



Board of Behavioral Sciences

Memo

1625 North Market Blvd., Suite S-200
Sacramento, CA 95834
(916) 574-7830, (916) 574-8625 Fax
www.bbs.ca.gov

To: Board Members **Date:** April 26, 2022
From: Steve Sodergren **Telephone:** (916) 574-7847
Executive Officer
Subject: Organizational Development

BREEZE SYSTEM UPDATES

During the last quarter, staff worked with the Office of Information Services (OIS) to complete approximately 12 updates to the Breeze system which included changes to automated letters. Additionally, staff worked on creating a new transaction and modifier that will allow supervisors to complete the required Supervisory Agreement form online. Once the form is completed a modifier will be placed on the licensee's record noting them as having met the supervisory requirements. This will only be viewable by staff.

LISTENING SESSIONS

The BBS Strategic Plan that was adopted in 2022 includes the two following objectives:

- 1.3 Partner with other agencies and stakeholder groups to reduce barriers to licensure and foster the development of a diverse and culturally responsive mental health workforce.

- 4.1 Implement statute and regulations that comprehensively address telehealth and educate stakeholders, licensees, and consumers about telehealth.

To facilitate information gathering and to gain a better understanding of the scope of each objective, staff will be conducting listening sessions. Initially staff will create and distribute a survey that will capture general information and stakeholders' concerns on each topic. This survey will also allow stakeholders to express interest in participating or presenting during the listening sessions. The listening sessions will be comprised of scheduled presentations from stakeholders that will focus on general topics relate to telehealth and barriers to licensure. Depending on interest, staff may consider holding multiple listening sessions. At the conclusion of each listening session, staff will summarize the information and will present the report at committee and full Board meetings.

Staff is planning to hold a telehealth listening session in August 2022 and a barriers to licensure listening session at the beginning of 2023.

PROCESS IMPROVEMENT PROJECT

Staff continues to work with the DCA's Organizational Improvement Office (OIO) in mapping out the workflow of all board processes and evaluate current processes to identify possible improvements. To date, thirty-four processes have been mapped. The next step is to review the process maps with OIO to determine where improvements can be made.

DIGITIZING RECORDS

The Board has entered a Memorandum of Understanding (MOU) with DCA's Business Services Office-Records Imaging Services Unit to assist in the conversion and imaging or licensing records. The Records Imaging Service Unit will scan and index licensing records that are currently housed within the office. This will allow staff to upload and retain a licensee's records electronically in the BreEze system. Digitizing these records will allow for easier access and will reduce the storage and fees associated with archiving the files at the State Record Center. Staff will begin the project with the records of fully licensed individuals and then will explore the usage for other types of files.

ORGANIZATIONAL EFFECTIVENESS

As part of the Board's goal of organizational effectiveness and to ensure efficient operations; Executive staff has been meeting with management to review and assess staff duty statements to ensure they properly reflect current duties. The Board is assessing the duty statements for consistency and factoring in the current and future needs of the Board. The Board has taken a statistical approach in determining the volume of work as well as the average amount of time needed to complete specific tasks. Additionally, the Board is determining the equipment needs for each position while working in the office and telework.