develop and publish outreach material that includes flow chart of enforcement process.	Ongoing
3.2.1.1	Staff met to discuss possible ideas for the outreach materials.	April 2024
3.2.2	Enforcement Outreach Videos Develop video presentations that explain the enforcement process steps.	Planned
3.2.2.1	Staff met to possible ideas for the video presentations.	April 2024
	END DATE	Q4 2023

Objective 3.3: Complete review and make recommendations on the Board’s existing enforcement statutes and regulations for clarity, cohesiveness, and equity.

Success Measure: Regulatory process has begun.

Number	Major Tasks	Completion Date
	START DATE	Q2 2022
3.3.1	Uniform Standards & Disciplinary Guidelines Review Review the Uniform Standards and Disciplinary Guidelines for possible updates or amendments.	Ongoing
3.3.1.1	Recommended changes brought to the P & A Committee	July 2022
3.3.1.2	Recommended changes brought to the P & A Committee	October 2022
3.3.1.3	Recommended changes brought to the P & A Committee	January 2023
3.3.1.4	Recommended changes brought to the P & A Committee and approval was recommended to the Board	July 2023
3.3.1.5	Recommended changes approved by the Board; staff preparing regulation package for DCA initial review	August 2023
3.3.1.6	Additional changes to the regulatory text approved by the Board; Returned to DCA to continue initial review process	September 2024
3.3.1.7	Regulation proposal was noticed to the public	January 2025
3.3.1.8	The Board reviewed public comment on the regulation and directed staff to modify the regulation text	May 2025
3.3.1.9	Staff submitted documents to DCA to complete the rulemaking process	July 2024
3.3.2	Enforcement Statutes & Regulation Review Review current statutes and regulations related to enforcement to determine possible needed updates.	Ongoing
3.3.2.1	Recommended changes to Unprofessional Conduct regulations brought to the P&A Committee	January 2023
3.3.2.2	Unprofessional Conduct regulations brought to the P&A Committee and approval recommended to the Board	July 2023
3.3.2.3	The Board approved the language and directed staff to pursue as a regulatory proposal. Staff preparing regulation package for DCA initial review process	August 2023
3.3.2.4	Unprofessional conduct regulations noticed to the public	February 2024
3.3.2.5	The Board reviewed public comment on the regulation and directed staff to modify the regulation text	May 2024
3.3.2.6	Modified text of unprofessional conduct regulations noticed to the public	June 2024
3.3.2.7	Staff submitted documents to complete the rulemaking process to DCA	July 2024
3.3.2.8	Unprofessional conduct rulemaking approved by the Office of Administrative Law with an effective date of January 1, 2025	October 2024
	END DATE	Q4 2024

Objective 3.4: Evaluate and establish internal policies and procedures related to enforcement issues to ensure an equitable process that reflects rehabilitation versus punitive measures for the purpose of consumer protection.

Success Measure: Updated policies, procedures, and reports.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
3.4.1	Probation Program Reporting Develop an automated report for the probation program that will assist in determining trends and possible opportunities for improvement.	Planned
3.4.2	Application Denial Reporting Develop an automated report that for application denials that will assist in determining trends in violations.	Planned
	END DATE	Q4 2024

Objective 3.5: Create diversity in the pool of qualified enforcement Subject Matter Experts to ensure equitable enforcement proceedings.

Success Measure: Strategy/policy in place to increase the diversity of SMEs.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
3.5.1	Subject Matter Expert Recruitment Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	March 2023
3.5.1.1	Staff coordinated with the DCA's Public Information Office in developing a social media campaign to promote the Board's SME program.	March 2024
3.5.1.2	Increased compensation rate to help attract qualified and experienced subject matter experts.	August 2025
3.5.2	Subject Matter Diversity Identify ways to increase diversity of subject matter experts.	Planned
3.5.2.1	Staff are collaborating with DCA's Public Information Office to translate SME social media posts into different languages.	April 2024
	END DATE	Q4 2023

Goal 4: Legislation & Regulation

Ensure the statutes, regulations, policies, and procedures strengthen the Board's mandates and mission.

Objective 4.1: Implement statutes and regulations that comprehensively address telehealth and educate stakeholders, licensees, and consumers about telehealth.

Success Measure: Law passed, and outreach plan implemented.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
4.1.4	Temporary License Allowance Consider an Incidental allowance for out-of-state provider providing online telehealth in CA.	COMPLETED
4.1.4.1	Temporary practice allowance proposal was introduced at the Telehealth Committee	June 2022
4.1.4.2	Temporary practice allowance proposal brought to Policy and Advocacy Committee	July 2022
4.1.4.3	Temporary practice allowance proposal brought to Policy and Advocacy Committee	October 2022
4.1.4.4	Temporary practice allowance proposal brought to Board	November 2022
4.1.4.5	AB 232 (Aguiar-Curry) Introduced and moving through the legislative process	January 2023
4.1.4.6	AB 232 signed by the Governor and becomes law January 1, 2024.	October 2023
4.1.5	Telehealth Service Platforms Review Research alternative modes of services (email, texting, and app-based therapy) to identify consumer protection issues that current law does not address.	Ongoing
4.1.6	Online Therapy Sites Review Discuss the necessity of regulating online therapy sites.	Ongoing
4.1.6.1	Online therapy site and alternative modes of therapy discussion brought to Telehealth Committee	December 2022
4.1.6.2	Staff discussed potential concerns with Legislature (Business and Professions Committee)	December 2022
4.1.6.3	Telehealth Committee reviewed draft survey for licensees and registrants who have experience working for these platforms.	March 2023

Number	Major Tasks	Completion Date
4.1.6.4	Survey distributed to licensees and registrants via social media, email subscriber list, and professional associations	April 2023
4.1.6.5	Survey results discussed at Telehealth Committee; next steps determined.	June 2023
4.1.6.6	Online-Only Therapy Platform guidance document reviewed by the Telehealth Committee. Committee directed staff to publish the document.	December 2024
4.1.7	Inter-State Compact Review Examine, research, and discuss Inter-state compacts.	Ongoing
4.1.7.1	Inter-state compacts discussion brought to Telehealth Committee. Committee determined staff will continue to monitor ongoing progress of compacts.	June 2023
4.1.7.2	SB 2566 (Wilson) Interstate Counseling Compact introduced. The Policy & Advocacy Committee held a discussion concerning the bill. No recommendation currently.	April 2024
4.1.7.3	SB 2566 (Wilson) Interstate Counseling Compact brought to the Board for discussion. Board approved motion was to oppose AB 2566 and reach out to the California Commission on Uniform Laws.	May 2024
4.1.7.4	SB 427 (Jackson) Social Work Compact brought to the Board for discussion.	May 2025
4.1.8	Telehealth Best Practice Documents Create best practices document to assist employers/supervisor in determine the best way to proceed with telehealth	COMPLETED
4.1.8.1	Best practices document discussion brought to Telehealth Committee	March 2022
4.1.8.2	Best practices document discussion brought to Telehealth Committee	June 2022
4.1.8.3	Best practices document discussion brought to Telehealth Committee (Staff directed to draft two documents; Videoconferencing in Supervision, Utilizing Telehealth to Deliver Services)	December 2022
4.1.8.4	Telehealth Committee reviewed three best practice documents: for providers, supervisors, and consumers	March 2023
4.1.8.5	Staff worked with DCA's publication office to finalize the documents. Documents were presented to the Board.	April 2023
4.1.8.6	Telehealth best practice documents posted to the Board website and advertised through social media.	July 2023
4.1.9	Telehealth Regulations	Ongoing

Number	Major Tasks	Completion Date
	Update telehealth regulations to provide clarity and avoid inconsistent compliance with requirements	
4.1.9.1	Proposed telehealth regulations considered by Telehealth Committee	December 2023
4.1.9.2	Proposed telehealth regulations considered by P&A Committee. Approval recommended to the Board	January 2024
4.1.9.3	Board approved the language and directed staff to pursue as a regulatory proposal. Staff preparing regulation package for DCA initial review process	March 2024
4.1.9.4	Regulation noticed to the public	November 2024
4.1.9.5	Board approved responses to comments and directed staff to modify the text and continue the regulation process	February 2025
4.1.9.6	Modified regulatory text noticed to the public	April 2025
4.1.9.7	Regulation package submitted for final DCA approval	June 2025
4.1.9.8	Regulation package submitted to OAL for final approval	July 2025
	END DATE	Q4 2025

Objective 4.2: Review current licensing requirements regarding registration, exam, and supervised experience timeframes and make recommendation for possible amendments to current statutes and regulations.

Success Measure: Recommendations made to the Board.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
4.2.1	Six Year Rule Discuss 6 years rule (experience hours and length of registration).	Ongoing
4.2.1.1	Presented draft language at Workforce Development Committee; Staff directed to draft language for all license types.	April 2025

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
4.2.2	Law & Ethics Exam Age Limit Discuss in committee the CA law and ethics exam age limit and limiting attempts.	Ongoing
4.2.2.1	Presented draft language at Workforce Development Committee.	April 2025
4.2.3	NCMHCE Acceptance Without Experience Determine National Clinical Mental Health Counseling Examination (NCMHCE) acceptability from applicants who do not have supervised experience.	Planned
4.2.4	Registration of Trainees Consider and make recommendation on the registration of trainees.	Planned
4.2.5	Early Eligibility for Clinical Examinations Permitting applicants for licensure to take the required clinical examination after completing 1,500 hours of postgraduate supervised experience.	Ongoing
4.2.5.1	Early exam eligibility discussed during the Workforce Development Committee.	January 2024
4.2.5.2	Workforce Development Committee directed staff to start drafting the language, consult with legal for direction on what will be proposed in statute and in regulations, and continue discussions to iron out details	April 2024
4.2.5.3	Staff presented proposed language to the Workforce Development Committee.	August 2024
4.2.6	Licensing Pathway Restructure Staff presented a three phased approach to amend current licensure pathway. This will include the “six-year rule”, age limits of exams, waiver of the six-year rule, early exam eligibility.	Ongoing
4.2.6.1	Staff presented a plan and draft language to the Workforce Development Committee.	January 2025
4.2.6.1	Presented draft language at Workforce Development Committee; Staff directed to draft language for all license types.	April 2025
	END DATE	Q4 2025

Objective 4.3: Review and update statutes and regulations related to additional coursework requirements for associates and the Continuing Education Unit requirements for licensees.

Success Measure: Law passed.

Number	Major Tasks	Completion Date
	START DATE	Q4 2023
4.3.1	Course Requirement Timing Make timing and requirement of course consistent across license types where needed.	Ongoing
4.3.1.1	Staff presented an overview of the additional coursework requirements to the Workforce Committee. The Committee discussed the Human Sexuality Coursework and possible amendments.	April 2024
4.3.1.2	Staff presented to the Workforce Committee recommended amendments to the child abuse assessment and reporting coursework requirements.	August 2024
4.3.2	Education Requirements Review Review and recommend possible changes to the current education requirements for LMFTs and LPCCs.	Ongoing
4.3.2.1	Staff presented a plan to review and recommend changes to the education requirements Workforce Development Committee.	January 2025
4.3.2.2	Staff proposed education survey for educators and associates	April 2025
	END DATE	Q4 2025

Objective 4.4: Modernize and clarify statutes and regulations related to advertising to ensure they keep up with current advertisement practices.

Success Measure: Regulation proposal noticed to the public.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
4.4.1	Advertising Regulations Update: Update advertising statutes and regulations	ONGOING
4.4.1.1	Recommendations brought to P & A Committee	October 2022
4.4.1.2	Continued discussion of potential amendments to statute and regulation at P&A Committee	October 2023
4.4.1.3	Continued discussion of potential amendments to statute and regulations. Board directed staff to pursue as a legislative proposal.	November 2023

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
4.4.1.4	Senate Bill 1024 (Ochoa Bogh) was introduced. (Display of license changes)	January 2024
4.4.1.5	Senate Bill 1024 (Ochoa Bogh) enrolled. (Display of license changes)	July 2024
4.4.1.6	Senate Bill 1024 signed by the Governor and becomes law January 1, 2025.	October 2024
4.4.1.7	Complete advertising statutes and regulation revisions approved by the Board. Staff directed to pursue regulations/legislation in specified phases.	September 2024
4.4.1.8	Advertising regulations noticed to the public	March 2025
4.4.1.9	Staff pursuing first phase of legislative amendments. Board approved responses to comments received on regulations and directed staff to modify the text and continue the regulation process	May 2025
4.4.1.10	Modified regulatory text noticed to the public	July 2025
4.4.2	Review Requirements for Posting Legal Name Review and possibly amend requirements for posting legal name	COMPLETED
4.4.2.1	SB 372 introduced by stakeholders and is currently moving through the Legislature. The Board will consider updating its position for the latest version of the bill at its August meeting. Staff will continue to provide technical support as the bill moves through the legislative process.	Ongoing
4.4.2.2	SB 372 signed by the Governor and becomes law January 1, 2024.	October 2023
	END DATE	Q4 2025

Goal 5: Organizational Effectiveness

Build an excellent organization through proper Board governance, effective leadership, and responsible management.

Objective 5.1: Review current organizational structure to ensure efficient operations and to foster upward career mobility among staff.

Success Measure: Office of Human Resources (OHR) approves the new organizational chart.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
5.1.1	Staffing Needs Evaluation Determine current organizational needs based upon current processing times and future workload projections.	Planned
5.1.1.1	Paperwork submitted for approval of two Limited Term Management Service Technicians.	December 2022
5.1.1.2	Approved for one Limited Term Management Service Technician. Filled the position as an evaluator in the Registration Unit.	February 2024
5.1.1.3	Approved for one Limited Term Staff Services Analyst. Filled the position as a Licensing Analyst.	June 2024
5.1.2	Duty Statement Updates Review staff duty statements to ensure they properly reflect current duties.	Ongoing
5.1.2.1	Board AEO began meeting with unit managers to discuss current duties of their unit and staff members to ensure all duties have been documented.	March 2024
5.1.4	Organizational Structure Review Determine appropriate ideal organizational structure.	Planned
5.1.4.1	Board restructured its Registration, Examination, and Cashiering Unit. Restructure created a separate Registration Unit.	February 2024
5.1.4.2	Board restructured its Licensing Unit. The restructure consisted of adding a second Licensing Manager and assigning each manager to oversee two license types.	June 2024
5.1.5	Staff Training and Development Research training opportunities for staff and create a training pathway for upward mobility.	Ongoing
5.1.5.1	Staff met to discuss the creation and implementation of “BBS Academy” and ways to increase awareness of training opportunities for staff.	April 2024
5.1.5.2	Conducted a staff training survey to identify training staff’s training needs and desires.	August 2024
5.1.6	BBS Academy Implement a BBS Academy designed to provide staff with insight on how the work of the Board impacts behavioral health professionals and the public.	Ongoing
5.1.6.1	Presented the Board & You: Expand your knowledge about who the “Board” is, its history and how it supports licensees, applicants, and the public while enforcing high standards of professionalism and ethics.	February 2025
5.1.6.2	Presented the Administration and Cashiering Unit overview for staff.	April 2025

Objective 5.2: Collaborate with the Department of Consumer Affairs' Organizational Improvement Office to review internal processes and implement improvements to better serve the stakeholders and the Board.

Success Measure: Streamlined processes implemented.

Number	Major Activity	Completion Date
	START DATE	Q1 2022
5.2.1	Process Improvement As-Is Mapping Participate in As-Is mapping session to document the current business process.	March 2022
5.2.2	Process Improvement Value Stream Added Mapping Participate in Value Stream Added mapping sessions	June 2022
5.2.3	Process Improvement Could be Mapping Participate in Could be Mapping sessions	October 2022
5.2.4	Process Improvement Report Finalization OIO finalizing the draft of the report.	March 2023
5.2.5	Process Improvement Change Management Workshop OIO to conduct organization change management workshop	Planned
5.2.6	Process Improvement Implementation Staff is utilizing the OIO report to perform a task analysis of key positions to determine appropriate staffing levels.	August 2024
	END DATE	Q1 2023

Objective 5.3: Advance transition to reduce the use of paper documents to promote environmental friendliness, reduce costs, and reduce processing times.

Success Measure: Paper reduction of 50%-75%.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
	END DATE	Q1 2024

Objective 5.4: Formalize a communication plan that will ensure quicker responses to emerging concerns from stakeholders.

Success Measure: Communication plan implemented.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
	END DATE	Q3 2023

Goal 6: Outreach & Education

Engage stakeholders through continuous communication about the practice and regulation of the professions, and mental health care.

Objective 6.1: Create a more robust consumer and licensing education program through videos, social media campaigns, and electronic publications to ensure understanding of new changes in laws and regulations.

Success Measure: Plan implemented for increased communication of new law changes.

Number	Major Tasks	Completion Date
	START DATE	Q4 2022
6.1.1	Outreach and Education Committee Create a committee that will explore ways to enhance consumer education, extend our reach to more diverse populations, increase engagement with schools and at public events, and boost participation in Board meetings.	Ongoing
6.1.1.1	Committee created	October 2024
6.1.1.2	Staff presented to the Committee a report on the current outreach efforts of the Board. The committee also discussed the current goals and possible future outreach efforts.	February 2025
	END DATE	Q4 2025

Objective 6.2: Collaborate with entities that work with consumers to increase equitable and inclusive outreach to diverse populations.

Success Measure: Complete at least 5 collaborations.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
	START DATE	Q4 2025

Objective 6.3: Increase Board engagement with schools, training programs, public events, and relevant professional organizations to raise awareness of the Board's role and activities.

Success Measure: A presentation posted on website.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
6.3.1	Develop social media campaign for awareness days and months.	Ongoing
6.3.1.1	Developed Social media campaign for National School Counseling Week (February 6-10), Mental Health Awareness Month (May), National Minority Mental Health Awareness Month (July), National Psychotherapy Day (September 25), National Social Workers Month (February 2023
6.3.2	Outreach Coordination Streamlined outreach with schools and associations by creating a new centralized calendar and email account dedicated to outreach events and requests.	March 2023
6.3.3	Quarterly School Outreach Presentations Develop quarterly outreach events for schools that will focus on the pathway to licensure and law and ethics.	Planned
	END DATE	Q4 2025

Objective 6.4: Identify and implement strategies to gain increased participation in Board meetings from a wider group of stakeholders.

Success Measure: Increase Board meeting attendance by 10%.

Number	Major Tasks	Completion Date
	START DATE	Q4 2022
6.4.1	6 Hours of Continuing Education for Attending Meetings Discussed the possibility at the August 2024 P & A Committee meeting. Credit 6 hours of CE per renewal cycle for licensees attending California Board of Behavioral Sciences meetings.	August 2024
6.4.2	The Board approved the language and directed staff to pursue as a regulatory proposal. Staff preparing regulation package for DCA initial review process.	September 2024
6.4.3	Additional changes identified during the DCA initial review process and returned to the Board for approval. The Board approved the changes and directed staff to continue the regulation process	February 2025
	END DATE	Q4 2025