



Board of Behavioral Sciences

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Gavin Newsom, Governor, State of California | Business, Consumer Services and Housing Agency | Department of Consumer Affairs

MEMORANDUM

DATE	July 29, 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

- **Examination Unit: Management Service Technician: Testing Accomms**
Timothy Nevins has accepted a promotional transfer to the position of MST as the Boards contact for Testing Accommodations. Timothy's first day in this position was on May 31, 2026.
- **Registration Unit: Management Service Technician: Registration Evaluator**
Kamma En has accepted a promotional transfer to the position of MST. As a Registration Evaluator with the Board. Kamma's first day in this position was on July 1, 2026.

Departures

- **Consumer Complaint Unit: Analyst II: Enforcement Analyst**
Julie Weddle has separated from the Board. Julie's last day with the Board was May 15, 2026.
- **Registration Unit: Office Technician (Typing): Registration Technician**
Sydney Alexander has separated from the Board. Sydney's last day with the Board was on June 30, 2026.

Personnel Requests

- **Administration Unit:** Applications for the Office Technician position have been received.
- **Consumer Complaint & Investigations Unit:** Applications for the Analyst II position are currently being accepted.

- **Examination & Cashiering Unit:** Interviews for the Office Technician position have been held, and a candidate has been selected.
- **Registration Unit:** Applications have been received for the Office Technician position.

Vacancies

The Board currently has four vacancies.

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 making system modifications that will enhance system utilization for staff and is the first step in the process to bring the registration applications online. The system changes for the LMFT license went live in Breeze on July 1, 2026. Since this release, staff have been working to identify and correct any errors caused by the system modifications. To continue efforts on Work Authorization 165, staff will be meeting with OIS to discuss the changes for the LCSW license type. It is assumed that this will be an easier process because of the lessons learned from the LMFT system changes.

Development of online registration applications has started, and implementation is the Board's top priority. Staff will work with OIS to plan the rollout and decide whether to launch all registration types (AMFT, ASW, APCC) at once or in phases. The aim is to have an implementation with minimal risk of system errors and user complications.

Communication

		4th Quarter FY 24/25	4th Quarter FY 25/26	Percent Change
Calls Handled by DCA Consumer Information Center (CIC)	April	1,101	934	-15.17%
	May	971	1,239	+27.6%
	June	1,264	1,479	+17.01%
	Total	3,336	3,652	+9.47%

		4th Quarter FY 24/25	4th Quarter FY 25/26	Percent Change
Average Wait Time for Calls Handled by DCA Consumer Information Center (CIC)	April	0:33	0:56	+69.7%
	May	0:27	1:11	+163%
	June	0:42	0:49	+16.7%
	Average	0:34	0:59	+73.5%

Administrative Applications

		4th Quarter FY 24/25	4th Quarter FY 25/26	Percent Change
Renewal Received (Online Increase by .04%)	Registrant Renewal (Online)	7,049	7,184	+1.9%
	Registrant Renewal (Manual)	5,772	259	-95.5%
	License Renewal (Online)	11,284	11,720	+3.9%
	License Renewal (Manual)	6,093	127	-96.9%
	Total	30,198	19,290	-36.1%
		4th Quarter FY 24/25	4th Quarter FY 25/26	Percent Change
1,082 Other Administration Applications (Online increase by .01%)	Duplicate Certification (Online)	1,478	1,382	-6.5%
	Duplicate Certification (Manual)	26	7	-73.0%
	Change of Name (Online)	400	407	+1.75%
	Change of Name (Manual)	80	64	-20.0%
	Change of Address (Online)	3,595	3,799	+5.7%
	Change of Address (Manual)	43	85	+97.7%
	Certification Letter (Online)	922	1,082	+17.4%
	Certification Letter (Manual)	74	68	-8.1%
	Total	6,769	6,894	+1.9%

Administrative Emails

		4th Quarter FY 24/25	4th Quarter FY 25/26	Percent Change
Administration Emails Received	BBS Info	4674	5636	+20.58%
	Certifications	756	844	+11.64%
	Total	5430	6480	+19.34%

Increased Communication Volume

Board staff has observed an increase in both call and email volume, primarily driven by inquiries regarding the recent fee decrease. Staff anticipates that these volumes will stabilize and return to normal levels by the next Board meeting.