



MEMORANDUM

DATE	April 27, 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 third quarter of FY 2025/2026:

- 748 complaints were received.
- 252 of those complaints were closed without investigation.
- 6 days was the average time to assign a complaint for investigation.
- 397 complaints were closed after investigation.
- 96 days was the average time to close a complaint.
- 2 complaints were referred to the Office of the Attorney General.
- 5 citations were issued.

The 748 complaints received for the third quarter of FY 2025/2026 is on par with both the number of complaints received for the first quarter, which was 795, and the second quarter, which was 715.

The 748 complaints received for the third quarter of FY 2025/2026 also reflects an approximate 17.5 percent increase in complaints received, as compared to the number of complaints received for the third quarter of FY 2024/2025, which was 637. Additionally, it reflects an approximate 43 percent increase in the number of complaints received, as compared to the number of complaints received for the third quarter of FY 2023/2024, which was 524.

Through the first three quarters of FY 2025/2026, a total of 2,255 complaints have been received. That is approximately 6 percent more complaints received than the totality received for FY 2023/2024 (2,122 were received), 19.5 percent more complaint received than the totality received for FY 2022/2023 (1,888 were received), and 22 percent more complaints that have been received than the totality of complaints received for FY 2021/22 (1,849 were received).

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

Probation

There were 8 new probationers this quarter, with an additional 2 probationers having their probation period extended.

Criminal Convictions

In the third quarter of FY 2025/2026:

- 221 criminal conviction cases were received.
- 214 cases were assigned for investigation.
- 187 cases were closed after investigation, which includes:
 - 7 application denials due to having a conviction or discipline.
- 32 cases were referred to the Office of the Attorney General for:
 - 17 Accusations requested.
 - 4 Hearings requested for Appealing Application Denial.
 - 7 Orders for Psychological Evaluations requested.
 - 4 requests for Penal Code 23 Suspension Orders.

The Board received 221 criminal conviction cases in the third quarter of FY 2025/2026, which is lower than the 265 criminal conviction cases received in the first quarter, and the 273 received in the second quarter.

The third quarter total of 221 criminal conviction cases received represents an approximate 1.4 percent increase in criminal conviction cases received when compared to the 218 cases received in the third quarter of FY 2024/2025, and an approximate 7.8 percent increase compared to the 205 criminal conviction cases received for the third quarter of FY 2023/2024.

Across the first three quarters of FY 2025/2026, the Board has received 768 criminal conviction cases, reflecting a 5.6 percent increase over the 727 cases received during the same period in FY 2024/2025, and a 17.9 percent increase over the 651 cases received in FY 2023/2024.

Based on this pace, the Board is projected to receive approximately 1,024 criminal conviction cases for the full fiscal year, representing an estimated 4.5 percent increase from FY 2024/2025, and an 18.8 percent increase from FY 2023/2024.

Continuing Education Audits

Continuing Education (CE) audits have been completed for renewal cycles that ended August 31, 2025. A total of 37 CE audits are currently pending for renewal cycles that ended September 30, 2025.

During the third quarter of FY 2025/2026, a total of 19 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 were designated as Supervisors to verify compliance with the continuing education requirements outlined in regulation. Supervisors who meet the requirements pass the audit, while those who do not meet the requirements or fail to respond to the Board’s letter fail the audit.

A total of 24 audit letters were issued in February 2026 to licensees designated as Supervisors. Of these audits, 20 supervisors passed, 3 failed, and 1 audit remains pending.

Similarly, 24 audit letters were issued in March 2026. Of the supervisors audited, 21 passed, 2 failed, and 1 audit remains pending.

Enforcement Emails

Enforcement Emails Received		3rd Quarter FY 24/25	3rd Quarter FY 25/26	Percent Change
	Enforcement			%
	Fingerprint			%
	Continuing Ed			%
	Consumer Complaint	1,008	841	-16.66%
	Probation	107	121	11.6%
	Total			%

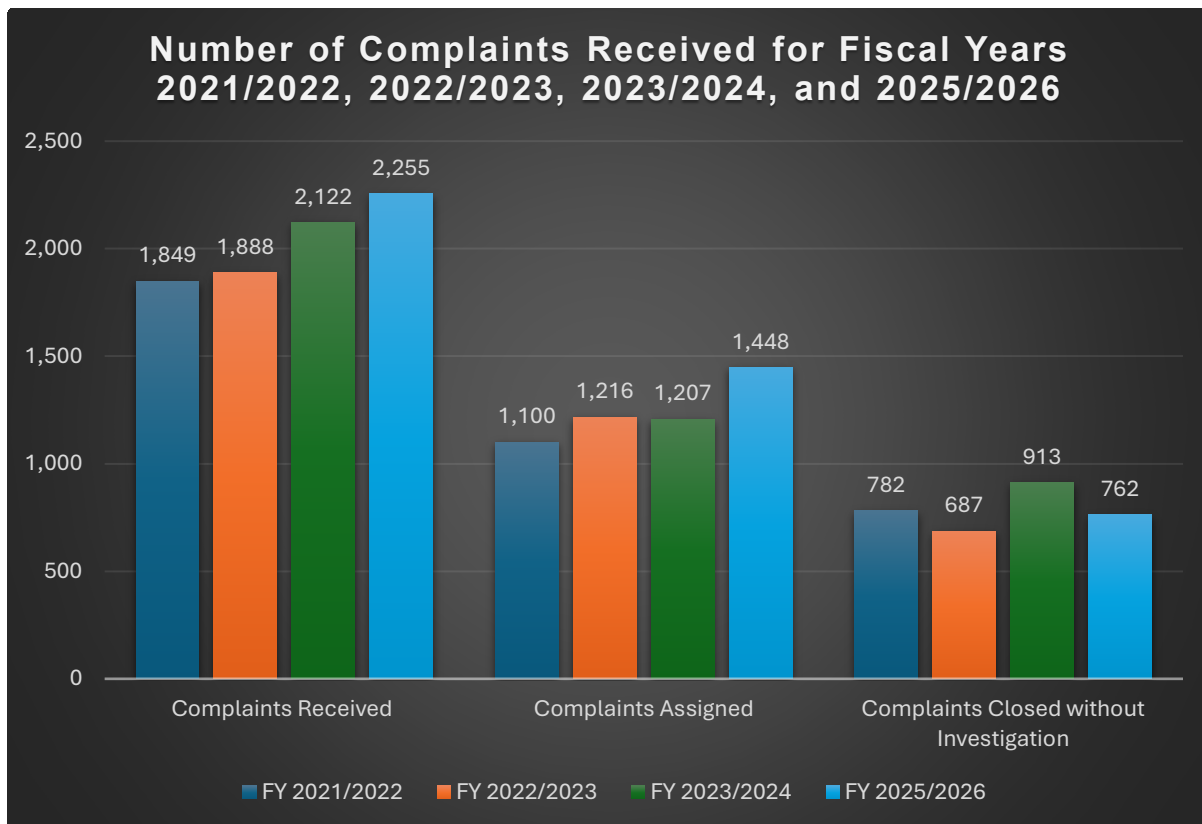
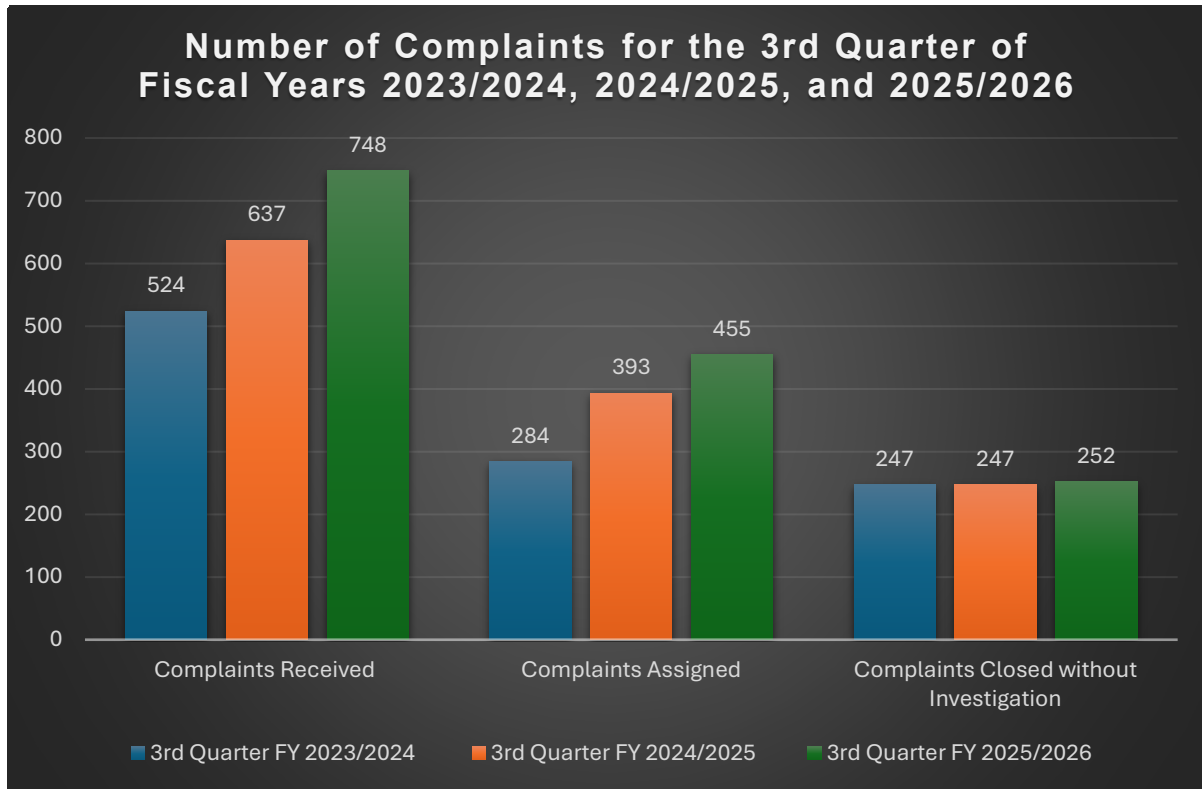
Attachments

Attachment A: Enforcement Charts

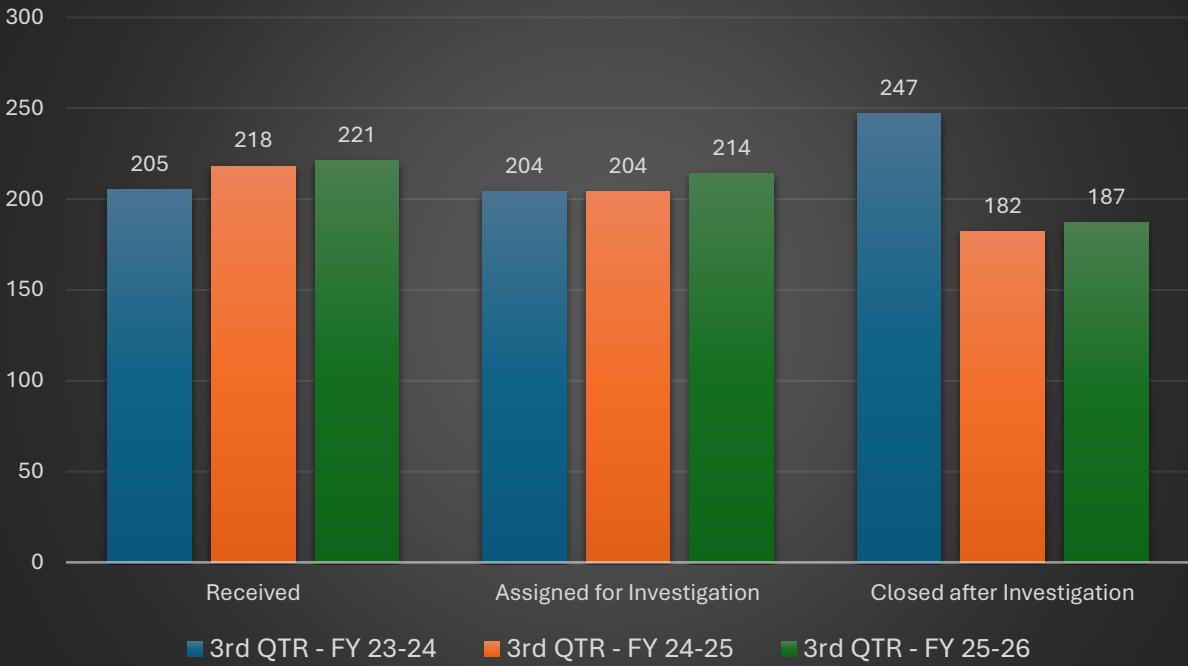
Attachment B: Continuing Education Audits

Attachment C: Supervisor Audits

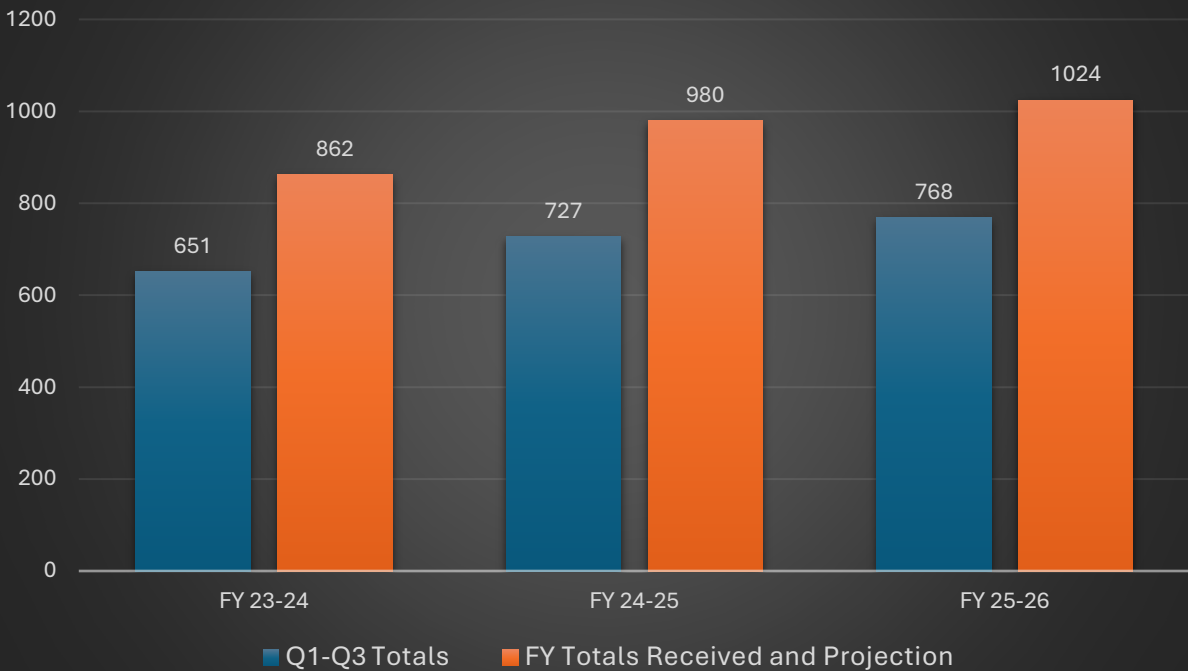
Attachment A



CRIMINAL CONVICTION CASE ACTIVITIES



CRIMINAL CONVICTION CASES RECEIVED



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	12	8	0	20
Sept 1, 2023-August 31, 2025	14	9	0	23
Oct 1, 2023-Sept 30, 2025			22	22
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	1	2	0	3
Sept 1, 2023-August 31, 2025	3	2	0	5
Oct 1, 2023-Sept 30, 2025	1		3	4
Overall Pass/Fail Rate	58%	43%		

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	11	6	0	17
Sept 1, 2023-August 31, 2025	14	4	0	18
Oct 1, 2023-Sept 30, 2025	4	1	12	17
Overall Pass/Fail Rate	58%	42%		

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	3	1	0	4
Sept 1, 2023-August 31, 2025	5	1	0	6
Oct 1, 2023-Sept 30, 2025	3	0	0	3
Overall Pass/Fail Rate	50%	50%		

SUPERVISOR AUDITS

LMFT				
	Pass	Fail	Pending Response	Total Selected for Audit
Dec-25	10	1	0	11
Jan-26	8	1	2	11
Feb-26	9	1	1	11
Mar-26	10	1	0	11
Overall Pass/Fail Rate	84%	9%		

LPCC				
	Pass	Fail	Pending Response	Total Selected for Audit
Dec-25	2	0	0	2
Jan-26	1	0	1	2
Feb-26	2	0	0	2
Mar-26	2	0	0	2
Overall Pass/Fail Rate	88%	0%		

LCSW				
	Pass	Fail	Pending Response	Total Selected for Audit
Dec-25	6	3	2	11
Jan-26	9	1	1	11
Feb-26	9	2	0	11
Mar-26	9	1	1	11
Overall Pass/Fail Rate	75%	16%		

LEP				
	Pass	Fail	Pending Response	Total Selected for Audit
Dec-25	2	0	0	2
Jan-26	2	0	0	2
Overall Pass/Fail Rate	100%	0%		

	Pass	Fail
LMFT	84%	9%
LPCC	88%	0%
LCSW	75%	16%
LEP	100%	0%