



MEMORANDUM

DATE	April 27, 2026
TO	Board Members
FROM	Marc Mason, Administration Manager
SUBJECT	Administration Update

Personnel Update

Currently the Board has 66.7 Authorized positions.

Promotions/New Employees

- **Criminal Convictions Unit: Analyst I: Enforcement Analyst**
Sarah Lehnert was hired as the Enforcement Analyst within the Criminal Convictions Unit. Sarah’s first day in this position was May 1, 2026.
- **Consumer Complaint & Investigations Unit: Analyst II: Enforcement Analyst**
Brandy Psomas transitioned from a limited-term position to a permanent position as of April 1, 2026
- **Examination & Cashiering Unit: Analyst I: Examination Analyst**
Sabrina Guerra- Anderson’s current limited-term position has been made permanent. Sabrina's existing position will transition to a permanent status as of May 1, 2026.
- **Registration Unit: Office Technician (Typing): Examination Analyst**
Sydney Alexander was hired as a limited-term Office Technician in the Registration Unit. Sydney’s first day in this position was February 18, 2026.

Departures

- **Analyst I: Enforcement Analyst: Criminal Convictions Unit**
Kalan Novey departed. Kalan’s last day with the Board was on January 26, 2026

Vacancies

- **Examination & Cashiering Unit: Management Services Technician (MST)**
The Board has scheduled interviews for this position
- **Registration Unit: Management Services Technician (MST)**
The Board will be accepting applications for this position.

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. Staff are currently in the testing phase the AMFT application and it is estimated that this update will be operational in July of 2026.

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. Because much of the system development has been completed during the AMFT application process, this update is expected to be operational by the end of the year.

Communication

		3rd Quarter FY 24/25	3rd Quarter FY 25/26	Percent Change
Calls Handled by DCA Consumer Information Center (CIC)	January	1,112	1,088	-2.16
	February	1,035	943	-8.89
	March	1,105	1,107	+ .18
	Total	3,252	3,138	-3.50%

		3rd Quarter FY 24/25	3rd Quarter FY 25/26	Percent Change
Average Wait Time for Calls Handled by DCA Consumer Information Center (CIC)	January	0:54	0:55	+1.85%
	February	0:38	0:38	0%
	March	0:43	0:43	0%
	Average	.45	.45	0%

Administrative Applications

		3 rd Quarter FY 24/25	3 rd Quarter FY 25/26	Percent Change
Renewal Received <i>(Online Increase by .04%)</i>	Registrant Renewal (Online)	7,159	7,675	+7.2%
	Registrant Renewal (Manual)	4,755	4,559	-4.1%
	License Renewal (Online)	12,143	11,237	-7.4%
	License Renewal (Manual)	7,552	6,406	-1.5%
	Total	28,677	29,877	+4.1%
		3 rd Quarter FY 24/25	3 rd Quarter FY 25/26	Percent Change
Other Administration Applications <i>(Online increase by .01%)</i>	Duplicate Certification (Online)	1,482	1,478	-2.6%
	Duplicate Certification (Manual)	17	17	0%
	Change of Name (Online)	466	455	-2.3%
	Change of Name (Manual)	74	86	+16.2%
	Change of Address (Online)	3,616	3,993	+10.4%
	Change of Address (Manual)	42	23	+45.2%
	Certification Letter (Online)	998	993	-.05%
	Certification Letter (Manual)	74	66	+10.8%
Total	6,769	7,111	+5.05%	

Administrative Emails

		3 rd Quarter FY 24/25	3 rd Quarter FY 25/26	Percent Change
Administration Emails Received	BBS Info	5598	5467	-2.29%
	Certifications	223	216	-3.14%
	Total	5821	5683	-2.37%