



MEMORANDUM

DATE	February 9, 2026
TO	Board Members
FROM	Gena Beaver, Discipline & Probation Manager Sam Hall, Consumer Complaint Manager Ashley Castleberry, Criminal Conviction Manager
SUBJECT	Enforcement Update

Consumer Complaints

In the second quarter of FY 2025/2026:

- 715 complaints were received.
- 249 of those complaints were closed without investigation.
- 5 days was the average time to assign a complaint for investigation.
- 410 complaints were closed after investigation.
- 85 days was the average time to close a complaint.
- 7 complaints were referred to the Office of the Attorney General.
- 7 citations were issued.

The 715 complaints received for the second quarter of FY 2025/2026 is approximately 10 percent less than the number of complaints that were received for the first quarter of FY 2025/2026, which was 795.

With that being said, the number of complaints received this quarter is approximately 50 percent more than the number of complaints that were received in the second quarter of FY 2024/2025, which was 483.

Additionally, based on the number of complaints received for the first two quarters, the Board is still on pace to receive over 3,000 complaints for the entirety of FY 2025/2026.

Probation

There were 11 new probationers this quarter.

Criminal Convictions

In the second quarter of FY 2025/2026:

- 273 criminal conviction cases were received.
- 268 cases were assigned for investigation.
- 193 cases were closed after investigation, which includes 14 application denials.

- 16 cases were referred to the Office of the Attorney General:
 - 4 Accusations requested.
 - 9 Hearings requested for Appealing Application Denial.
 - 3 Orders for Psychological Evaluations requested.

The number of criminal conviction cases received this quarter is approximately 23.5 percent more than the number received in the second quarter of FY 2024/2025, which was 221.

Based on the volume of new criminal conviction cases received for the first two quarters, the Board is projected to receive approximately 1,076 criminal conviction cases for the entirety of FY 2025/2026, which is an approximate 9.8 percentage increase from FY 2024/2025.

Continuing Education Audits

Continuing Education (CE) audits have been completed for renewal cycles that ended June 30, 2025. A total of 44 CE audits are currently pending for renewal cycles that ended July 31, 2025.

During the second quarter of FY 2025/2026, a total of 40 Citations and Fines were issued for failed CE audits. Fines ranged from \$150.00-\$1,200.00. The most frequent cause for a failed audit was a lack of response to the Board's audit letters. The second most common reason was due to a 4–6-hour deficiency out of the 36-hour minimum requirement.

Supervisor Audits

The Board began audits on licensees who submitted a Supervisor Self-Assessment and have been designated as a Supervisor to ensure compliance with the continuing education requirements for supervisors set forth in regulations.

A total of 26 audit letters were mailed in December 2025 for licensees who were designated as Supervisor in September 2025. Of the 26 supervisors audited, 2 did not respond to the Board's request letters, and 5 more licensees failed the audit. 19 supervisors passed the audit.

A total of 26 audit letters were mailed in January 2026 for licensees who were designated as Supervisor in October 2025, with 10 audits still pending. Of the 26 supervisors audited, 15 have passed the audit, and 1 has failed.

Enforcement Emails

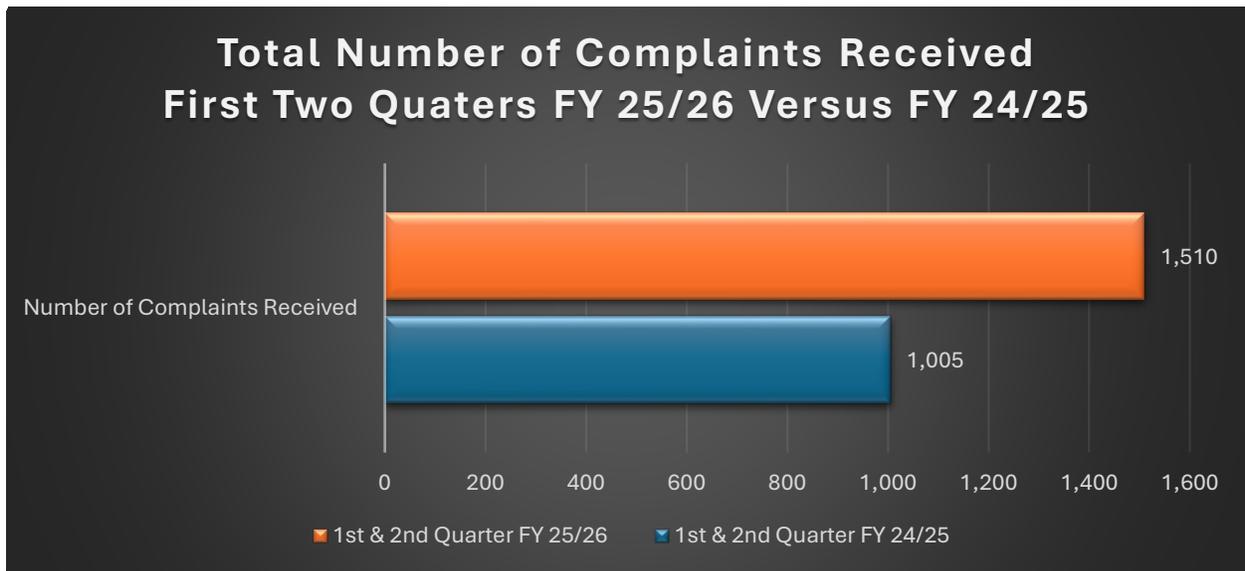
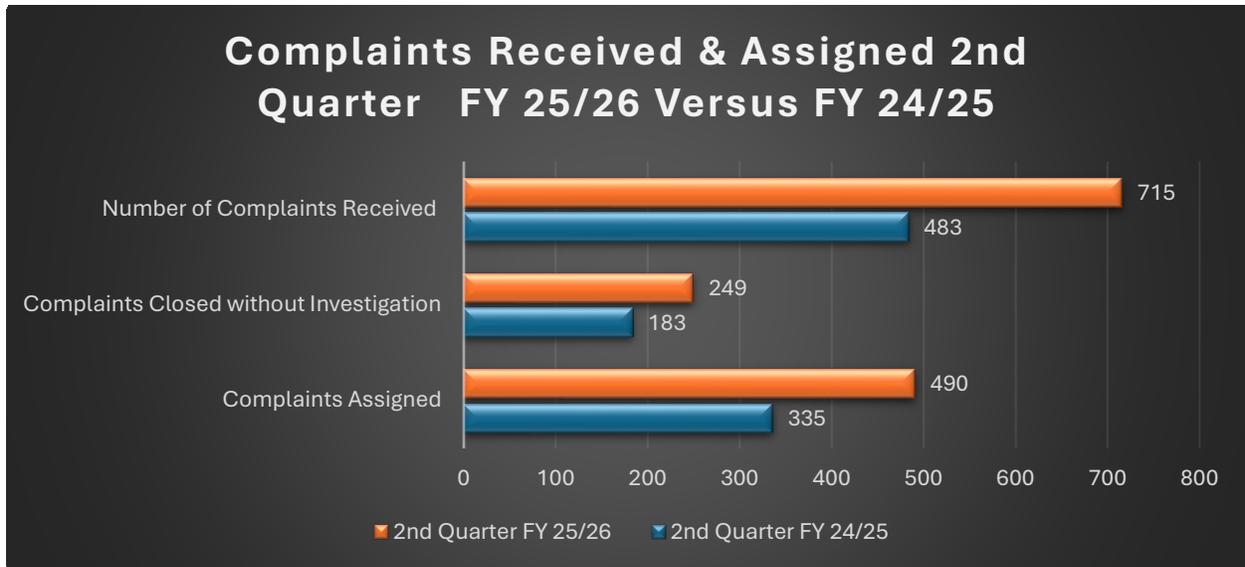
		2nd Quarter FY 24/25	2nd Quarter FY 25/26	Percent Change
Enforcement Emails Received	Enforcement	339	225	-33.63%
	Fingerprint	2,097	2,001	-4.58%
	Continuing Ed	650	486	-25.23%
	Consumer Complaint	861	919	6.74%
	Probation	117	99	-15.38%
	Total	4,064	3,730	-8.22%

Attachments

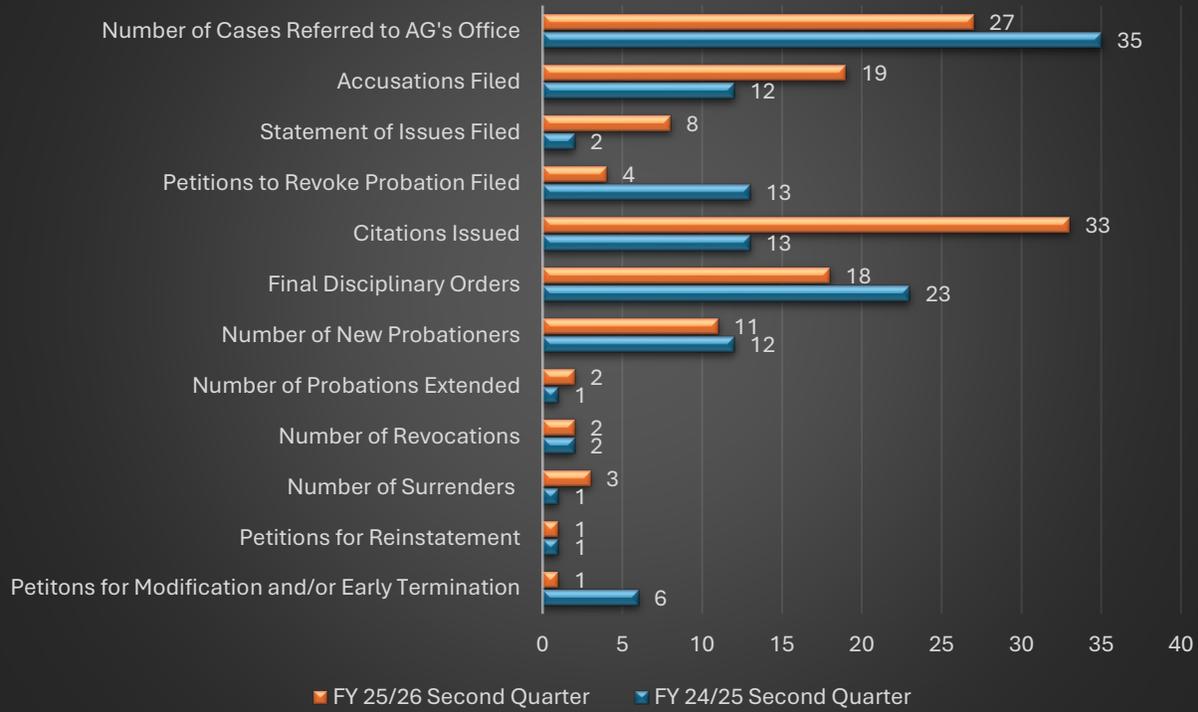
- Attachment A:** Enforcement Charts
- Attachment B:** Continuing Education Audits
- Attachment C:** Supervisor Audits

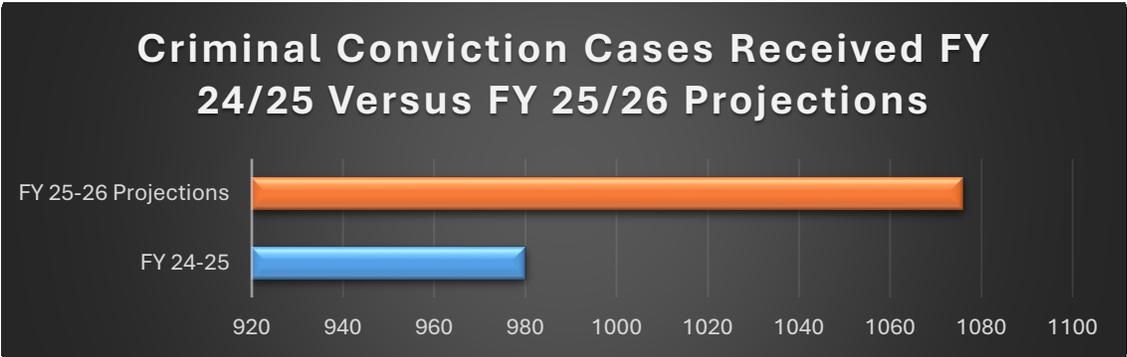
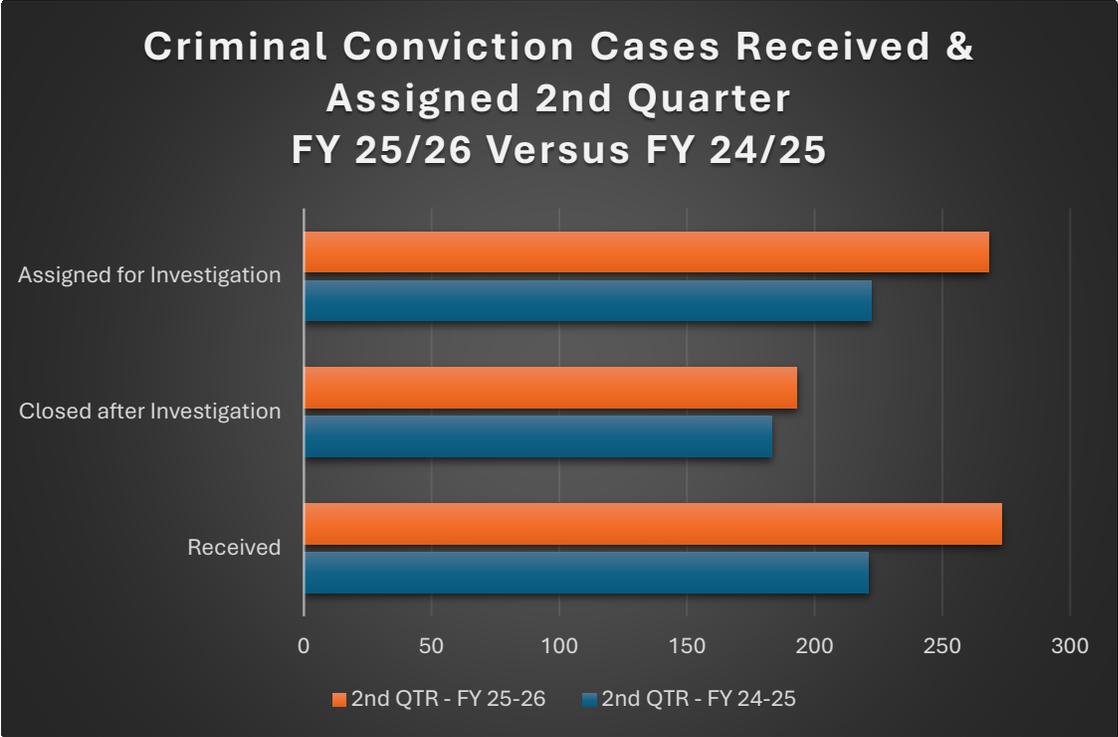
Blank Page

ATTACHMENT A



Discipline & Probation Data for 2nd Quarter FY 25/26 and FY 24/25





Blank Page

ATTACHMENT B

CONTINUING EDUCATION AUDITS

LMFT				
Renewal Cycle	Pass	Fail	Pending	Total Selected for Audit
May 1, 2022-April 30, 2024	7	11	0	18
April 1, 2023-March 31, 2025	19	5	0	24
May 1, 2023-April 30, 2025	15	7	0	22
June 1, 2023-May 31, 2025	14	8	0	22
July 1, 2023-June 30, 2025	10	11	0	21
August 1, 2023-July 31, 2025			20	20
Overall Pass/Fail Rate	61%	39%		

LPCC				
Renewal Cycle	Pass	Fail	Pending	Total Selected for Audit
May 1, 2022-April 30, 2024	5	5	0	10
April 1, 2023-March 31, 2025	6	4	0	10
May 1, 2023-April 30, 2025	3	4	0	7
June 1, 2023-May 31, 2025	3	2	0	5
July 1, 2023-June 30, 2025	6	1	0	7
August 1, 2023-July 31, 2025			3	3
Overall Pass/Fail Rate	59%	41%		

LCSW				
Renewal Cycle	Pass	Fail	Pending	Total Selected for Audit
May 1, 2022-April 30, 2024	4	9	0	13
April 1, 2023-March 31, 2025	13	7	0	20
May 1, 2023-April 30, 2025	10	8	0	18
June 1, 2023-May 31, 2025	8	9	0	17
July 1, 2023-June 30, 2025	10	7	0	17
August 1, 2023-July 31, 2025			17	17
Overall Pass/Fail Rate	53%	47%		

LEP				
Renewal Cycle	Pass	Fail	Pending	Total Selected for Audit
May 1, 2022-April 30, 2024	3	5	0	8
April 1, 2023-March 31, 2025	3	6	0	9
May 1, 2023-April 30, 2025	1	7	0	8
June 1, 2023-May 31, 2025	6	3	0	9
July 1, 2023-June 30, 2025	2	3	0	5
August 1, 2023-July 31, 2025			4	4
Overall Pass/Fail Rate	38%	62%		

Blank Page

ATTACHMENT C

SUPERVISOR AUDITS

LMFT				
Month of Supervisor Designation	Pass	Fail	Pending Response	Total Selected for Audit
Sep-25	10	1	0	11
Oct-25	6		5	11
Overall Pass/Fail Rate	73%	5%		

LPCC				
Month of Supervisor Designation	Pass	Fail	Pending Response	Total Selected for Audit
Sep-25	2	0	0	2
Oct-25			2	2
Overall Pass/Fail Rate	50%	0%		

LCSW				
Month of Supervisor Designation	Pass	Fail	Pending Response	Total Selected for Audit
Sep-25	6	3	2	11
Oct-25	7	1	3	11
Overall Pass/Fail Rate	59%	18%		

LEP				
Month of Supervisor Designation	Pass	Fail	Pending Response	Total Selected for Audit
Sep-25	1	1	0	2
Oct-25	2	0	0	2
Overall Pass/Fail Rate	75%	25%		