



Board of Behavioral Sciences

Memo

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To: Board Members

Date: November 13, 2025

From: Marc Mason, Administration Manager

Subject: Outreach Report

Outreach Events

During the first quarter of FY 2025/26, Board staff conducted 12 virtual outreach presentations for a variety of schools and professional associations. Staff also represented the Board at the Annual CAMFT Conference and participated in NASW Lobby Days. Additionally, Board staff is scheduled to attend the NASW-CA Conference in Irvine in November. Currently, there are 11 outreach presentations scheduled for FY 2025/26 (Attachment A)

Consumer Information Center

The Department of Consumer Affairs (DCA) Consumer Information Center handled 4,010 calls for the Board during the first quart of FY 2025/26 and the average wait time per call was 67 seconds. First quarter call volumes are slightly less than last first quarter FY 2024/25 call volumes. (Attachment B).

Email Communication

Board staff received 43,935 emails during the first quarter of FY 2025/26. The Registration Unit accounted for the largest share of inquiries, while email volumes in the other units remained consistent with typical levels. (Attachment C)

Social Media Engagement

SOCIAL MEDIA ENGAGEMENT (1st QTR FY 2025-2026)				
	REACH	VISITS	FOLLOWS	FOLLOWERS
Facebook	44,200	108,900	1,300	37,549
Instagram	43,600	28,000	2,900	20,328
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				

Attachments

Attachment A: Outreach Event Report

Attachment B: BBS Calls Received/Handled by CIC

Attachment C: BBS Emails Received

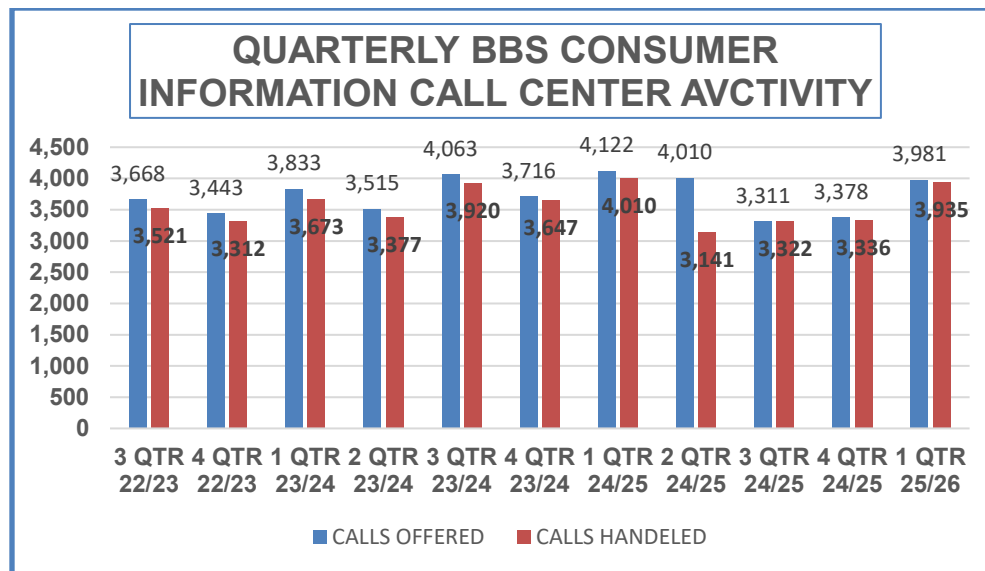
Attachment A: Outreach Event Report

July 16, 2025	Virtual	MFT Consortium Orange County
July 16, 2025	Virtual	Orange County Social Services Agency (CFS)- Clinical Supervision Program
August 1, 2025	Virtual	Redding CAMFT 3000
August 1, 2025	Virtual	NASW Lunch With The BBS
August 15, 2025	Virtual	MFT Consortium Central Valley
September 5, 2025	Virtual	MFT Consortium NorCal/Bay Area
September 12, 2025	Virtual	MFT Consortium Greater LA
September 17, 2025	Virtual	MFT Consortium Orange County
September 18, 2025	Virtual	MFT Consortium Inland Empire
September 26, 2025	Virtual	MFT Consortium Sacramento
September 26, 2025	Virtual	UC Berkeley - School of Social Welfare
November 7, 2025	Virtual	MFT Consortium NorCal/Bay Area
November 19, 2025	Virtual	MFT Consortium Orange County
November 20, 2025	Virtual	MFT Consortium Inland Empire
November 21, 2025	Virtual	MFT Consortium Central Valley
November 14-15, 2025	In Person	NASW Social Work Conference
December 3, 2025	Virtual	CAMFT Pre-license Summit
January 29, 2026	Virtual	CASP LEP Forum w/ BBS
February 17, 2026	Virtual	UC Berkeley-School of Social Welfare
February 24, 2026	Virtual	UC Berkeley-School of Social Welfare
March 27, 2026	Virtual	CSU San Bernardino School of Social Work
April 24, 2026	Virtual	CSU San Bernardino School of Social Work

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ATTACHMENT B: BBS Calls Received/Handled by CIC FY 25/26

MONTH	OFFERED	HANDLED	AVG WAIT	MAX WAIT
25-July	1,422	1,368	1:26	12:18
25-Aug	1,438	1,402	1:06	12:24
25-Sep	1,262	1,240	0:51	7:30
25-Oct				
25-Nov				
25-Dec				
2526-Jan				
26-Feb				
26-Mar				
26-Apr				
26-May				
26-June				



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Attachment C: BBS Emails Received

EMAILS RECEIVED FY 25/26					
UNIT	1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	FY 25/26 TOTAL
Criminal Conviction	3907				3907
Consumer Complaint	947				947
Discipline and Probation	172				172
Registration	16175				16175
Licensing	6432				6432
Examination	4209				4209
Cashiering	5119				5119
Administration	6974				6974
TOTAL	43935				43935

