



## MEMORANDUM

<b>DATE</b>	February 9, 2026
<b>TO</b>	Board Members
<b>FROM</b>	Marc Mason, Administration Manager
<b>SUBJECT</b>	<b>Administration Update</b>

### Breeze System Updates

Staff continue to work closely with the Department of Consumer Affairs' Office of Information Services (OIS) to complete Work Authorization 165. This effort is focused on bringing the Board's applications online as well as making system modifications that will enhance system utilization for staff. Staff are currently working diligently to complete system testing. This work represents the final stage before the launch (go live date) of the online AMFT application. This effort will ensure accuracy, reliability, and full compliance with system requirements. Staff are actively validating data to support an accurate migration of records in accordance with updated system specifications.

The Associate Marriage and Family Therapist (AMFT) application remains the top priority and will be the first application to go live. Following the successful launch and verification of the AMFT online application, staff will proceed with the implementation, testing, and validation phases for the Associate Clinical Social Worker (ASW) and Associate Professional Clinical Counselor (APCC) applications.

### Communication

		2nd Quarter FY 24/25	2nd Quarter FY 25/26	Percent Change
<b>Calls Handled by DCA Consumer Information Center (CIC)</b>	October	1,191	1,265	6.21%
	November	933	818	-12.33%
	December	1,017	937	-7.87%
	Total	3,141	3,020	-3.85%

### Administrative Applications

		2nd Quarter FY 24/25	2nd Quarter FY 25/26	Percent Change
<b>Renewal Received</b> <i>(Online Increase by .14%)</i>	Registrant Renewal (Online)	8,552	8,691	1.62%
	Registrant Renewal (Manual)	4,164	4,683	12.46%
	License Renewal (Online)	10,754	10,644	-1.02%
	License Renewal (Manual)	5,693	5,660	-.58%
	Total	29,163	29,678	1.77%

		2nd Quarter FY 24/25	2nd Quarter FY 25/26	Percent Change
<b>Other Administration Applications</b> <i>(Online increase by 3.08%)</i>	Duplicate Certification (Online)	1,285	1,319	2.65%
	Duplicate Certification (Manual)	25	24	-4.0%
	Change of Name (Online)	431	430	-0.23%
	Change of Name (Manual)	74	52	-29.73%
	Change of Address (Online)	3,301	3,365	1.94%
	Change of Address (Manual)	66	24	-63.64%
	Certification Letter (Online)	727	807	11.00%
	Certification Letter (Manual)	183	52	-72.58%
Total		6,092	6,073	-0.31%

**Administrative Emails**

		2nd Quarter FY 24/25	2nd Quarter FY 25/26	Percent Change
<b>Administration Emails Received</b>	BBS Info	5036	4636	-7.94
	Certifications	123	74	-39.8
	Total	5156	4710	-8.65