

## MEMORANDUM

|                |                                                                                                                                        |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>DATE</b>    | July 28, 2026                                                                                                                          |
| <b>TO</b>      | Board Members                                                                                                                          |
| <b>FROM</b>    | Gena Beaver, Discipline & Probation Manager<br>Sam Hall, Consumer Complaint Manager<br>Ashley Castleberry, Criminal Conviction Manager |
| <b>SUBJECT</b> | Enforcement Update                                                                                                                     |

### Consumer Complaints

In the fourth quarter of FY 2025/2026:

- 738 complaints were received.
- 242 of those complaints were closed without investigation.
- 7 days was the average time to assign a complaint for investigation.
- 474 complaints were closed after investigation.
- 73 days was the average time to close a complaint.
- 6 complaints were referred to the Office of the Attorney General.
- 1 citation was issued.

The 738 complaints received for the fourth quarter of FY 2025/2026 is a total similar to the number of complaints received for each of the three prior quarters:

- 795 complaints were received in the first quarter.
- 715 complaints were received in the second quarter.
- 748 complaints were received in the third quarter.

A total of 3,050 complaints were received for the entirety of FY 2025/2026. Depending on which of the 3 prior fiscal years that is compared to, the number of complaints received has increased by 23.25 to 38.1 percent:

- 2,340 complaints were received for FY 2024/2025  
(23.25 percent less complaints received, or a total of 710 less complaints.)
- 2,122 complaints were received for FY 2023/2024.  
(30.43 percent less complaints received, or a total of 928 less complaints.)
- 1,888 complaints were received for FY 2022/2023

(38.1 percent less complaints received, or a total of 1,162 less complaints.)

Overall totals for the entirety of FY 2025/2026:

- 3,050 complaints were received.
- 1,039 complaints were closed without investigation
- 5 days was the average time to assign a complaint for investigation.
- 1,710 complaints were closed after investigation.
- 73 days was the average time to close a complaint.
- 19 complaints were referred to the Office of the Attorney General.
- 18 citations were issued.

### **Probation**

There were 4 new probationers this quarter.

### **Criminal Convictions**

In the fourth quarter of FY 2025/2026:

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

The 220 criminal conviction cases received in the fourth quarter of FY 2025/2026 is a total similar to the number of criminal conviction cases received in each of the three prior quarters.

- 265 criminal conviction cases were received in the first quarter.
- 273 criminal conviction cases were received in the second quarter.
- 221 criminal conviction cases were received in the third quarter.

A total of 956 criminal conviction cases were received for the entirety of FY 2025/2026. Depending on which of the 3 prior fiscal years that is compared to, the number of complaints received is similar between years:

- 970 criminal conviction cases received for FY 2024/2025
- 854 criminal conviction cases received for FY 2023/2024
- 1,020 criminal conviction cases received for FY 2022/2023

Overall totals for the entirety of FY 2025/2026:

- 956 criminal conviction cases were received.
- 5 days was the average time to assign cases for investigation.
- 788 cases were closed after investigation.
- 95 cases were referred to the Office of the Attorney General.

### **Continuing Education Audits**

Continuing Education (CE) audits have been completed for renewal cycles that ended October 31, 2025. A total of 41 CE audits were initiated for renewal cycles that ended November 30, 2025, with 37 currently pending.

During the fourth quarter of FY 2025/2026, a total of 25 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 4–6-hour deficiency out of the 36-hour minimum requirement. The second most frequent causes was a lack of response to the Board's audit letters and a 17–21-hour deficiency out of the 36-hour minimum requirement.

For the entirety of FY 2025/2026, a total of 119 Citations and Fines were issued for failed CE audits. The most frequent cause was a lack of response to the Board's audit letters.

### **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 April 2026 to licensees designated as Supervisors. Of these audits, 21 supervisors passed, 2 failed, and 1 audit remains pending.

Similarly, 24 audit letters were issued in May 2026. Of the supervisors audited, 20 passed, 3 failed, and 1 audit remains pending.

In June 2026, a total of 27 audit letters were issued, reflecting a slight increase in LPCC supervisor audits. Of these audits, 23 passed and 4 failed.

A total of 175 licensees who have been designated as Supervisors have been audited since December 2025. Of those 175 audited, 145 have passed, 28 have failed, and 2 remain pending.

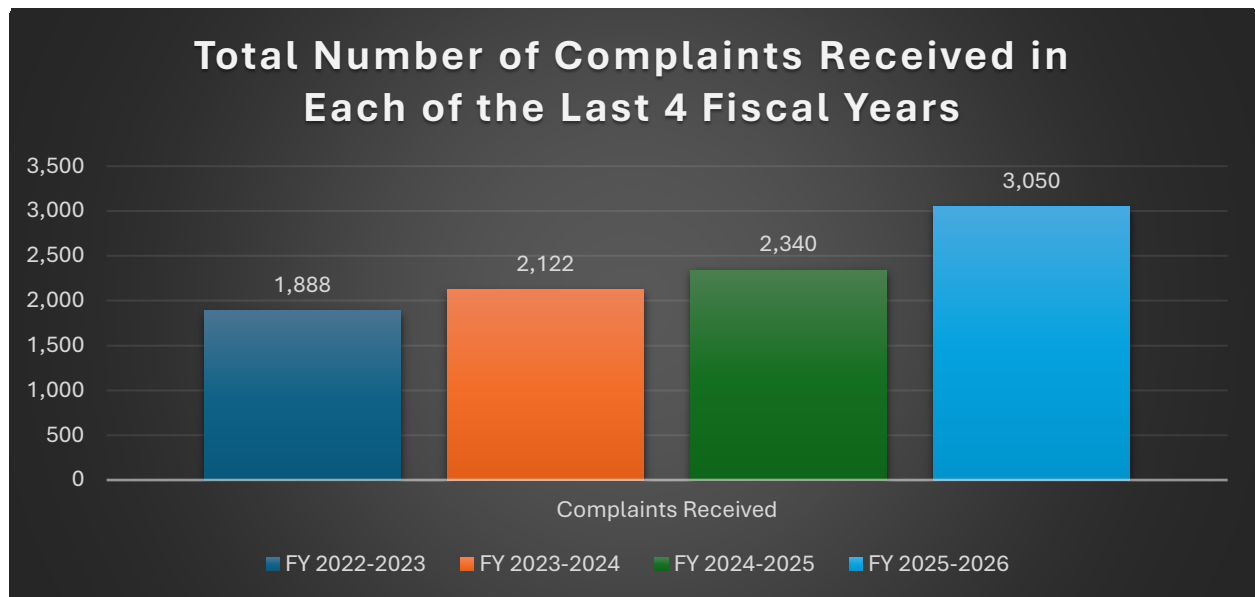
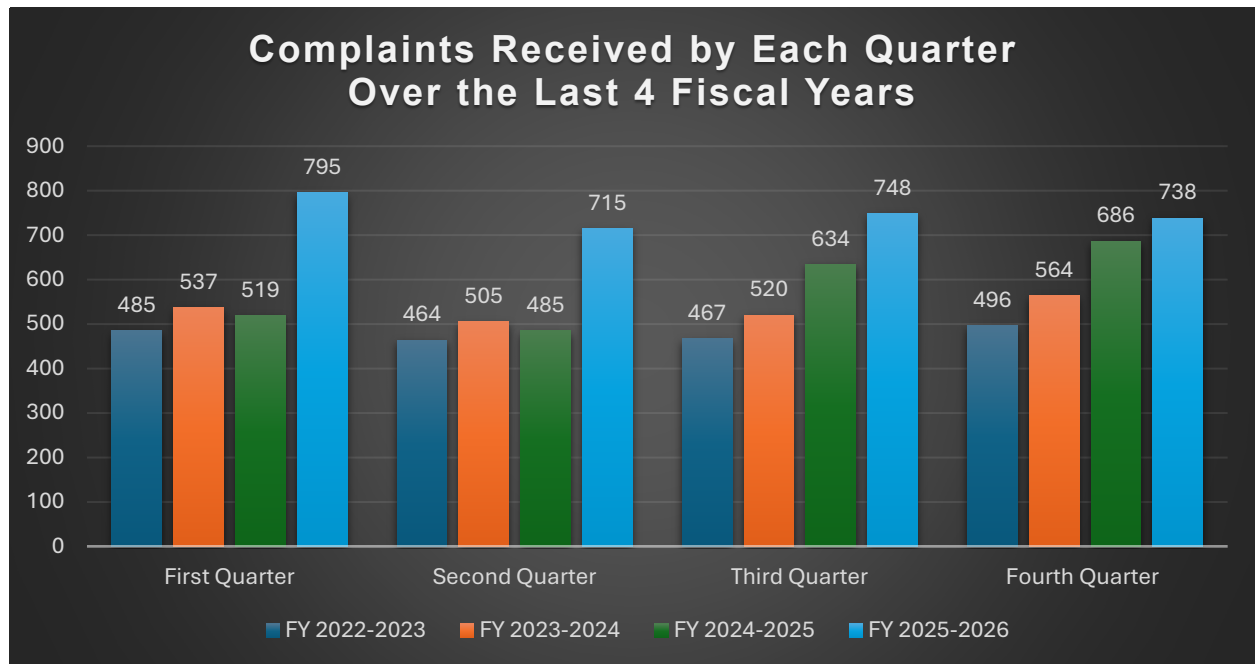
### **Enforcement Emails**

| <b>Enforcement<br/>Emails<br/>Received</b> |                    | <b>4<sup>th</sup><br/>Quarter<br/>FY 24/25</b> | <b>4<sup>th</sup><br/>Quarter<br/>FY 25/26</b> | <b>Percent<br/>Change</b> |
|--------------------------------------------|--------------------|------------------------------------------------|------------------------------------------------|---------------------------|
|                                            | Enforcement        | 218                                            | 459                                            | 110.55%                   |
|                                            | Fingerprint        | 2728                                           | 1819                                           | -33.32%                   |
|                                            | Continuing Ed      | 2728                                           | 528                                            | -13.16%                   |
|                                            | Consumer Complaint | 942                                            | 842                                            | -10.6%                    |
|                                            | Probation          | 111                                            | 137                                            | 23.5%                     |
|                                            | Total              | 4707                                           | 3785                                           | -19.59%                   |

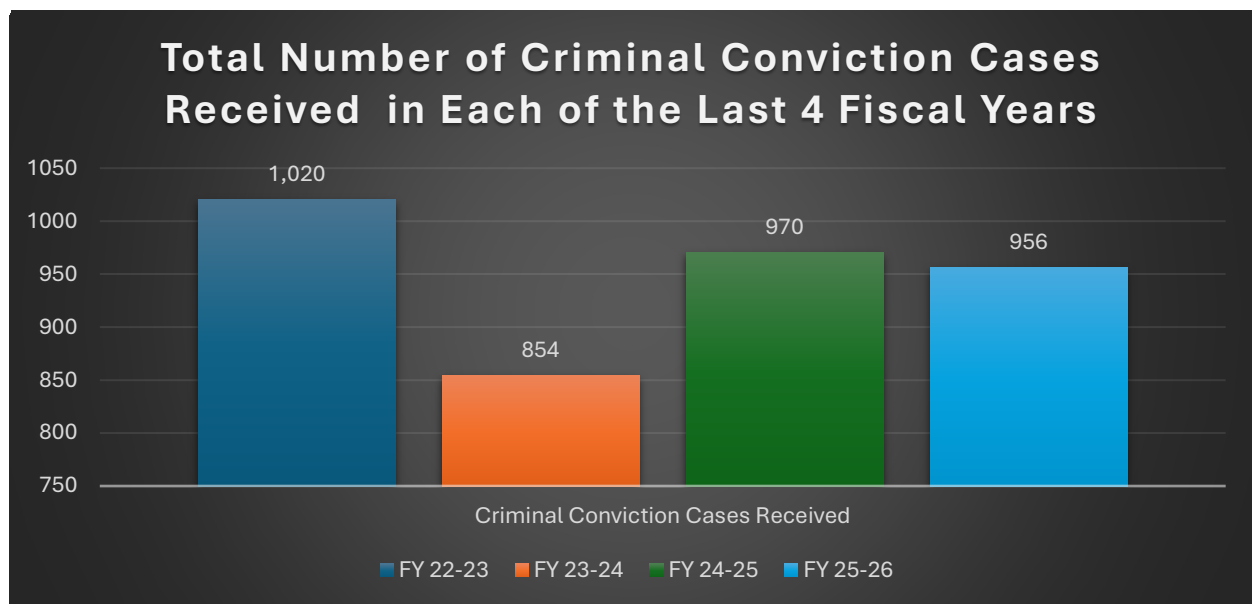
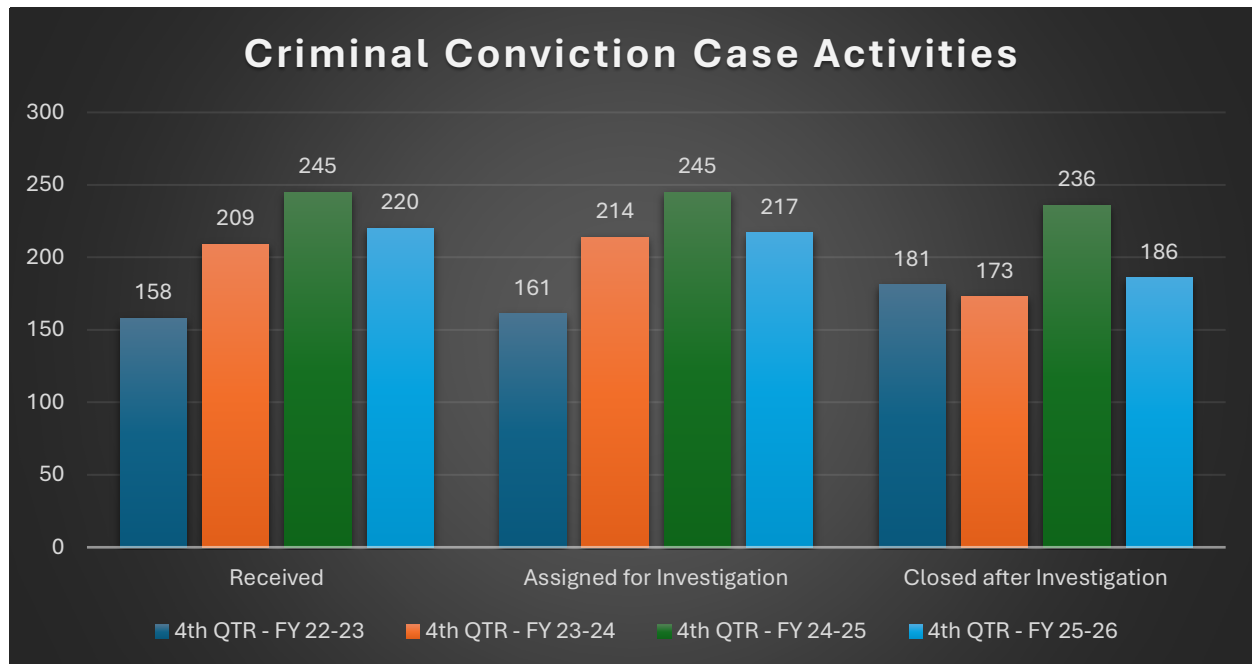
### **Attachments**

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

## Attachment A: Enforcement Charts



## Attachment A: Enforcement Charts



## CONTINUING EDUCATION AUDITS

|      | Renewal Cycle                 | Pass       | Fail       | Pending              | Total Selected for Audit |
|------|-------------------------------|------------|------------|----------------------|--------------------------|
| LMFT | May 1, 2022-Apr 30, 2024      | 7          | 11         | 0                    | 18                       |
|      | Apr 1, 2023-Mar 31, 2025      | 19         | 5          | 0                    | 24                       |
|      | May 1, 2023-Apr 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                       |
|      | Aug 1, 2023-July 31, 2025     | 12         | 8          | 0                    | 20                       |
|      | Sept 1, 2023-Aug 31, 2025     | 14         | 9          | 0                    | 23                       |
|      | Oct 1, 2023-Sept 30, 2025     | 13         | 8          | 0                    | 21                       |
|      | Nov 1, 2023-Oct 31, 2025      | 17         | 5          | 0                    | 22                       |
|      | Dec 1, 2023-Nov 30, 2025      |            |            | 20                   | 20                       |
|      | <b>Overall Pass/Fail Rate</b> | <b>63%</b> | <b>37%</b> | <b>Total Audited</b> | <b>213</b>               |
| LPCC | May 1, 2022-Apr 30, 2024      | 5          | 5          | 0                    | 10                       |
|      | Apr 1, 2023-Mar 31, 2025      | 6          | 4          | 0                    | 10                       |
|      | May 1, 2023-Apr 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                        |
|      | Aug 1, 2023-July 31, 2025     | 1          | 2          | 0                    | 3                        |
|      | Sept 1, 2023-Aug 31, 2025     | 3          | 2          | 0                    | 5                        |
|      | Oct 1, 2023-Sept 30, 2025     | 2          | 2          | 0                    | 4                        |
|      | Nov 1, 2023-Oct 31, 2025      | 2          | 2          | 0                    | 4                        |
|      | Dec 1, 2023-Nov 30, 2025      | 1          |            | 2                    | 3                        |
|      | <b>Overall Pass/Fail Rate</b> | <b>56%</b> | <b>44%</b> | <b>Total Audited</b> | <b>58</b>                |
| LCSW | May 1, 2022-Apr 30, 2024      | 4          | 9          | 0                    | 13                       |
|      | Apr 1, 2023-Mar 31, 2025      | 13         | 7          | 0                    | 20                       |
|      | May 1, 2023-Apr 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                       |
|      | Aug 1, 2023-July 31, 2025     | 11         | 6          | 0                    | 17                       |
|      | Sept 1, 2023-Aug 31, 2025     | 14         | 4          | 0                    | 18                       |
|      | Oct 1, 2023-Sept 30, 2025     | 12         | 5          | 0                    | 17                       |
|      | Nov 1, 2023-Oct 31, 2025      | 13         | 4          | 0                    | 17                       |
|      | Dec 1, 2023-Nov 30, 2025      | 3          |            | 12                   | 15                       |
|      | <b>Overall Pass/Fail Rate</b> | <b>62%</b> | <b>38%</b> | <b>Total Audited</b> | <b>169</b>               |
| LEP  | May 1, 2022-Apr 30, 2024      | 3          | 5          | 0                    | 8                        |
|      | Apr 1, 2023-Mar 31, 2025      | 3          | 6          | 0                    | 9                        |
|      | May 1, 2023-Apr 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                        |
|      | Aug 1, 2023-July 31, 2025     | 3          | 1          | 0                    | 4                        |
|      | Sept 1, 2023-Aug 31, 2025     | 5          | 1          | 0                    | 6                        |
|      | Oct 1, 2023-Sept 30, 2025     | 3          | 0          | 0                    | 3                        |
|      | Nov 1, 2023-Oct 31, 2025      | 3          | 2          | 0                    | 5                        |
|      | Dec 1, 2023-Nov 30, 2025      |            |            | 3                    | 3                        |
|      | <b>Overall Pass/Fail Rate</b> | <b>51%</b> | <b>49%</b> | <b>Total Audited</b> | <b>60</b>                |

## SUPERVISOR AUDITS

| LMFT                          |            |            |                  |                          |
|-------------------------------|------------|------------|------------------|--------------------------|
|                               | Pass       | Fail       | Pending Response | Total Selected for Audit |
| Dec-25                        | 10         | 1          | 0                | 11                       |
| Jan-26                        | 8          | 3          | 0                | 11                       |
| Feb-26                        | 9          | 2          | 0                | 11                       |
| Mar-26                        | 10         | 1          | 0                | 11                       |
| Apr-26                        | 10         | 1          | 0                | 11                       |
| May-26                        | 10         |            | 1                | 11                       |
| Jun-26                        | 9          | 2          | 0                | 11                       |
| <b>Overall Pass/Fail Rate</b> | <b>86%</b> | <b>13%</b> |                  |                          |

| LPCC                          |            |           |                  |                          |
|-------------------------------|------------|-----------|------------------|--------------------------|
|                               | Pass       | Fail      | Pending Response | Total Selected for Audit |
| Dec-25                        | 2          | 0         | 0                | 2                        |
| Jan-26                        | 1          | 1         | 0                | 2                        |
| Feb-26                        | 2          | 0         | 0                | 2                        |
| Mar-26                        | 2          | 0         | 0                | 2                        |
| Apr-26                        | 2          | 0         | 0                | 2                        |
| May-26                        | 2          | 0         | 0                | 2                        |
| Jun-26                        | 5          | 0         | 0                | 5                        |
| <b>Overall Pass/Fail Rate</b> | <b>94%</b> | <b>6%</b> |                  |                          |

| LCSW                          |            |            |                  |                          |
|-------------------------------|------------|------------|------------------|--------------------------|
|                               | Pass       | Fail       | Pending Response | Total Selected for Audit |
| Dec-25                        | 6          | 5          | 0                | 11                       |
| Jan-26                        | 9          | 2          | 0                | 11                       |
| Feb-26                        | 9          | 2          | 0                | 11                       |
| Mar-26                        | 9          | 2          | 0                | 11                       |
| Apr-26                        | 9          | 1          | 1                | 11                       |
| May-26                        | 8          | 3          | 0                | 11                       |
| Jun-26                        | 9          | 2          | 0                | 11                       |
| <b>Overall Pass/Fail Rate</b> | <b>77%</b> | <b>22%</b> |                  |                          |

| LEP                           |             |           |                  |                          |
|-------------------------------|-------------|-----------|------------------|--------------------------|
|                               | Pass        | Fail      | Pending Response | Total Selected for Audit |
| Dec-25                        | 2           | 0         | 0                | 2                        |
| Jan-26                        | 2           | 0         | 0                | 2                        |
| Feb-26                        | 0           | 0         | 0                | 0                        |
| Mar-26                        | 0           | 0         | 0                | 0                        |
| Apr-26                        | 0           | 0         | 0                | 0                        |
| May-26                        | 0           | 0         | 0                | 0                        |
| Jun-26                        | 0           | 0         | 0                | 0                        |
| <b>Overall Pass/Fail Rate</b> | <b>100%</b> | <b>0%</b> |                  |                          |