



DEPARTMENT OF CONSUMER AFFAIRS

BOARD OF BEHAVIORAL SCIENCES

SUNSET REVIEW
DECEMBER 2019



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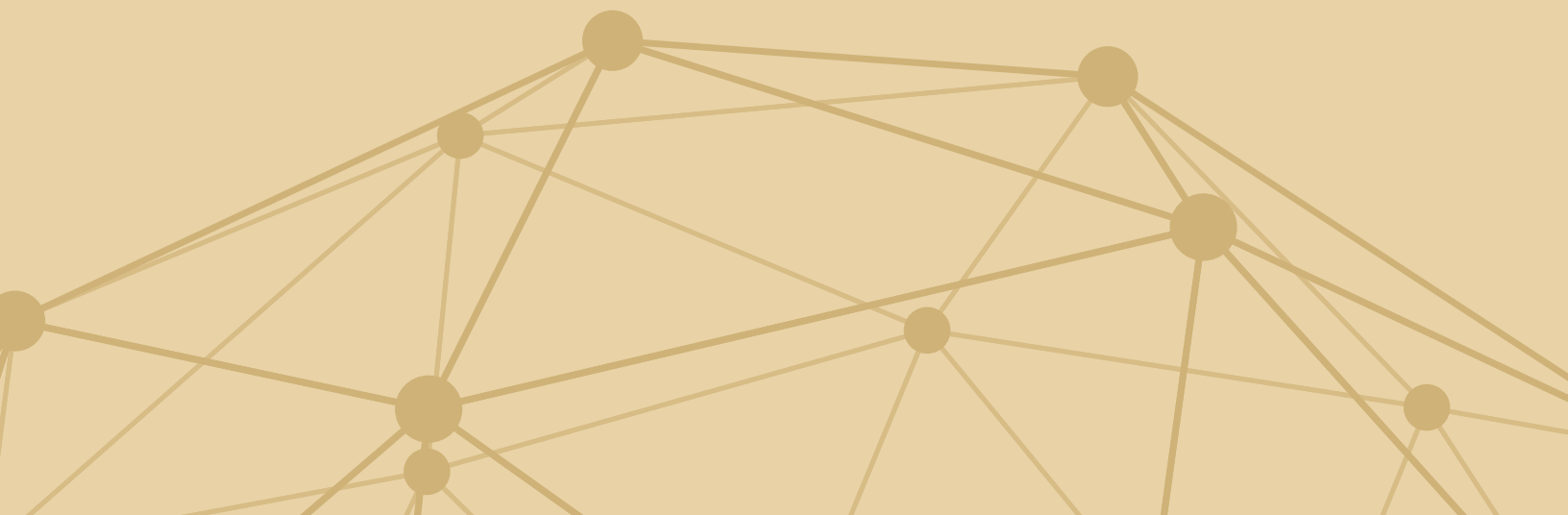
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**SECTION 1—
BACKGROUND
AND DESCRIPTION
OF THE BOARD AND
REGULATED PROFESSIONS**



SECTION 1—BACKGROUND AND DESCRIPTION OF THE BOARD AND REGULATED PROFESSION

HISTORY AND FUNCTION OF THE BOARD

Established 75 years ago, the Board of Behavioral Sciences is one of the 37 regulatory entities within the Department of Consumers Affairs (DCA). The Board licenses and regulates Licensed Clinical Social Workers (LCSWs), Licensed Marriage and Family Therapists (LMFTs), Licensed Educational Psychologists (LEPs), and Licensed Professional Clinical Counselors (LPCCs). Additionally, the Board registers Associate Clinical Social Workers (ACSWs), Associate Marriage and Family Therapists (AMFTs), and Associate Professional Clinical Counselors (APCCs).

The Board's mission is to protect and serve Californians by setting, communicating, and enforcing standards for safe and competent mental health practice. The Board's vision is to ensure that Californians are able to access the highest-quality mental health services. To this end, the Board develops and administers licensure examinations; investigates consumer complaints and criminal convictions; responds to emerging changes and trends in the mental health profession legislatively or through regulations; and creates informative publications for consumers, applicants, and licensees.

The Board's statutes and regulations require licensure before an individual may engage in practicing as an LMFT, LCSW, LEP, and LPCC. In addition to establishing the requirements to obtain a license or registration, the Board's statutes and regulations also provide the Board the authority to discipline licensees and registrants.

Governor Earl Warren signed legislation on July 18, 1945, that created the Board of Social Work Examiners under the Department of Professional and Vocational Standards (renamed the Department of Consumer Affairs in 1970). California became the first state to register social workers. The legislation created a seven-member board to represent both consumers and the profession. At least two of the members were required to be "lay persons." All Board members were appointed by the governor. During the first 16 months of its existence, the Board registered 4,098 social workers. The intent of the registration was to identify competent professionals who were working for higher standards and services to the public.

A 1962 California State Assembly investigation regarding the fraudulent practice of marriage counseling contributed to the 1963 creation of the *Marriage, Family, and Child Counselor Act*. Under this Act, the Board of Social Work Examiners received the responsibility of licensing and regulating marriage, family, and child counselors. Soon after the addition of marriage, family, and child counselors, the Board of Social Work Examiners was renamed the Social Worker and Marriage Counselor Qualifications Board.

After 1969, anyone who wanted to practice clinical social work was required to hold a license. The addition of Licensed Educational Psychologists in 1970 to the Board's regulatory responsibilities inspired a new name, the Board of Behavioral Sciences Examiners. In 1997, the Board of Behavioral Sciences Examiners was officially changed to its present name, the Board of Behavioral Sciences.

In 2010, a fourth mental health profession, Licensed Professional Clinical Counselor, was added to the Board's regulatory responsibilities. Today, the Board is responsible for the regulatory oversight for over 118,000 licensees and registrants. Current law provides for 13 Board members comprised of six licensees and seven public members. Eleven members are appointed by the governor and are subject to Senate confirmation. One public member is appointed by the Speaker of the Assembly, and one public member is appointed by the Senate Rules Committee.

BOARD COMMITTEES

The Board has one standing committee, the Policy and Advocacy Committee. The Policy and Advocacy Committee is comprised of four Board members. The work of the committee is focused on proposed legislation, proposed regulations, and legislative and regulatory changes that respond to emerging trends or concerns in the mental health profession that may affect the Board's licensees and registrants.

The Board also uses ad-hoc committees to address specific topic areas. Examples include the Supervision Committee, the License Portability Committee, and the

Exempt Setting Committee. Ad-hoc committees are usually comprised of two to three Board members. Each meeting is publicly noticed and may be webcasted.

Ad-hoc committees hold a series of meetings with stakeholders and interested parties to discuss a single topic and develop recommendations to present to the Board. Currently, the Board does not have an active ad-hoc committee. However, two ad-hoc committees will be established in 2020. The first committee will discuss the practice of telehealth. The second committee will review existing laws regarding the subsequent registration numbers, and practice settings. Additionally, the committee will consider setting a limit for the number of examination attempts by a candidate, and if the candidate should be required to obtain further education before continuing in the examination process after the maximum number of attempts is reached.

Frequently, committee meetings are held in Sacramento. However, some committee meeting locations are rotated between Northern California and Southern California to maximize stakeholder participation in the discussion. For example, the Supervision Committee and Exempt Committee held meetings in both Northern and Southern California.

For the *Board Member Procedure Manual* refer to section 12, Attachment A, I and for a detailed list of Board members, refer to section 12, Attachment A, II.

For a detailed list of the attendance at Board and committee meetings refer to section 12, Attachment B.

BOARD QUORUM ISSUES

Regrettably, the Board canceled one quarterly Board Meeting (September 2019) in the past four years. At that time, the Board had seven positions vacant on its 13-member board. The Board must have seven members in attendance to establish a quorum.

The absence of a quorum resulted in nearly a three-month delay for probationers to appear before the Board to request modifications to the terms of their probation. These probationers were scheduled for the next Board Meeting (November 2019). Further, the Board was unable to discuss rejected proposed decisions in disciplinary cases. The Board previously voted to reject the administrative law judge's proposed decisions because the decisions did not comply with the Board's disciplinary guidelines. Specifically, terms and conditions were either missing or the terms and conditions appeared overly punitive to the probationer. Unfortunately, as a result, six proposed decisions became effective.

Finally, the Board also suspended Board votes on 20 proposed decisions and negotiated settlements. With the appointment of a new Board member on October 8, 2019, the Board resumed Board votes on October 15, 2019.

MAJOR CHANGES SINCE LAST SUNSET REVIEW

Reorganization

Since the 2016 sunset review, the Board has experienced significant growth in its licensing population. The Board's licensing population increased 14%, rising from 102,000 licensees and registrants to over 118,000. The increased focus on mental health services and access on both a state and national level can be attributed to the rise in population.

To address the increasing workload, the Board was successful in obtaining 8.5 additional staff positions in fiscal year 2016–17. The new positions were specifically for the Board's Licensing and Examination Units. Further, the Board received three additional staff positions in fiscal year 2019–20. The Board currently is authorized for 62.8 positions.

The Board reorganized its Licensing and Examination Units to create two separate units with each unit reporting directly to a separate manager. Further, the Enforcement Unit was reorganized to separate the three enforcement activities. The Consumer Complaint Unit, Subsequent Arrest and Criminal Conviction Unit, and Discipline and Probation Unit. Each of these units reports directly to a separate manager.

Relocation

In March 2019, the Board relocated to a larger space within DCA's headquarters. The new space is sufficient for existing staff and will accommodate future growth.

Change in Leadership

The leadership of the Board has changed slightly since the 2016 sunset review. The Board currently has six managers providing oversight of the Board's licensing, examination, and enforcement activities. The current assistant executive officer was hired in fiscal year 2012–13. The Board's current executive officer was appointed in 2010.

Strategic Plan

The Board revised its Strategic Plan in 2017. Collaborating with the Board's stakeholders, the Board developed the 2018-2021 Strategic Plan. This plan reflects the Board's mission to "Protect and serve Californians by setting,

communicating, and enforcing standards for safe and competent mental health practices.” The plan was adopted at the November 2017 Board Meeting.

For the Board’s 2018-2021 Strategic Plan refer to section 12, Attachment G.

Examination Restructure

On January 1, 2016, the Board restructured its examination process. Previously, the licensing exams were taken upon completion of all supervised experience hours. Under the new structure, individuals who hold an ASW, AMFT, or APPC registration must take the California Law and Ethics Examination within the first year of registration with the Board. If unsuccessful in the first year, the registrant is required to take the examination at least once per renewal period until they obtain a passing score.

After completion of the required supervised work experience hours, the registrant may apply to take the clinical examination for their license type. LPCC and LCSW candidates will take a national clinical examination for licensure. LMFT candidates take a Written Clinical Examination developed and administered by the Board.

National Examination for Social Workers

In 2016 the Board began accepting, for LCSW licensure, the Association of Social Work Boards (ASWB) Clinical Exam. This national exam replaced the clinical exam that was developed and administered by the Board.

English as a Second Language: Additional Examination Time

Recognizing California’s diversity, the Board proposed regulations to allow examination candidates for whom English is a second language additional time to take the licensure examinations. The regulations became effective on October 1, 2017. An examination candidate who meets the specific criteria demonstrating limited English proficiency will be granted time-and-a-half to take the licensure examinations.

Removing Barriers to Licensure in California for Out-of-State Applicants

Effective January 1, 2020, marriage and family therapists, clinical social workers, and professional clinical counselors who have been licensed for at least two years in another state may apply for licensure in California under a new streamlined process. Senate Bill 679 (Bates, Chapter 380, Statutes of 2019) improves portability across state lines by removing the unnecessary barriers to licensure for an out-of-state applicant without compromising consumer protection. California is one of

the first states to enact legislation that promotes license portability.

Licensure Renewals

In October 2018, the Board discontinued the use of paper coupons to renew licenses and registrations to promote the efficiency of the online renewal feature on BreZE. The revised renewal notice provides instructions to use the online renewal feature, which eliminates any deficiency that will delay the renewal. The Board’s online renewal activity increased from 48% in November 2017 to 96% in May 2018. Renewal candidates without access to the internet may contact the Board to request a paper renewal form.

LEGISLATION SPONSORED BY AND AFFECTING THE BOARD SINCE THE LAST SUNSET REVIEW

Many legislative changes relevant to the Board of Behavioral Sciences’ duties have been enacted since the last sunset review in 2016. These changes are listed below in chronological order.

AB 1808—Minors: Mental Health Services (Wood, Chapter 292, Statutes of 2016)

This bill included marriage and family therapist trainees and clinical counselor trainees in the list of professional persons who may perform mental health treatment or residential shelter services with a consenting minor 12 years of age or older under certain defined circumstances. It also requires the trainee to notify his or her supervisor within 24 hours of treating such a minor. If the trainee believes the minor is a danger to self or others, the trainee must notify the supervisor immediately after the counseling session.

AB 1863—Medi-Cal: Federally Qualified Health Centers: Rural Health Centers (Wood, Chapter 610, Statutes of 2016)

This bill allowed Medi-Cal reimbursement for covered mental health services provided by a marriage and family therapist employed by a federally qualified health center or a rural health clinic.

AB 1917—Educational Requirements for Marriage and Family Therapists and Professional Clinical Counselor Applicants (Oberholte, Chapter 70, Statutes of 2016)

This bill modified the education required to become an LPCC or an LMFT as follows:

1. It amended the coursework and practicum required of LPCC applicants to ensure that the degree was designed to qualify the applicant to practice professional clinical counseling.

2. It amended the law to define education gained out-of-state based on the location of the school, instead of based on the residence of the applicant.

The Board sponsored this bill.

AB 2191—Board of Behavioral Sciences (Salas, Chapter 458, Statutes of 2016)

This bill extended the Board’s sunset date until January 1, 2021.

SB 1478—Healing Arts (Senate Business, Professions, and Economic Development Committee, Chapter 489, Statutes of 2016)

The Board sponsored the following provisions of SB 1478:

- Provisions making minor, technical, and nonsubstantive amendments to add clarity and consistency to current licensing law.
- Provisions changing the marriage and family therapist and professional clinical counselor “intern” title to “associate.”

AB 191—Mental Health: Involuntary Treatment (Wood, Chapter 184, Statutes of 2017)

This bill added licensed marriage and family therapists and licensed professional clinical counselors to the list of professionals who are authorized to be the secondary signatory to extend involuntary commitments under certain circumstances.

AB 508—Health Care Practitioners: Student Loans (Santiago, Chapter 195, Statutes of 2017)

This bill removed healing art boards’ ability to issue a citation and fine and its ability to deny an application for a license or renewal of a license due to the licensee or applicant being in default on a U.S. Department of Health and Human Services education loan.

AB 1188—Health Professions Development: Loan Repayment (Nazarian, Chapter 557, Statutes of 2017)

This bill increased the Mental Health Practitioner Education Fund fee that Licensed Marriage and Family Therapists and Licensed Clinical Social Workers pay upon license renewal from \$10 to \$20. It also required LPCCs to pay a \$20 fee into the fund upon renewal, and in return allowed LPCCs and PCC associates to apply for the loan repayment grant if they work in a mental health professional shortage area.

SB 800—Professions and Vocations (Senate Business, Professions, and Economic Development Committee, Chapter 573, Statutes of 2017)

The Board sponsored provisions of this proposal to make minor, technical, and nonsubstantive amendments to add clarity and consistency to its licensing laws.

AB 93—Healing Arts: Marriage and Family Therapists: Clinical Social Workers: Professional Clinical Counselors: Required Experience and Supervision (Medina, Chapter 743, Statutes of 2018)

This bill was sponsored by the Board and made amendments to the Board’s supervised experience requirements for licensure. The bill focused on strengthening the qualifications of supervisors, supervisor responsibilities, types of supervision that may be provided, and acceptable work settings for supervisees. The bill also made the Board’s supervision requirements more consistent across its licensed professions.

AB 456—Healing Arts: Associate Clinical Social Workers (Thurmond, Chapter 158, Statutes of 2018)

This bill extended the Board’s “90-day rule” to applicants for registration as an Associate Clinical Social Worker (ASW). Previously, the 90-day rule only allowed applicants for registration as an Associate Marriage and Family Therapist or an Associate Professional Clinical Counselor to count post degree hours of supervised experience before receiving a registration number, if they applied for their associate registration within 90 days of the granting of their qualifying degree.

All applicants who complete graduate study on or after January 1, 2020, must also now provide the Board with proof that the workplace required Live-Scan fingerprinting prior to the applicant gaining supervised experience hours to count supervised experience gained under the 90-day rule.

This bill also reduced the required number of supervised experience hours for licensure as a clinical social worker from 3,200 hours to 3,000 hours.

AB 1436—Board of Behavioral Sciences: Licensees: Suicide Prevention Training (Levine, Chapter 527, Statutes of 2018)

Beginning January 1, 2021, this bill requires applicants for any license with the Board of Behavioral Sciences to demonstrate completion of at least six hours of coursework or supervised experience in suicide risk assessment and intervention. Current licensees will also

be required to demonstrate completion of this coursework or supervised experience in their first renewal period after this date.

AB 2088—Patient Records: Addenda (Santiago, Chapter 275, Statutes of 2018)

This bill included minors in the allowance that any patient that inspects his or her patient records may provide a written addendum to the record for any item or statement that he or she believes is incomplete or incorrect. Previously, this provision was only allowed for adult patients.

AB 2117—Marriage and Family Therapists: Clinical Social Workers: Professional Clinical Counselors (Arambula, Chapter 486, Statutes of 2018)

This bill made amendments to specify how an expired registration may be renewed, and to supervised experience hours required for long term out-of-state license holders. It also made some corrections to LCSW law regarding the California law and ethics exam and law and ethics coursework.

AB 2138—Licensing Boards: Denial of Application: Revocation or Suspension of Licensure: Criminal Conviction (Chiu and Low, Chapter 995, Statutes of 2018)

This bill sought to remove some of the licensing and employment barriers that those with prior criminal convictions or disciplinary actions often encounter, if they can demonstrate rehabilitation. Beginning July 1, 2020, the bill makes changes to the law regarding when licensing boards can deny, suspend, or revoke a license due to prior convictions or discipline.

AB 2296—Licensed Professional Clinical Counselors: Licensed Clinical Social Workers (Waldron, Chapter 389, Statutes of 2018)

This bill added LPCCs and LCSWs to areas of California law where other comparable licensed mental health professionals are included. It also made some changes to the LPCC education requirements regarding core content areas of study.

AB 2608—Licensed Mental Health Service Provider Education Program: Former Foster Youth (Stone, Chapter 585, Statutes of 2018)

This bill created a new account under the Mental Health Practitioner Education Fund loan repayment grant program specifically for loan repayment grants for LMFT, LPCC, and LCSW licensees and registrants who were formerly in California's foster youth care system. The funds for the account must be appropriated by the Legislature.

AB 2968—Psychotherapist-Client Relationship: Victims of Sexual Behavior and Sexual Contact: Informational Brochure (Levine, Chapter 778, Statutes of 2018)

This bill made changes to sections of the Business and Professions Code (BPC) relating to the requirement that the Department of Consumer Affairs create a brochure to educate the public about the prohibition of sexual contact in therapy. The goal of the proposed amendments was to modernize the brochure.

SB 1491—Healing Arts (Senate Business, Professions, and Economic Development Committee, Chapter 703, Statutes of 2018)

The Board sponsored provisions of this bill that made minor, technical, and nonsubstantive amendments that added clarity and consistency to its current licensing laws.

AB 630—Board of Behavioral Sciences: Marriage and Family Therapists: Clinical Social Workers: Educational Psychologists: Professional Clinical Counselors: Required Notice (Arambula and Low, Chapter 229, Statutes of 2019)

This Board-sponsored bill aimed to increase consumer protection by requiring individuals providing psychotherapy in both exempt and nonexempt settings to provide clients with a disclosure notice about where a complaint about the therapist may be filed, prior to initiating any therapy services. The notice must state that a complaint may be filed with the employing agency (for individuals working in exempt settings who are not licensed or registered with the Board), or with the Board (for Board licensees and registrants).

AB 1651—Licensed Educational Psychologists: Supervision of Associates and Trainees (Medina, Chapter 321, Statutes of 2019)

This bill allowed applicants for licensure as a marriage and family therapist, professional clinical counselor, or clinical social worker to gain up to 1,200 hours of supervised experience providing educationally related mental health services under the supervision of a licensed educational psychologist.

SB 425—Health Care Practitioners: Licensee's File: Probationary Physician's and Surgeon's Certificate: Unprofessional Conduct (Hill, Chapter 849, Statutes of 2019)

This bill requires health care facilities or other entities that make arrangements for a healing arts licensee to practice or provide care for patients to report allegations of sexual

abuse or sexual misconduct made against a licensee by a patient in writing, to the applicable state licensing agency within 15 days.

SB 601—State Agencies: Licenses: Fee Waiver (Morrell, Chapter 854, Statutes of 2019)

This bill allowed a state agency that issues any business license to establish a process for a person or business that has been displaced or is experiencing economic hardship as a result of an emergency, to submit an application for reduction or waiver of fees for licensure, renewal or activation, or replacement of a physical license for display.

SB 679—Healing Arts: Therapists and Counselors: Licensing (Bates, Chapter 380, Statutes 2019)

The goal of this Board-sponsored bill was to increase license portability across state lines. The bill streamlined the process for marriage and family therapists, clinical social workers, and professional clinical counselors who have been licensed for at least two years in another state to become licensed in California. The bill also requires these incoming mental health professionals to have coursework in California law and ethics, California child abuse assessment and reporting, and California cultures, which ensures that they will have the tools needed to practice safely and effectively in this state's diverse environment.

SB 786—Healing Arts (Senate Business, Professions, and Economic Development Committee, Chapter 456, Statutes 2019)

The Board sponsored provisions of this bill that made minor, technical, and nonsubstantive amendments that added clarity and consistency to its current licensing laws, including the following:

- Updating certain coursework descriptions with more current terminology.
- Clarifying that a qualifying master's or doctoral degree for licensure as a marriage and family therapist or a professional clinical counselor must be a single, integrated degree program.

Deleting obsolete language about the aging and long-term care coursework requirement for renewing marriage and family therapist licensees who began graduate study prior to January 1, 2004.

REGULATION CHANGES APPROVED BY THE BOARD SINCE THE LAST SUNSET REVIEW

The following changes to title 16 of Division 18 of the California Code of Regulations (CCR) have been enacted since the Board's last sunset review in 2016 and are listed in chronological order.

Licensed Professional Clinical Counselor Treatment of Couples and Families

Effective January 1, 2016, sections 1820 and 1822 were amended, and sections 1820.6 and 1820.7 were added to clarify requirements for LPCCs to treat couples and families and outlines a process by which LPCCs and APCCs receive Board confirmation that they have met the requirements to treat couples and families.

Examination Restructure

Effective January 1, 2016, sections 1805, 1806, 1816, 1816.2, 1816.3, 1816.4, 1816.5, 1816.6, 1816.7, 1829, and 1877 were amended, and sections 1805.01, 1822.5, 1822.6, 1830, 1878 were added to create consistency with statutory changes made by SB 704 (McLeod, Chapter 387, Statutes of 2011), which restructured the examination process for LMFT, LCSW, and LPCC applicants.

Standards of Practice for Telehealth

Effective July 1, 2016, section 1815.5 was added to address the use of telehealth in the provision of psychotherapy, and clarify when a California license is needed, specify actions a licensee must take to protect the client in a telehealth setting, and state that failure to follow telehealth requirements is considered unprofessional conduct.

English as a Second Language: Additional Examination Time

Effective October 1, 2017, section 1805.2 was added to allow the board to grant time-and-a-half (1.5x) on a board-administered examination to an applicant for whom English as a second language (ESL), if the applicant meets specific criteria demonstrating limited English proficiency.

Application Processing and Registrant Advertising

Effective March 14, 2018, sections 1805.1 was amended to bring the Board's advertising regulations in line with SB 1478 (Chapter 489, Statutes of 2016) which changes the term "intern" to "associate" effective January 1, 2018. Section 1811 was amended to update the Board's minimum and maximum application processing time frames.

PENDING REGULATIONS

The following changes to title 16 of Division 18 of the CCR have been proposed, and are in various stages of the regulatory process as follows:

Examination Rescoring; Application Abandonment; APCC Subsequent Registration Fee

Amend title 16, CCR sections 1806 and 1816.1, add section 1805.08 and repeal section 1816.3

This proposal would amend the Board's examination rescoring provisions to clarify that rescoring pertains only to exams taken via paper and pencil, since all other taken electronically are automatically rescored. This proposal would also make clarifying changes to the Board's application abandonment criteria, and clarify the fee required for subsequent APCC registrations.

Status: This proposal was noticed on January 11, 2019, and is currently awaiting Board approval of modified language.

Contact Information; Application Requirements; Incapacitated Supervisors

Amend title 16, CCR sections 1804, 1805, and 1820.7; add section 1815.8

This proposal would:

- Require all registrants and licensees to provide and maintain a current, confidential telephone number and email address with the Board.
- Codify the Board's current practice of requiring applicants for registration or licensure to provide the Board with a public mailing address, and ask applicants for a confidential telephone number and email address.
- Codify the Board's current practice of requiring applicants to provide documentation that demonstrates compliance with legal mandates, such as official transcripts; to submit a current photograph; and for examination candidates to sign a security agreement.
- Require certain applications and forms to be signed under penalty of perjury.

Status: The proposal was approved by the Board at its meeting in March 2017. It has been placed on hold pending the outcome of SB 679 relating to license portability, which would significantly change certain application requirements referenced in the text of this proposal.

Substantial Relationship and Rehabilitation Criteria (AB 2138 Regulations)

Amend title 16, CCR sections 1812, 1813, 1814, 1888 and 1888.1; amend the "Uniform Standards Related to Substance Abuse and Disciplinary Guidelines (Revised October 2015)," which are incorporated into the Board's regulations by reference via section 1888.

This proposal would result in changes necessary to meet the requirements of Assembly Bill (AB) 2138 (Chapter 995, Statutes of 2018). This proposal includes modifying the Board's substantial relationship criteria, which helps to evaluate whether a crime or act was substantially related to the profession, as well as criteria to evaluate the rehabilitation of an individual when considering denying, suspending or revoking a license.

Status: The regulations were noticed to the public on August 16, 2019 and the hearing was held on September 30, 2019. One letter commenting on the proposal was received. The Board will discuss these comments at its November 2019 meeting.

Enforcement Process

Amend title 16, CCR sections 1823, 1845, 1858, 1881, 1886.40, and 1888; amend the "Uniform Standards Related to Substance Abuse and Disciplinary Guidelines (Revised October 2015)," which are incorporated into the Board's regulations by reference via section 1888.

This proposal would result in updates to the Board's disciplinary process. It would also make updates to the Board's "Uniform Standards Related to Substance Abuse and Disciplinary Guidelines (Revised October 2015). The proposed changes fall into three general categories:

1. Amendments seeking to strengthen certain penalties that are available to the Board.
2. Amendments seeking to update regulations or the Uniform Standards/Guidelines in response to statutory changes to the BPC.
3. Amendments to clarify language that has been identified as unclear or needing further detail.

Status: The proposal was approved by the Board at its meeting in February 2017 and was submitted to DCA to begin the initial review process in July 2017. This regulation package was placed on hold due to the passage of AB 2138 (Chapter 995, Statutes of 2018) and remains on hold pending passage of the AB 2138 regulations.

Supervision

Amend title 16, CCR sections 1820, 1820.5, 1821, 1833, 1833.1, 1833.2, and 1870; add sections 1815.8, 1820.3, 1821.1, 1821.2, 1821.3, 1833.05, 1833.1.5, 1834, 1869, 1869.3, 1870.3, 1870.5, and 1871; repeal sections 1822, 1870.1, and 1874

This proposal would:

- Revise the qualifications to become supervisor.
- Require supervisors to perform a self-assessment of qualifications and submit the self-assessment to the Board.
- Set forth requirements for substitute supervisors.
- Update and strengthen supervisor training requirements.
- Strengthen supervisor responsibilities, including provisions pertaining to monitoring and evaluating supervisees.
- Strengthen requirements pertaining to documentation of supervision.
- Make supervision requirements consistent across the three licensed professions.
- Address supervision gained outside of California.
- Address documentation when a supervisor is incapacitated or deceased.
- Set forth terms relating to registrant placement by temporary staffing agencies.

Status: The proposal was approved by the Board at its meeting in November 2016 and was held aside while awaiting passage of AB 93 (Chapter 743, Statutes of 2018), the Board's supervision legislation. This proposal was submitted to DCA to begin the initial review process on April 18, 2019, and is currently pending Board approval of proposed modified language.

MAJOR STUDIES CONDUCTED BY THE BOARD

2017 Suicide Risk Assessment and Intervention Coursework Survey

The Board conducted a survey to gain current information about in suicide risk assessment and intervention coursework in degree programs designed to lead to licensure with the Board. The survey was conducted due to questions raised when considering AB 1436 (Chapter 527, Statutes of 2018) which, beginning January 1, 2021, will require Board licensees and applicants for licensure to demonstrate completion of at least six

hours of coursework or supervised experience in suicide risk assessment and intervention. The survey sought to answer the following questions:

- a) How many total clock hours of coverage does each school's required degree program curriculum currently provide on the topic of "suicide risk assessment and intervention"?
- b) Is this coursework contained in one course, or integrated across several courses?
- c) Which required courses cover this topic, and what are the clock hours of coverage in each?

A total of 44 school programs responded to the survey. The findings can be summarized as follows:

a) Clock Hours of Suicide Risk Assessment and Intervention Coursework in Required Curriculum

- No responding school programs reported less than two hours of coursework coverage.
- Eight school programs (18% of respondents) reported having three to five hours of coverage.
- Twenty-two school programs (50%) reported having six to 10 hours of coverage.
- Eight school programs (18%) reported having 11 to 20 hours of coverage.
- Six school programs (14%) reported having more than 20 hours of coverage.

b) Location of the Suicide Risk Assessment and Intervention Coursework

Approximately 20% of school programs indicated that their suicide risk assessment and intervention coursework is contained in one course, while 79% indicated it is integrated throughout their program in several courses.

c) Required Courses Covering the Topic

The responses identifying courses containing the suicide risk assessment and intervention coursework varied widely, making it difficult to identify any significant trends. However, commonly mentioned courses were as follows:

- Law and Ethics
- Practicum
- Psychopathology
- Assessment
- Crisis/Trauma
- Substance Abuse

The full results of the survey can be found in section 12, Att. C, I. Suicide Risk Assessment and Intervention Coursework School Survey Results.

2017 Trainees Paying for Supervision/Practicum Survey

In 2017, the Board conducted two concurrent surveys to determine the prevalence of trainee practicum sites charging students fees to volunteer or for supervision.

A school survey was sent to college and university programs in California offering a degree intended to lead to licensure as an LMFT, LPCC, or both. It asked the school program questions about the practicum sites where its students are placed.

An agency survey was sent to nonprofit agencies that utilize MFT or PCC trainees in practicum. It asked about fees charged to trainees (if any) and the reasons behind them.

Most responding agencies (approximately 84%) stated that they do not charge fees to their trainees. Approximately 77% of schools indicated that none of their students pay for practicum.

The full results of these two surveys can be found in the section 12, Att. C, II. 2017 Students Paying for Practicum-Agency Survey Results and section 12, Att. C, III. 2017 Students Paying for Practicum-School Survey Results.

2017 Practicum/Fieldwork Placements for Students Survey

As part of the work of its Exempt Setting Committee, the Board conducted a survey of schools in California with a degree intended to lead to licensure with the Board, to gain information about the practicum and fieldwork placements of graduate students. The goal was to see where these students were commonly placed, and if any clarification about acceptable practicum sites was needed. Based on the results of the findings, the Board ultimately did decide to pursue clarifications to work setting definitions.

The results of this survey can be found in the section 12, Att. C, IV. 2017 Practicum Field Placement Survey.

2017 Work Setting Survey

As part of the work of its Exempt Setting Committee, the Board surveyed its licensees and registrants about the type of setting they are working in. The goal of the survey was to determine where licensees and registrants commonly work, and for exempt settings (settings not under jurisdiction of the Board), if there are any consumer protection concerns requiring discussion.

The results of this survey can be found in the section 12, Att. C, V. 2017 Work Setting Survey.

NATIONAL ASSOCIATION ACTIVITY

The Board is a current member of the Association of Marriage and Family Therapy Regulatory Board (AMFTRB), the American Association of State Counseling Boards (AASCB), National Board of Certified Counselors (NBCC), and the Association of Social Work Boards (ASWB). The Board's membership in each of these associations includes voting privileges.

The Board is also a member of the Council on Licensure, Enforcement, and Regulation (CLEAR). This membership does not include any voting privileges. Rather, the membership allows the Board to access resources and information relating to regulatory agencies and licensure examinations.

Since the Board's 2016 Sunset Review, Board representatives were approved to attend the following professional association meetings:

- AMFTRB Annual Meeting—2017 (Georgia), 2018 (Pennsylvania), and 2019 (Minnesota).
- AMFTRB Portability Meeting—2017 (Colorado).
- ASWB Annual Delegate Meeting—2015 (Florida), 2016 (California), 2017 (Georgia), and 2019 (Florida).
- ASWB Spring Education Meeting—2018 (Canada) and 2019 (Washington D.C.).
- AASCB—2018 (Minnesota) and 2019 (Washington D.C.) held jointly with NBCC.
- NBCC—2016 (Virginia), 2017 (North Carolina), 2018 (Minnesota), and 2019 (Washington D.C.).

The Board's executive officer participated on the following national professional association committees.

- AMFTRB—Portability Committee 2017 (Colorado).
- ASWB—License Mobility Committee 2017/2018 (via teleconference).
- ASWB—Contract Committee 2019 (via teleconference).
- ASWB—Composite Board Committee 2019 (via teleconference).

Additionally, the Board's executive officer collaborated with AASCB and NBCC to revise the proposed License Portability Model to include California Licensed Professional Clinical Counselors.

NATIONAL EXAMINATION ACTIVITY

The Board uses two national examinations for licensure in California. The National Board of Certified Counselor's (NBCC) National Counselor Mental Health Clinical Examination (NCMHCE) for LPCC licensure and the Association of Social Work Boards (ASWB) national examination for LCSW licensure.


The Board continues to evaluate all applications for the licensure examination to confirm that the candidate satisfies the statutory requirements for licensure.

Once a candidate is deemed eligible for the licensure examination, the candidate's eligibility is transmitted to the testing vendor, allowing the candidate to schedule their examination.

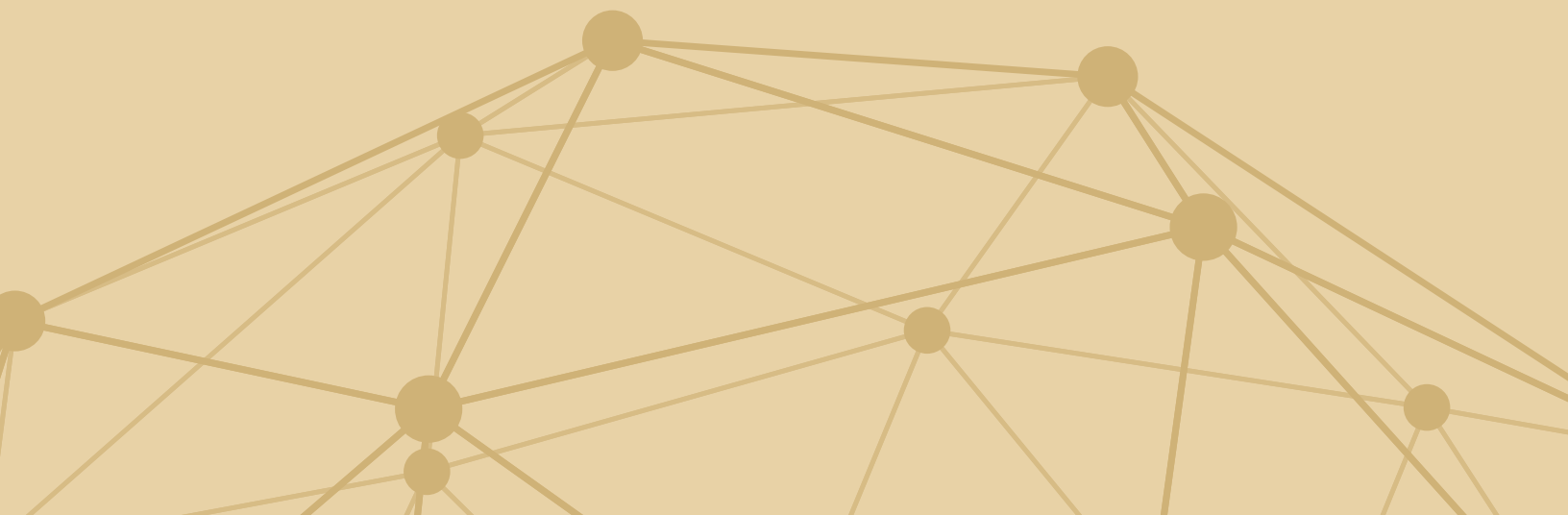
Examination development, scoring, and analysis involve the participation of subject matter experts (licensees). Each national examination adheres to the same five-year to seven-year standard for conducting an occupational analysis (practice analysis). Like the Board's examination development process, the national examinations use the occupational analysis results to develop questions for the national examination. California licensees participate in the occupational analysis for both national examinations.

The Board partners with the NBCC and ASWB to recruit California subject matter experts (SME) to participate in the development of the national examination. The California SMEs serve as item writers (examination questions); participate in workshops to review the items; and establish a pass score for each version of the examination.

Further, the Board's ongoing attendance at the national professional association meetings provides the opportunity receive confidential information related to the national examination development and performance. Thus, ensuring the national examinations remain relevant for use in California.



**SECTION 2—
PERFORMANCE
MEASURES
AND CUSTOMER
SATISFACTION SURVEYS**



SECTION 2—PERFORMANCE MEASURES AND CUSTOMER SATISFACTION SURVEYS

PERFORMANCE MEASURE REPORTS

For the Board’s performance measure reports as published on the DCA’s website please see:

- Section 12, Att. E, I. Enforcement-Quarterly and Annual Performance Reports Fiscal Year 2016–17.
- Section 12, Att. E, II. Enforcement-Quarterly and Annual Performance Reports Fiscal Years 2017–18 to 2018–19.
- Section 12, Att. E, III. Licensing Quarterly and Annual Performance Reports Fiscal Years 2016–17 to 2018–19. (NOTE: DCA began posting licensing performance measures in 2016–17).

CONSUMER COMPLAINT AND CUSTOMER SATISFACTION

Customer satisfaction for the Board is collected through two surveys: a DCA survey for consumer complaint satisfaction and a Board survey for customer satisfaction regarding Board communication. The full survey results can be found in section 12, Att. E, IV. BBS Consumer Complaint Satisfaction Results and section 12, Att. E, V. BBS Consumer Satisfaction Results.

Between 2015–16 and 2018–19 the Board received 21 responses through the DCA’s customer satisfaction survey related to consumer complaints. This response rate was extremely low compared to the volume of consumer complaints that Board receives on an annual basis.

The following is a summary of the results pertaining to the Board’s performance:

DCA CONSUMER COMPLAINT SURVEY	VERY POOR	POOR	GOOD	VERY GOOD
How well did we explain the complaint process?	52.38%	14.29%	28.57%	4.76%
How clearly was the outcome of your complaint explained to you?	57.4%	14.39%	23.81%	4.76%
How well did we meet the time frame provided to you?	28.57%	14.29%	42.86%	14.29%
How courteous and helpful was staff?	42.86%	19.05%	23.81%	14.29%
Overall, how well did we handle your complaint?	71.43%	14.29%	4.76%	9.52%
If we were unable to assist you, were alternatives provided to you?		YES	NO	N/A
		9.25%	66.67%	23.81%

BOARD CUSTOMER SATISFACTION

In 2016 the Board launched its own customer satisfaction survey. The intent of the survey was to gauge customer satisfaction on how the Board communicates with applicants, licensees, and consumers. The survey was designed to capture demographic data: who is contacting the Board, the reason for contacting the Board, the method of communication. Additionally, the survey captured data on how satisfied the customer was with their experience. A link to the customer satisfaction

survey is located on the Board’s website and an icon is located on the signature block of staffs’ email signatures. From 2016-17 and 2018-19 the Board received approximately 1,130 responses to its survey. The number of responses to the Board’s customer satisfaction survey were significantly higher than the number of responses to the DCA Consumer Complaint Survey.

Customers are asked the following questions and are asked to respond if they agree or disagree with the statement. Below is a summary of the results for the past three years based on a scale of one to five:

BBS CUSTOMER SATISFACTION SURVEY	FY 16–17 (RESPONSES)	FY 17–18 (RESPONSES)	FY 18–19 (RESPONSES)
I was able to find the information I was looking for on the BBS website.	2.56 (618)	2.03 (251)	1.77 (167)
BBS staff responded to me in a timely manner?	2.25 (614)	2.01 (244)	2.12 (162)
BBS staff was courteous and professional?	3.32 (607)	2.89 (241)	2.91 (157)
Was able to thoroughly answer my questions and concerns?	2.76 (603)	2.33 (240)	2.28 (153)
I was satisfied with my overall experience of contacting BBS?	2.41 (599)	1.94 (233)	1.82 (149)

While the overall satisfaction levels are marginal, it is important to note that the highest rates of satisfaction were with the Board staff’s professionalism, ability to answer questions, and timely response rate. The Board prides itself on the customer services provided by its staff, but it does recognize that customers may encounter some barriers in accessing this assistance. To lessen these barriers the Board is consistently re-evaluating and implanting changes to its website, phone system, and communication methods. Recently the Board has redesigned its website, reorganized its phone tree, increased the usage of email communication, and increased the use of social media. In the upcoming years the Board will be looking at ways to communicate with applicants and licensing through the BreZE online portal.



**SECTION 3—
FISCAL AND STAFF**



SECTION 3—FISCAL AND STAFF

FISCAL ISSUES

Appropriation

The Board’s fund is not continuously appropriated.

Current Budget

The Board ended fiscal year 2018–19 with a reserve balance of \$449,300, which equates to 4.2 months in reserve. The Board estimates fiscal year 2019–20 reserve balance to be approximately \$96,300 equaling 0.9 months in reserve.

Budget Deficit

Currently, the Board’s budget is structurally imbalanced. To ensure the Board has sufficient resources to fund its operations, the Board has relied on General Fund loan repayments.

The Board’s fees have remained stagnant for at least 20 years. The final repayment of all General Fund loans was received by the Board in 2018. Further, effective July 1, 2019, the Board will incur an additional \$500,000 in attorney general expenses due to recent rate increases.

The Board initiated a fee audit in 2018 and contracted with CPS HR Consulting (CPS) to conduct the audit. The audit reviewed 25 main fees that represent approximately 90% of the Board’s fee revenue; applications for registrations, licenses, examination and renewals. The audit noted that, during the last four years, while revenues for the 25 fees have increased by almost 39% the Board’s expenditures have increased by approximately 42%. This was due to a steady increase in application volume and registrant/licensee population.

As a result, the Board will propose an increase in fees in 2020 to ensure sufficient funding and reserves for its operations. The proposed fees took into consideration the impact a fee increase may have on the registrants and licensees. A higher number of staff hours are typically spent on registrants; however, registrants earn less money than licensees. Therefore, proposed fees were adjusted from fees based solely on workload in an attempt to achieve a more equitable result.

The following charts reflect the Board’s projected fund conditions without and with the proposed fee increases.

TABLE 2. FUND CONDITION WITHOUT PROJECTED FEE INCREASE

(DOLLARS IN THOUSANDS)	FY 2016–17	FY 2017–18	FY 2018–19	FY 2019–20	FY 2020–21	FY 2021–22
Beginning Balance	\$7,752	\$5,647	\$5,624	\$4,493	\$963	-\$2,782
Revenues and Transfers	\$9,848	\$12,145	\$12,544	\$9,256	\$9,277	\$9,268
Total Revenue	\$9,848	\$9,145	\$9,244	\$9,256	\$9,277	\$9,268
Budget Authority*	\$12,327	\$11,607	\$12,617	\$11,823	\$12,059	\$12,300
Expenditures	\$11,452	\$11,461	\$12,617	\$11,823	\$12,059	\$12,300
Direct to Fund Charges**	\$501	\$707	\$1,058	\$963	\$963	\$963
Loans to General Fund	\$0	\$0	\$0	\$0	\$0	\$0
Accrued Interest, Loans to General Fund (Projected)	\$0	\$665	\$389	\$0	\$0	\$0
Loans Repaid from General Fund	\$0	\$3,000	\$3,300	\$0	\$	\$0
Fund Balance	\$5,647	\$5,624	\$4,493	\$963	-\$2,782	-\$6,777
Months in Reserve	5.6	4.9	4.2	0.9	-2.5	-6.0

*Budget authority based on bottom line in governor’s budget for respective year.

**Includes Statewide Pro Rata and Financial Information System for California (Fi\$Cal) maintenance charges, etc.

TABLE 2A. FUND CONDITION WITH PROJECTED FEE INCREASE

(DOLLARS IN THOUSANDS)	FY 2016–17	FY 2017–18	FY 2018–19	FY 2019–20	FY 2020–21	FY 2021–22
Beginning Balance	\$7,752	\$5,647	\$5,624	\$4,493	\$963	\$3,234
Revenues and Transfers	\$9,848	\$12,145	\$12,544	\$9,256	\$15,293	\$15,284
Total Revenue	\$9,848	\$9,145	\$9,244	\$9,256	\$15,293	\$15,284
Budget Authority*	\$12,327	\$11,607	\$12,617	\$11,823	\$12,059	\$12,300
Expenditures	\$11,452	\$11,461	\$12,617	\$11,823	\$12,059	\$12,300
Direct to Fund Charges**	\$501	\$707	\$1,058	\$963	\$963	\$963
Loans to General Fund	\$0	\$0	\$0	\$0	\$0	\$0
Accrued Interest, Loans to General Fund (Projected)	\$0	\$665	\$389	\$0	\$0	\$0
Loans Repaid from General Fund	\$0	\$3,000	\$3,300	\$0	\$	\$0
Fund Balance	\$5,647	\$5,624	\$4,493	\$963	\$3,234	\$5,255
Months in Re-serve	5.6	4.9	4.2	0.9	2.9	4.7

*Budget authority based on bottom line in governor's budget for respective year.

**Includes Statewide Pro Rata and Financial Information System for California (Fi\$Cal) maintenance charges, etc.

General Fund Loans

Since fiscal year 2002–03 the Board made a total of three loans to the General Fund; \$6 million in 2002–03, \$3 million in 2008–09, and \$3.3 million in 2011–12, for a total of \$12.3 million dollars.

The Board received one repayment in the amount of \$1.4 million in 2013–14, \$1.0 million in 2014–15, \$1.2 million in

2015–16, \$2.4 million in 2016–17, \$3.0 million in 2017–18, and \$3.3 million in 2018–19, for a total of \$12.3 million. The estimated interest amounts total approximately \$1,054,000 for the \$3.0 million-dollar loan in 2008–09 and the \$3.3 million-dollar loan in 2011–12. These are projections based on the pooled money investment rate and an online compound interest calculator.

TABLE 3. EXPENDITURES BY PROGRAM COMPONENT (LIST DOLLARS IN THOUSANDS)

(DOLLARS IN THOUSANDS)	FY 2015–16		FY 2016–17		FY 2017–18		FY 2018–19*	
	PS**	OE&E	PS**	OE&E	PS**	OE&E	PS**	OE&E
Enforcement	\$1,530	\$1,905	\$1,831	\$3,281	\$1,948	\$3,173	\$2,379	\$3,576
Examination	\$434	\$1,463	\$680	\$1,354	\$640	\$1,184	\$675	\$1,187
Licensing	\$1,036	\$1,463	\$1,240	\$1,354	\$1,447	\$1,184	\$1,357	\$1,187
Administration*	\$899	\$1,463	\$984	\$1,354	\$1,007	\$1,184	\$1,052	\$1,187
DCA Pro Rata	\$0	\$2,277	\$0	\$2,296	\$0	\$2,577	\$0	\$2,627
Diversion (if applicable)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TOTALS	\$3,900	\$8,573	\$4,735	\$9,635	\$5,043	\$9,302	\$5,462	\$9,762

Administration includes costs for executive staff, Board, administrative support, and fiscal services.

*Based on prelim FM12 projections from the Budget Office.

**PS=Personnel Service

BreZE Contributions

To date, the Board has expended \$3,248,808 for fiscal years 2009–10 through 2016–17 and projects to fully expend its allocation for 2017–18 through 2019–20 of \$2,441,000.

Renewal and Fee Changes

License renewal fees are all paid on a biennial basis. Registration renewal fees for associates are renewed annually. All other fees for exams and initial license are received and processed on an on-going basis. The chart below provides a history of Board fee changes over the last 10 years.

TABLE 4. FEE SCHEDULE

Fee	CURRENT FEE AMOUNT	STATUTORY LIMIT
LMFT/LCSW/LEP/LPCC Exam Rescore	\$20.00	\$20.00
Duplicate Doc	\$20.00	\$20.00
Certification	\$25.00	\$25.00
Cite and Fine Recovery	VARIOUS	VARIOUS
Misc. to the Public	\$10.00	\$10.00
LMFT Application	\$100.00	\$100.00
MFT Intern Registration	\$75.00	\$75.00
LMFT Initial License	\$130.00	\$180.00
LMFT Law and Ethics	\$100.00	\$100.00
LMFT Written Clinical	\$100.00	\$100.00
LMFT Clinical Vignette	\$100.00	\$100.00
LCSW Written Clinical	\$100.00	\$100.00
LCSW Law and Ethics	\$100.00	\$100.00
LCSW Application	\$100.00	\$150.00
Associate LCSW Registration	\$75.00	\$75.00
LCSW Initial License	\$100.00	\$155.00
LPCC Intern Application	\$100.00	\$150.00
LPCC Initial License	\$200.00	\$250.00
LPCC Exam Application	\$180.00	\$250.00
LPCC Law and Ethics Exam	\$100.00	\$150.00
LEP Application	\$100.00	\$100.00
LEP Written Exam Re-Exam	\$100.00	\$100.00
LEP Initial License	\$80.00	\$150.00
Over/Short Fees	VARIOUS	VARIOUS
Suspended Revenue	VARIOUS	VARIOUS
LMFT Biennial Renewal	\$130.00	\$180.00
MFT Intern Annual Renewal	\$75.00	\$75.00

TABLE 4. FEE SCHEDULE

Fee	CURRENT FEE AMOUNT	STATUTORY LIMIT
LMFT Inactive Renewal	\$65.00	\$90.00
LMFT Retired License	\$40.00	\$40.00
LMFT Inactive to Active	\$65.00	\$65.00
LCSW Inactive to Active	\$50.00	\$50.00
LEP Inactive to Active	\$40.00	\$40.00
LPCC Inactive to Active	\$87.50	\$87.50
LMFT Retired Restore to Active	\$130.00	\$130.00
LCSW Biennial Renewal	\$100.00	\$155.00
LCSW Inactive Renewal	\$50.00	\$77.50
LCSW Retired Restore to Active	\$100.00	\$100.00
Associate LCSW Annual Renewal	\$75.00	\$75.00
LCSW Retired License	\$40.00	\$40.00
LEP Biennial Renewal	\$80.00	\$150.00
LEP Inactive Renewal	\$40.00	\$4989.44 (See Footnote)
LEP Retired Restore to Active	\$80.00	\$80.00
LEP Retired License	\$40.00	\$40.00
LPCC Intern Annual Renewal	\$100.00	\$150.00
LPCC Retired Restore to Active	\$175.00	\$175.00
LPCC Biennial Renewal	\$175.00	\$250.00
LPCC Inactive Renewal	\$87.50	\$4999.112 (See Footnote)
LPCC Retired License	\$40.00	\$40.00
Over/Short Fees	VARIOUS	VARIOUS
LMFT Inactive Renewal Delinquent Fee	\$65.00	\$90.00
LMFT Delinquent Fee	\$65.00	\$90.00
LCSW Inactive Renewal Delinquent Fee	\$50.00	\$75.00
LCSW Renewal Delinquent Fee	\$50.00	\$75.00
LEP Inactive Renewal Delinquent Fee	\$40.00	\$75.00
LEP Renewal Delinquent Fee	\$40.00	\$75.00
LPCC Renewal Delinquent Fee	\$87.50	\$87.50

TABLE 4B. REVENUE

FEE	FY 2015-16 REVENUE	FY 2016-17 REVENUE	FY 2017-18 REVENUE	FY 2018-19 REVENUE	% OF TOTAL REVENUE
LMFT/LCSW/LEP/LPCC Exam Rescore	\$140.00	\$20.00	\$80.00	\$40.00	0.00%
Duplicate Doc	\$45,440.00	\$46,900.00	\$52,720.00	\$56,320.00	0.60%
Certification	\$25,675.00	\$27,925.00	\$32,300.00	\$38,491.00	0.41%
Cite and Fine Recovery	\$45,675.00	\$77,650.00	\$104,090.00	\$97,360.00	1.03%
Misc. to the Public	\$830.00	\$450.00	\$6,710.00		0.00%
LMFT Application	\$261,900.00	\$269,500.00	\$302,400.00	\$308,150.00	3.27%
MFT Intern Registration	\$299,400.00	\$292,425.00	\$288,000.00	\$286,527.50	3.04%
LMFT Initial License	\$225,420.00	\$293,670.00	\$328,120.00	\$382,250.00	4.06%
LMFT Law and Ethics	\$552,000.00	\$1,054,300.00	\$580,700.00	\$459,475.00	4.87%
LMFT Written Clinical	\$188,600.00	\$0.00	\$0.00	\$0.00	0.00%
LMFT Clinical Vignette	\$277,700.00	\$552,600.00	\$520,400.00	\$477,800.00	5.07%
LCSW Written Clinical	\$75,100.00	\$0.00	\$0.00	\$0.00	0.00%
LCSW Law and Ethics	\$458,300.00	\$878,500.00	\$509,500.00	\$460,500.00	4.89%
LCSW Application	\$173,100.00	\$206,700.00	\$253,200.00	\$257,674.00	2.73%
Associate LCSW Registration	\$257,100.00	\$267,525.00	\$269,775.00	\$280,390.75	2.97%
LCSW Initial License	\$113,200.00	\$182,800.00	\$191,600.00	\$238,100.00	2.53%
LPCC Intern Application	\$99,200.00	\$105,700.00	\$109,900.00	\$120,600.00	1.28%
LPCC Initial License	\$17,600.00	\$22,200.00	\$34,400.00	\$49,200.00	0.52%
LPCC Exam Application	\$37,980.00	\$42,660.00	\$58,140.00	\$68,240.00	0.72%
LPCC Law and Ethics Exam	\$60,100.00	\$133,200.00	\$118,100.00	\$124,800.00	1.32%
LEP Application	\$12,300.00	\$11,800.00	\$12,500.003	\$15,400.00	0.16%
LEP Written Exam Re-Exam	\$17,800.00	\$17,300.00	\$19,800.00	\$21,775.00	0.23%
LEP Initial License	\$4,240.00	\$4,640.00	\$4,160.00	\$8,320.00	0.09%
Over/Short Fees	\$0.00	\$0.00	\$0.00	\$24.00	0.00%
Suspended Revenue	\$0.00	\$0.00	\$0.00	\$10,611.34	0.11%
LMFT Biennial Renewal	\$1,934,270.00	\$2,059,330.00	\$2,119,520.00	\$2,291,972.50	24.32%
MFT Intern Annual Renewal	\$1,042,800.00	\$913,800.00	\$821,100.00	\$781,675.00	8.29%
LMFT Inactive Renewal	\$155,805.00	\$160,030.00	\$162,370.00	\$134,800.00	1.43%
LMFT Retired License	\$5,240.00	\$4,640.00	\$5,120.00	\$4,920.00	0.05%
LMFT Inactive to Active	\$7,215.00	\$8,515.00	\$7,020.00	\$7,150.00	0.08%
LCSW Inactive to Active	\$2,000.00	\$3,350.00	\$2,150.00	\$3,100.00	0.03%
LEP Inactive to Active	\$200.00	\$480.00	\$280.00	\$400.00	0.00%

TABLE 4B. REVENUE

FEE	FY 2015–16 REVENUE	FY 2016–17 REVENUE	FY 2017–18 REVENUE	FY 2018–19 REVENUE	% OF TOTAL REVENUE
LPCC Inactive to Active	\$175.00	\$437.50	\$350.00	\$612.50	0.01%
LMFT Retired Restore to Active	\$390.00	\$260.00	\$520.00	\$260.00	0.00%
LCSW Biennial Renewal	\$907,200.00	\$947,900.00	\$1,007,200.00	\$1,127,280.00	11.96%
LCSW Inactive Renewal	\$67,500.00	\$69,350.00	\$73,150.00	\$56,160.00	0.60%
LCSW Retired Restore to Active	\$300.00	\$200.00	\$100.00	\$0.00	0.00%
Associate LCSW Annual Renewal	\$813,000.00	\$716,850.00	\$661,275.00	\$695,625.00	7.38%
LCSW Retired License	\$2,440.00	\$2,600.00	\$2,320.00	\$2,800.00	0.03%
LEP Biennial Renewal	\$51,200.00	\$48,800.00	\$50,160.00	\$47,760.00	0.51%
LEP Inactive Renewal	\$10,120.00	\$8,920.00	\$9,720.00	\$8,440.00	0.09%
LEP Retired Restore to Active	\$0.00	\$160.00	\$0.00	\$0.00	0.00%
LEP Retired License	\$320.00	\$160.00	\$200.00	\$320.00	0.00%
LPCC Intern Annual Renewal	\$96,000.00	\$126,500.00	\$153,400.00	\$182,000.00	1.93%
LPCC Retired Restore to Active	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
LPCC Biennial Renewal	\$120,400.00	\$85,050.00	\$132,475.00	\$105,000.00	1.11%
LPCC Inactive Renewal	\$4,287.50	\$4,200.00	\$7,000.00	\$5,950.00	0.06%
LPCC Retired License	\$0.00	\$0.00	\$40.00	\$80.00	0.00%
Over/Short Fees	\$0.00	\$0.00	\$0.00	\$11.00	0.00%
LMFT Inactive Renewal Delinquent Fee	\$15,925.00	\$17,940.00	\$17,225.00	\$49,955.00	0.53%
LMFT Delinquent Fee	\$39,000.00	\$47,255.00	\$44,655.00	\$96,507.00	1.02%
LCSW Inactive Renewal Delinquent Fee	\$7,700.00	\$7,850.00	\$7,850.00	\$16,200.00	0.17%
LCSW Renewal Delinquent Fee	\$16,800.00	\$17,800.00	\$15,100.00	\$33,600.00	0.36%
LEP Inactive Renewal Delinquent Fee	\$1,240.00	\$1,000.00	\$1,400.00	\$1,120.00	0.01%
LEP Renewal Delinquent Fee	\$3,160.00	\$3,520.00	\$3,240.00	\$2,920.00	0.03%
LPCC Renewal Delinquent Fee	\$1,925.00	\$3,150.00	\$2,537.50	\$7,175.00	0.08%
Total Revenue	\$8,555,413	\$9,748,513	\$9,104,073	\$9,425,842	

Budget Change Proposals

TABLE 5. BUDGET CHANGE PROPOSALS (BCPS)

BCP ID #	Fiscal Year	Description of Purpose of BCP	Personnel Services				OE&E	
			# Staff Req. (In-clude Class)	# Staff App. (In-clude Class)	\$ Req.	\$ App.	\$ Req.	\$ App.
1111-002	FY 2019-20	Position authorization in the Board's Examination and Cashiering Units	2 Total 1 (MST), 1 (OT)	2 Total 1 (MST), 1 (OT)	\$0	\$0	\$0	\$0
#1111-013	FY 2019-20	Special Fund Budget Augmentation in the Board's Administration Unit (AB 93)	1 (MST)	1 (MST)	\$75,000	\$75,000	\$7,000	\$7,000
#1111-002	FY 2016-17	Special Fund Budget Augmentation in the Board's Examination Unit (Adjustment to Exam Vendor Contract)	-	-	\$0	\$0	\$1,482,000	\$1,482,000
#1111-007	FY 2016-17	Special Fund Budget Augmentation in the Board's Licensing and Examination Units	8 Total 1 (SSA), 3 (MST), 2 (OT), 2 (OA)	8 Total 1 (SSA), 3 (MST), 2 (OT), 2 (OA)	\$525,000	\$525,000	\$8,000	\$8,000
#1111-007	FY 2016-17	Position Authorization in the Board's Licensing Unit	.5 (MST)	.5 (MST)	\$0	\$0	\$0	\$0

STAFFING ISSUES

Currently, the Board has authorization for 62.8 staff positions. The Board received approval for a total of 11.5 additional staff positions in fiscal years 2016–17 and 2019–20, which allowed the Board to make critical and positive changes to the organizational structure to ensure that the Board's mission and business operational needs are met.

Vacancies

The Board currently has eight vacancies and has initiated recruitment efforts to fill the following positions; 1 Staff Services Manager II; 1 Staff Services Manager I (Licensing and Examination Unit); 1 Staff Services Analyst (Probation and Discipline Unit) 2 Management Services Technician (Licensing and Examination Unit), 1 Office Technician (Licensing Unit), 1 Office Technician (Cashiering Unit), and 1 Office Technician (Probation and Discipline Unit). Most of these positions were held vacant to achieve savings and avoid a budget shortfall for 2018–19.

The Board has reclassified several positions over the years to align the tasks with appropriate civil service classifications. Each vacancy is evaluated in conjunction with the Board's operational needs. If appropriate, the vacancy is reclassified or reassigned to another unit. The Board makes every effort to fill the vacancies to provide the highest level of customer service possible with its existing resources.

Reclassification of Positions and Organizational Realignment

In 2017, the Board reorganized its Licensing and Examination Units to create two separate units—the Licensing Unit and the Examination Unit. Each unit directly reporting to a separate manager. In 2018, the Board reclassified an existing position to add a third manager to its Enforcement Unit. The Enforcement Unit was reorganized to create three separate units—Consumer Complaint Unit; Subsequent Arrest and Criminal Conviction Unit; and Discipline and Probation Unit. Each unit directly reports to a separate manager.

These changes allow the Board to efficiently address increasing workload and sufficient oversight of Board operations.

Staff Turnover and Retention

In the past four years, the Board has averaged a 7% vacancy rate. The average vacancy rate is due to the need to hold positions open to achieve budget savings, staff retirements, and staff departures for promotional opportunities. The Board provides a safe and productive work environment that is flexible, positive, and supportive of staff development. The longevity of employment with the Board by many of the current staff speaks well of the Board's retention efforts. Currently, 22% of the Board's staff have been with the Board 10 years or more.

VACANCY RATE*					
FISCAL YEAR	2015–16	2016–17	2017–18	2018–19	AVERAGE
Vacancies	3	5.5	1	6	
Authorized Positions	51.2	58.7	58.2	58.2	
Vacancy Rate	6%	9%	2%	10%	7%

*Budget authority based on bottom line in governor’s budget for respective year.

**Includes Statewide Pro Rata and Financial Information System for California (Fi\$Cal) maintenance charges, etc.

Succession Planning


The Board recognizes the importance of institutional knowledge and succession planning. Procedure manuals for each position incorporate this knowledge and provide the staff member with not only the necessary tasks, but also an understanding of the Board’s objectives and goals. The Board maintains and updates procedure manuals to ensure consistency of operations and to transfer knowledge when vacancies occur.

Staff development and mentoring is vital to succession planning. In addition to the training available, as special projects arise, staff is afforded the opportunity to participate. These opportunities provide staff the experience necessary to qualify for promotional opportunities within the Board. The Board also cross-trains staff and uses DCA Solid Training courses to improve the skills of its employees to prepare them for additional duties and career development. Board management also provides one on one training regarding the components to submit a complete job application and offers mock interviews to staff.

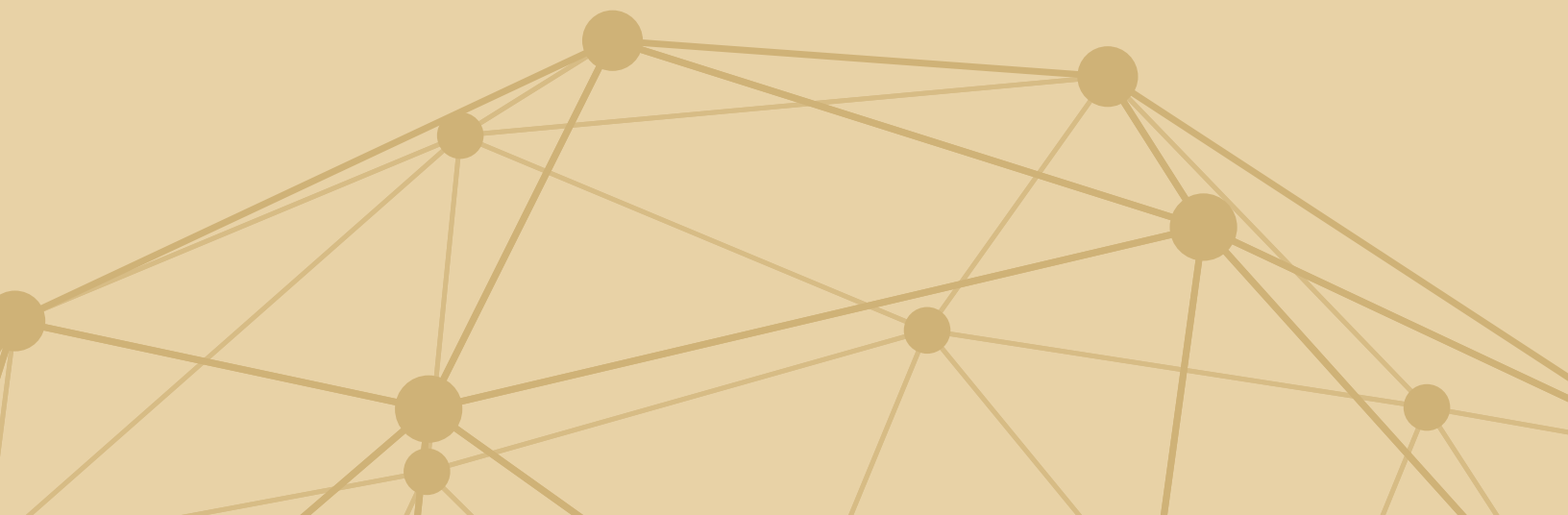
ANNUAL STAFF DEVELOPMENT COSTS

The Board continually encourages and promotes staff development. These efforts include courses through DCA SOLID Training and Planning Solutions; group activities to promote awareness at quarterly staff meetings; providing informational sessions related to upward mobility; and meeting individually with staff members to develop their skills.

Since the last sunset review, the Board has averaged nearly \$3,000 annually on staff training. Many of the training courses staff elects to attend are offered through DCA SOLID training, which is funded through the Board’s pro rata. However, staff is not limited to courses through DCA SOLID training and may select other training courses through various vendors.



SECTION 4— LICENSING PROGRAM



SECTION 4—LICENSING PROGRAM

PERFORMANCE TARGETS/EXPECTATIONS

The performance targets for the licensing program are from CCR, title 16, Division 18, Article 1, section 1805.1, “Application Processing Times.” On average, the Board has been able to meet its performance targets for

2015–16 to 2018–19. While the processing goals have been met, the Board is consistently seeking ways to improve performance in order to address the seasonal high-volume periods (i.e., graduation season) and to mitigate for an overall increase in applications received.

APPLICATION	PROCESSING TIMES (BUSINESS DAYS)	AVERAGE PROCESSING TIMES FY 18–19
Associate Marriage and Family Therapist Registration	30 Days	19 Days
Associate Clinical Social Worker Registration	30 Days	19 Days
Associate Professional Clinical Counselor Registration	30 Days	20 Days
Licensed Marriage and Family Therapists Application for Licensure	60 Days	55 Days
Licensed Clinical Social Worker Application for Licensure	60 Days	51 Days
Licensed Professional Clinical Counselor Application for Licensure	60 Days	17 Days
Licensed Educational Psychologist Examination Eligibility Application	60 Days	13 Days
Initial License Issuance	30 Days	7 Days

LMFT LICENSING DATA						
MARRIAGE AND FAMILY THERAPIST		Received	Approved	Total (Close of FY)	Cycle Times	
					Complete Apps	Incomplete Apps
FY 2015–16	Registration	3,976	3,570	406	24	42
	Law and Ethics Exam	5,779	5,280	499	41	77
	Clinical Exam	3,994	2,501	1,493	33	67
	License	2,266	2,174	92	12	21
FY 2016–17	Registration	3,189	2,868	321	25	52
	Law and Ethics Exam	8,754	8,737	17	12	124
	Clinical Exam	4,262	3,139	1,123	50	104
	License	2,898	2,892	6	14	39
FY 2017–18	Registration	3,060	2,815	245	25	52
	Law and Ethics Exam	3,415	3,413	2	11	215
	Clinical Exam	3,378	2,038	1,340	54	107
	License	3,233	3,213	20	14	24

LMFT LICENSING DATA

MARRIAGE AND FAMILY THERAPIST		Received	Approved	Total (Close of FY)	Cycle Times	
					Complete Apps	Incomplete Apps
FY 2018–19	Registration	4,118	3,876	242	19	39
	Law and Ethics Exam	3,141	3,139	2	7	127
	Clinical Exam	4,135	2,187	1,948	55	112
	License	3,060	3,041	19	8	18

LCSW LICENSING DATA

LICENSED CLINICAL SOCIAL WORKER		Received	Approved	Total Pending (Close of FY)	Cycle Times	
					Complete Apps	Incomplete Apps
FY 2015–16	Registration	3,421	2,981	440	23	41
	Law and Ethics Exam	4,701	4,260	441	36	79
	Clinical Exam	1,558	765	793	20	81
	License	1,475	1,376	99	14	0
FY 2016–17	Registration	2,736	2,576	160	22	51
	Law and Ethics Exam	7,301	7,203	98	14	89
	Clinical Exam	2,929	2,138	791	43	100
	License	2,383	2,378	5	14	28
FY 2017–18	Registration	3,235	2,998	237	23	48
	Law and Ethics Exam	3,341	3,256	85	11	80
	Clinical Exam	2,436	1,349	1,087	59	96
	License	2,457	2,447	10	14	41
FY 2018–19	Registration	3,985	3,766	219	19	40
	Law and Ethics Exam	3,329	3,249	80	8	77
	Clinical Exam	3,377	2,328	1,049	51	90
	License	2,452	2,442	10	7	41

LPCC LICENSING DATA

LICENSED PROFESSIONAL CLINICAL COUNSELOR		Received	Approved	Total (Close of FY)	Cycle Times	
					Complete Apps	Incomplete Apps
FY 2015–16	Registration	989	643	346	21	73
	Law and Ethics Exam	557	476	81	41	77
	Clinical Exam	80	34	46	53	59
	License	66	98	0	14	0
FY 2016–17	Registration	888	585	303	29	114
	Law and Ethics Exam	1,131	1,103	28	14	204
	Clinical Exam	198	114	84	32	68
	License	143	142	1	17	31
FY 2017–18	Registration	977	694	283	26	103
	Law and Ethics Exam	847	811	36	11	168
	Clinical Exam	266	148	118	24	66
	License	33	33	0	16	50
FY 2018–19	Registration	1,435	1,160	275	20	84
	Law and Ethics Exam	910	876	34	9	121
	Clinical Exam	387	277	110	17	241
	License	246	246	0	19	0

LEP LICENSING DATA

LICENSED EDUCATIONAL PSYCHOLOGIST		Received	Approved	Total (Close of FY)	Cycle Times	
					Complete Apps	Incomplete Apps
FY 2015–16	Exam	124	70	54	21	51
	License	66	62	4	11	0
FY 2016–17	Exam	112	80	32	17	44
	License	83	82	1	14	32
FY 2017–18	Exam	131	71	60	13	62
	License	62	62	0	14	0
FY 2018–19	Exam	206	147	59	13	68
	License	110	110	0	7	0

TOTAL LICENSING DATA				
	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19
INITIAL LICENSING DATA:				
Initial License/Initial Exam Applications Received	29,052	37,007	26,871	30,891
Initial License/Initial Exam Applications Approved	24,290	34,037	23,348	26,844
License Issued	10,904	11,523	12,262	14,641
INITIAL LICENSE/INITIAL EXAM PENDING APPLICATION DATA:				
Pending Applications (Total at Close of FY)	4,794	3,207	3,798	4,047
Pending Applications (Outside of Board Control)*	N/A	N/A	N/A	N/A
Pending Applications (Within the Board Control)*	N/A	N/A	N/A	N/A
INITIAL LICENSE/INITIAL EXAM CYCLE TIME DATA (WEIGHTED AVERAGE):				
Average Days to Application Approval (All—Complete/Incomplete)	42	55	57	49
Average Days to Application Approval (Incomplete Applications)*	48	77	79	76
Average Days to Application Approval (Complete Applications)*	37	33	35	23
LICENSE RENEWAL DATA:				
License Renewed	49,930	52,646	54,559	66,273

Note: The values in Table 7b are the aggregates of values contained in Table 7a.
 *Optional. List if tracked by the Board.

AVERAGE PROCESSING TIMES

On average the Board has recognized an overall increase in applications. The data for 2016–17 reflects a one-time increase in applications due to the examination restructure that occurred on January 1, 2016. The examination restructure required all registrants, current and new, to take the California Law and Ethics Examination. As a result, the Board had a considerable increase in these application for 2015–16 and 2016–17. For all other applications other than the Law and Ethics Examination, the Board has recognized an approximate 25% increase in application volume and in the last fiscal year the increase was approximately 19%.

The Board’s pending applications have not exceeded the rate of completed applications. For the last four fiscal years the Board has averaged 4,000 pending applications per year or 13% of all the applications received. While some of these pending applications are due to a delay in processing times, most of them are pending due to the applicant’s deficiencies that are not in the Board’s control. The rate of deficient applications is a concern for the Board, not only as it causes delay in licensure, but it also puts additional strain on the Board’s

resources by requiring redundant application reviews and multiple and/or duplicative communications with the applicant.

Applicant education, effective communication, and efficient processing procedures are paramount in reducing this deficiency rate. To better educate the applicants and licensees on legal requirements, the Board redesigned its website in 2016 and continues to seek improvements to ensure a direct path to information. The Board has also begun using social media as another outlet to answer the more frequently asked questions or provide tips to ensuring a complete application. Also, the licensing unit has begun using email as a primary source of communication as it provides a more efficient way to reach the applicants and to address deficiencies that are normally addressed through general mail correspondences. Lastly, the Board is working to capitalize on the online functionality of BreEze in order to make the submittal of applications easier for the applicants.

The greatest performance barrier that the Board encounters is staff vacancies— specifically, a vacancy in the licensing evaluator staff. These staff members are

responsible for reviewing and analyzing the applications for the clinical exams, which are the last examinations required for licensure. Any vacancy in the licensing evaluator position will result in increased processing times.

Once the vacancy is filled, onboarding the new staff member takes approximately two months until they are independently able to approve these applications. To address this issue the Board is considering restructuring the licensing unit, cross training on a wider scale and revising applications to reduce the evaluation complexities.

ANNUAL LICENSE/REGISTRATION ISSUANCE

On average the Board issues approximately 12,333 licenses each year. This includes the associate registration licenses as well as the full professional licenses. Over the past fiscal years, the Board has seen a 9% average increase in licenses issued. Overall the Board has seen a steady increase of at least 4% per year for the total licensing population. The Board has seen the greatest increase in License Clinical Social Workers (19%) and License Professional Clinical Counselors (29%) during the last fiscal years.

TABLE 6. LICENSEE POPULATION

		FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19
Associate Marriage and Family Therapists	Active	19,783	13,938	12,876	12,689
	Delinquent	N/A	5,226	4,738	3,924
Associate Clinical Social Workers	Active	15,784	11,051	11,306	11,929
	Delinquent	N/A	4,472	4,313	3,933
Associate Professional Clinical Counselor	Active	1,940	1,933	2,306	2,736
	Delinquent	N/A	668	1,172	1,472
Licensed Marriage and Family Therapist	Active	40,360	34,535	37,020	39,084
	Current Inactive	N/A	4,475	4,610	4,327
	Delinquent	N/A	2,566	2,647	3,089
	Retired	N/A	129	122	129
Licensed Clinical Social Worker	Active	24,197	21,334	23,569	25,432
	Current Inactive	N/A	2,545	2,672	2,452
	Delinquent	N/A	1,402	1,482	1,819
	Retired	N/A	72	57	76
Licensed Professional Clinical Counselor	Active	1,390	1,363	1,532	1,761
	Current Inactive	N/A	86	124	135
	Delinquent	N/A	37	71	61
	Retired	N/A	0	1	2
Licensed Educational Psychologist	Active	2,195	1,328	1,312	1,349
	Current Inactive	N/A	448	445	424
	Delinquent	N/A	284	281	306
	Retired	N/A	5	9	10
	TOTAL POPULATION	105,649	107,691	112,476	116,922

DENIAL OF LICENSE OR REGISTRATIONS BASED ON CRIMINAL HISTORY

The Board denied a total of 197 applications for registrations or licensure over the past four years based on criminal history that is determined to be substantially related to the qualifications, functions, or duties of the profession, pursuant to BPC section 480. The Board carefully considers each conviction on a case-by-case basis. Determining whether or not a conviction is substantially related to the qualifications, functions, or duties of the professions requires an evaluation of the facts, circumstances of the conviction(s), dates, and rehabilitation efforts, in balance with the standard of care and practice of the profession.

The Board receives a high number of applications in which the applicant has a prior or multiple alcohol related conviction(s). The Board considers the length of time that has passed since the conviction(s); reviews the circumstances of the conviction(s) such as blood alcohol level and if they were on their way to or from work; alcohol containers or other substances in the vehicle; all rehabilitation activities and efforts the applicant has taken to ensure the conviction(s) will not reoccur. The Board balances this information with the standard of care that is expected from a mental health professional and the practice setting in which mental health care is delivered to ensure consumers are protected.

Please see chart below for a breakdown:

TOTAL LICENSING DATA					
TYPE OF CONVICTIONS	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19	TOTAL
Sex Related Convictions	0	2	1	0	3
Theft and Fraud	4	13	13	4	34
DUI/Alcohol Related	9	42	44	38	133
Battery/Assault	2	4	5	5	16
Multiple Convictions	3	2	3	0	8
Possession of Drugs	1	0	1	0	2
Murder/Manslaughter	0	0	1	0	1
Total Applications Denied Based on Criminal History	19	63	68	47	197

VERIFICATION OF APPLICANT INFORMATION

Prior Criminal History or Disciplinary Actions

Current law requires applicants to declare, under penalty of perjury, whether they have ever been convicted of, pled guilty to or pled nolo contendere to, any misdemeanor or felony. Applicants must also declare, under penalty of perjury, whether they have been denied a professional license or had license privileges suspended, revoked or disciplined, or if they have ever voluntarily surrendered a professional license in California or other state. If an applicant reports such an act, the Board requires the applicant to provide a written explanation, documentation relating to the conviction or disciplinary action, and rehabilitative efforts or changes made to prevent future occurrences.

The Board uses a variety of methods to determine the accuracy of an applicant's declarations. For criminal conviction history, California law authorizes the Board to conduct criminal record background checks to help

determine the eligibility of a person applying for a license or registration. The Board requires all applicants to submit fingerprints through the Department of Justice (DOJ) which then provides the Board's authorized personnel with access to information contained in the DOJ's Criminal Offender Record Information Database (CORI). The Board requires both a DOJ and Federal Bureau of Investigation (FBI) criminal history background check on all applicants for licensure or registration.

The Board has denied a total of 40 applications for registration or licensure over the last four years based on the applicant's failure to disclose information on the application. In most the cases, the applications are not denied solely on the basis that the applicant failed to disclose information on their application. Rather, the applications are denied in conjunction with the fact that the applicant had a conviction(s) or prior disciplinary action that is substantially related to the qualifications, functions, or duties of the profession, pursuant to BPC section 480.

Fingerprinting

All applicants are required to submit fingerprints prior to the issuance of a license or registration. The application is held until both the DOJ and the FBI have issued fingerprint clearances.

In the *2015 Sunset Report*, the Board reported that all current licensees have been fingerprinted. However, the Board subsequently discovered in 2018 that there are some licensees, who were fingerprinted after they were notified of the new fingerprint requirement in 2009, did not have fingerprint results after their DOJ or FBI results were rejected. The Board has created a report in the BreZE system which identifies licensees who do not have both DOJ and FBI fingerprint results at the time the licensee renews his/her license. The licensee is then notified in writing that they are not in compliance with the Board's fingerprint requirements. The licensee is given 30 days to submit fingerprints to the Board. If the licensee does not comply, the Board will issue a citation with a fine and order of abatement.

National Data Bank

The Healthcare Integrity and Protection Databank is the national databank relating to disciplinary boards. Information contained in the databank is provided by state regulatory agencies and other entities that are required to report disciplinary information. However, not all entities consistently comply with the reporting requirement. Therefore, the information may be either nonexistent or out of date. The Board or the applicant is required to pay a fee for each query prior to receiving a response.

In 2012 the Board discussed using the national databank as an additional tool to verify an applicant's background. The Board examined the limitations and the fees associated with the databank. After considering these factors, the Board was unclear if using this tool would provide any additional benefit.

Currently, the Board verifies an out-of-state applicant's licensure status through other state regulatory boards. This verification process also provides any disciplinary history, if it exists. For verification of in-state licensure status, the Board can check for prior disciplinary actions through the DCA BreZE System.

At each renewal, all licensees and registrants are required to report to the Board any conviction or disciplinary action taken against their license or registration during the last renewal cycle. Once notified of the conviction or disciplinary action, the Board requests all relevant documentation to determine if any action by the Board is necessary.

Primary Source Documentation

The Board requires a sealed transcript from the applicant's educational institution in order to verify and document that educational requirements have been met. Additionally, the Board requires licensure certifications from the other state licensing board when an applicant has held an out-of-state license.

OUT-OF-STATE AND OUT-OF-COUNTRY APPLICANTS LICENSING REQUIREMENTS

Currently, the Board does not have reciprocity with any other state licensing board. However, the passage of Senate Bill 679 (Bates, Chapter 380, Statutes of 2019) will significantly revise the process for an out-of-state licensed applicant to improve license portability between states. The provisions in the bill eliminate many of the existing requirements in law, such as evaluating the applicant's supervised work experience. This bill becomes effective January 1, 2020.

Until this bill becomes effective, any person from another state seeking licensure as an LMFT, LCSW, LEP, or LPCC in California is required to demonstrate compliance with all California licensing requirements, pass the required licensing examinations and apply for licensure. The statutory requirements for out-of-state or out-of-country applicants are as follows:

Licensed Marriage and Family Therapists

The Board may issue a license to a person who, at the time of applying for licensure, holds a valid registration or license issued by a board of marriage counselor examiners, board of marriage and family therapists, or corresponding authority, of any state or county, if all the following requirements are satisfied:

- The applicant's education is substantially equivalent.
- An applicant for licensure or registration with a degree obtained from an education institution outside the United States shall provide the Board with a comprehensive evaluation of the degree performed by a foreign credential evaluation service that is a member of the National Association of Credential Evaluation services (NACES) and shall provide other documentation the Board deems necessary.
- The applicant's supervised experience is substantially equivalent to that required for a license under the Board. The Board shall consider hours of experience obtained outside of California during the six-year period immediately preceding the date the applicant initially obtained the license in another state or country.

- Completion of specific additional coursework.
- Attainment of 18 years of age.
- The applicant passes the examinations required to obtain a license.

Licensed Clinical Social Workers

The Board may issue a license to any person who, at the time of application, holds a valid active clinical social work registration or license issued by a board of clinical social work examiners of corresponding authority of any state; if the person passes the licensing examinations required by licensing statutes and pays the required fees, and if all of the following requirements are satisfied:

- The applicant's master's degree is from an accredited school of social work.
- Attainment of 21 years of age.
- The applicant's experience gained outside of California shall be accepted toward the licensure requirements if it is substantially equivalent.
- Completion of specific additional coursework.
- An applicant for licensure or registration trained in an educational institution outside the United States shall demonstrate to the satisfaction of the Board that he or she possesses a Master of Social Work degree that is equivalent to a master's degree issued from school or department of social work that is accredited by the Commission on Accreditation of the Council on Social Work Education.
- The applicant passes the examinations required to obtain a license.

License Educational Psychologists

The Board may issue a license as an educational psychologist if the applicant satisfies the following requirements:

- Possession of, at minimum, a master's degree in psychology, educational psychology, school psychology, counseling and guidance, or a degree deemed equivalent. This degree shall be obtained from an educational institution accredited by Western Association of Schools and College; Northwest Association of Secondary and Higher Schools; Middle States Association of Colleges and Secondary Schools; New England Association of Colleges and Secondary Schools; North Central Association of Colleges and Secondary Schools; and Southern Association of Colleges and Schools.

- An applicant for licensure trained in an educational institution outside the United States shall possess a degree that has been evaluated by the Credentials Evaluation Service of the International Education Research Foundation Inc. for equivalency to the required degrees.
- Attainment of 18 years of age.
- Successful completion of 60 semester hours of postgraduate work in pupil personnel services.
- Two years of full-time, or the equivalent to full-time, experience as a credentialed school psychologist in the public school.
- One year of supervised professional experience in an accredited school psychology program; or one year of full-time, or the equivalent to full-time, experience as a credentialed school psychologist in the public schools obtained under the direction of a Licensed Educational Psychologist or a Licensed Psychologist.
- The applicant passes the examination required to obtain a license.

Licensed Professional Clinical Counselors

The Board may issue a license to a person who, at the time of submitting an application for licensure holds a valid registration or license as a professional clinical counselor, or other counseling license that allows the applicant to independently provide clinical mental health services, in another jurisdiction, if all of the following requirements are satisfied:

- The applicant's master's degree is counseling or psychotherapy in content and is substantially equivalent.
- The applicant's experience gained outside of California shall be accepted toward the licensure requirements if it is substantially equivalent.
- Completion of specific additional coursework.
- An applicant for licensure or registration trained in an educational institution outside the United States shall demonstrate to the satisfaction of the Board that he or she possesses a qualifying degree that is equivalent to a degree earned from an institution of higher education that is accredited or approved. These applicants shall provide the Board with a comprehensive evaluation of the degree performed by a foreign credential evaluation service that is a member of the National Association of Credential Evaluation Services and shall provide any other documentation the Board deems necessary.
- The applicant passes the examinations required to obtain a license.

MILITARY EDUCATION, TRAINING, AND EXPERIENCE

Veteran Applicant Tracking

In May 2015, the Board changed all registration and examination eligibility applications to inquire whether the applicant is serving or had ever served in the U.S. armed forces or the California National Guard. In 2017, DCA revised the BreZE system so that boards could collect and maintain statistics on applicants who are veterans or spouses of veterans.

Accepting Military Education, Training, or Experience

The Board is not aware of any instance in which an individual submitted military education and/or experience towards licensure. This information is not tracked by the Board and there is not a common provider of military education or experience that the Board sees cited on incoming applications. The Board may occasionally see supervised experience obtained at an out-of-state military base. This experience may be accepted by the Board if it can determine that the supervision was substantially equivalent, and upon verification that the supervisor is an equivalently licensed acceptable professional who has been licensed at least two years in his or her current jurisdiction and is in good standing.

The U.S. Army Medical Service Corps lists two types of behavioral health job descriptions on its website. These are:

- **Social Workers**—Army Social Workers practice within a broad spectrum of practice areas and settings. Appointment as a social worker requires a master's degree in social work with emphasis in clinical practice from a program accredited by the Council on Social Work Education. The social worker must also have a state license in social work that allows clinical independent practice.
- **Clinical Psychologists**—Army clinical psychology officers provide a full range of psychological services to soldiers, family member and military retirees. Assignment options include major medical centers, community hospitals and clinics. Appointment as a clinical psychologist requires a doctorate in clinical or counseling psychology, a clinical psychology internship at an APA accredited program, and an unrestricted license to practice clinical or counseling psychology in the United States.

Aside from utilizing social workers or clinical psychologists who are already state-licensed, the Board has not been made aware of any programs that offer training to those seeking licensure as a psychotherapist.

If such a program were presented to the Board, it would need to be evaluated to see if the education and experience gained met current licensing requirements.

Conformance with BPC Section 35

The Board has very specific requirements for education and experience in its licensing laws. Currently, if an applicant for registration of licensure had military education and experience, the Board would conduct a review to determine whether the experience/education was substantially equivalent to current licensing requirements. This would be done on a case-by-case basis, depending on the specific characteristics of the individual's education and experience.

Fee Waivers Pursuant to BPC Section 114.3

Pursuant to BPC section 114.3, the Board has waived the renewal requirements and fees for two registrants and two licensees; with a minimal impact of \$370 for fiscal year 2014–15.

Applications Expedited Pursuant to BPC Section 115.5

Pursuant to BPC section 115.5, the Board was not required to begin expediting applications until July 2016; however, it was determined that this would not be difficult to implement therefore the Board began expediting applications for military veterans and their spouses in January 2015. Since January 2015 the Board has expedited 1,320 applications for military veterans and 71 applications for military veterans' spouses.

DOJ NO LONGER INTERESTED NOTIFICATIONS

The Board sends No Longer Interested (NLI) notifications to DOJ on a consistent basis electronically. Currently there is a backlog that can be attributed to system changes that were implemented to enhance the automation of this process. In 2018 the Board discovered that certain records were erroneously being NLI'd by the system. The system is still flagging records that meet the established system requirements for being NLI'd, but the Board has temporarily put a hold on these notifications being sent to DOJ until staff is able to verify their validity. Staff is currently sending notifications to DOJ for records that they can confirm meet the NLI criteria. Also, the Board will be working with the Department's Office of Information Services' BreZE team to make the necessary changes to allow the Board to use the system automated NLI feature.

EXAMINATIONS

TABLE 8A: CALIFORNIA EXAMINATIONS (LMFT/LCSW)								
LICENSE TYPE		LMFT				LCSW		
Exam Title		Std.	CV	Clinical	Law and Ethics	Std.	CV	Law and Ethics
FY 2015–2016	# of First-Time Candidates	1,786	1,691	966	3,376	1,135	878	2,503
	Pass %	69%	78%	83%	80%	68%	85%	82%
FY 16–17	# of First-Time Candidates	N/A	N/A	4,110	10,493	N/A	N/A	8,593
	Pass %	N/A	N/A	67%	69%	N/A	N/A	71%
FY 2017–18	# of First-Time Candidates	N/A	N/A	3,362	3,853	N/A	N/A	3,520
	Pass %	N/A	N/A	69%	77%	N/A	N/A	80%
FY 2018–19	# of First-Time Candidates	N/A	N/A	3,029	3,266	N/A	N/A	3,513
	Pass %	N/A	N/A	73%	81%	N/A	N/A	80%
Date of Last OA		N/A	N/A	2019	2015	N/A	N/A	2015
Name of OA Developer		OPES	OPES	OPES	OPES	OPES	OPES	OPES
Target OA Date		N/A	N/A	2024	2020	N/A	N/A	2020

TABLE 8B: CALIFORNIA EXAMINATIONS (LPCC/LEP)			
EXAM TITLE		LAW AND ETHICS	STD.
FY 2015–16	# of First-Time Candidates	208	88
	Pass %	84%	53%
FY 2016–17	# of First-Time Candidates	1,105	109
	Pass %	67%	69%
FY 2017–18	# of First-Time Candidates	799	100
	Pass %	66%	58%
FY 2018–19	# of First-Time Candidates	834	113
	Pass %	72%	68%
Date of Last OA		2018	2015
Name of OA Developer		OPES	OPES
Target OA Date		2023	2020

TABLE 8C: NATIONAL EXAMINATION DATA

TABLE 8C: NATIONAL EXAMINATION DATA			
EXAM TITLE		LAW AND ETHICS	STD.
EXAM TITLE		CLINICAL	NCMHCE
FY 2015–16	# of First-Time Candidates	649	83
	Pass %	89%	96%
FY 2016–17	# of First-Time Candidates	2,589	146
	Pass %	82%	77%
FY 2017–18	# of First-Time Candidates	2,638	207
	Pass %	76%	77%
FY 2018–19	# of First-Time Candidates	2,425	233
	Pass %	75%	71%
Date of Last OA		2016	2019
Name of OA Developer		ASWB	NBCC
Target OA Date		2021	2021

Examinations Required for Licensure

LMFT, LCSW, and LPCC candidates are required to take and pass two examinations for licensure. LMFT candidates are required to take and pass the California Law and Ethics Examination and a clinical examination. The Law and Ethics Examination consists of 75 questions and a clinical examination consists of 170 questions. Both the LMFT Law and Ethics Examination and the LMFT Clinical Examination are developed by the Board.

LCSW candidates are required to take and pass both the California Law and Ethics examination and the Association of Social Work Boards (ASWB) national examination. The California Law and Ethics Examination consists of 75 questions and is developed by the Board. The ASWB National Examination consists of 170 items.

LPCC candidates must take and pass a California Law and Ethics examination and the National Clinical Mental Health Counseling Examination (NCMHCE). The NCMHCE is administered and developed by the National Board of Certified Counselors (NBCC). The California Law and Ethics Examination consists of 75 questions and the NCMHCE consists of 10 clinical mental health counseling cases.

LEP candidates are only required to take and pass the LEP Written Examination, which consists of 125 questions. This written examination is developed by the Board. LEPs are not required to take a separate California Law and Ethics examination because these items are incorporated in the LEP Written Examination.

The Board works year-round with the Office of Professional Examination Services and Board subject matter experts to develop its examinations. The examinations are multiple-choice and are administered electronically at sites throughout the state. All Board examinations are offered in English only. However, an applicant for whom English is a second language, may receive additional time to take the examinations, if they meet specific criteria demonstrating limited English proficiency.

Pass Rates

The pass rates for first time vs. retakes are reflected in Table 8a-c. As previously noted, all Board examinations are in English.

Computer Based Testing

All Board examinations are administered using computer-based testing. Once the Board approves a candidate’s application, the Board sends the candidate’s information to the contracted testing vendor. The candidates are sent information that instructs them to contact the testing vendor to schedule the examination. Currently the Board’s testing vendors offer multiple testing sites throughout California and many out-of-state sites at which candidates can schedule to take these examinations. The Board’s current testing vendor for Board-developed examinations offers testing six days a week (Monday through Saturday), year-round, except major holidays.

NBCC offers the NCMHCE examination Monday through Friday on authorized dates. Specifically, the NCMHCE examination is offered the first two weeks of every month. ASWB (LCSW national examination vendor) is offered to candidates at testing centers worldwide. Most test centers are open Monday through Friday during customary business hours, and many centers are open on Saturday.

Statutes Hindering the Processing of Applications and/or Examinations

The Board has not identified any current statutes that are hindering the processing of applications or examinations.

SCHOOL APPROVALS

Legal Requirements Regarding School Approval

The Board does not approve schools. The Board will confirm a school's degree program contains coursework that satisfies the educational requirements for licensure. This curriculum review was previously conducted by an educational subject matter expert. In 2019, the Board and the Bureau for Private Postsecondary Education (BPPE) entered a Memorandum of Understanding to authorize BPPE to conduct the curriculum review.

Applicants for licensure as a Licensed Marriage and Family Therapist ("LMFT") must obtain a doctor's or master's degree from a school, college, or university approved by or accredited by the following entities:

- BPPE
- Commission on the Accreditation of Marriage and Family Therapy Education; or,
- A regional accrediting agency recognized by the U.S. Department of Education.

Applicants for licensure as a Licensed Clinical Social Worker ("LCSW") must obtain a master's degree from a school of social work, accredited by the Commission on Accreditation of the Council on Social Work Education.

LEP licensure candidates must obtain a master's degree from a regionally accredited university. Regionally accredited schools include:

- Western Association of Schools and Colleges
- Northwest Association of Secondary and Higher Schools
- Middle States Association of Colleges and Secondary Schools
- New England Association of Colleges and Secondary Schools

- North Central Association of Colleges and Secondary Schools

- Southern Association of Colleges and Schools

Applicants for licensure as a Licensed Professional Clinical Counselor ("LPCC") must obtain a doctor's or master's degree from a school, college, or university approved by or accredited by the following entities:

- BPPE;
- Western Association of Schools and Colleges, or,
- A regional accrediting agency recognized by the U.S. Department of Education.

Approved Schools

As previously stated, the Board does not approve schools. Rather, the Board verifies the educational institution has coursework within the degree program that satisfies California licensure requirements.

International School Approval

As previously stated, the Board does not approve schools. Rather, the Board verifies the educational institution has coursework within the degree program that satisfies California licensure requirements.

CONTINUING EDUCATION/COMPETENCY

Continuing Education/Competency Requirements

Current law requires all licensees of the Board, as a condition of biennial licensure renewal, to complete 36 hours of continuing education (CE) in, or relevant to, the licensee's respective field of practice (BPC section 4980.54, 4989.34, 4996.22, and 4999.76). An individual must only complete 18 hours of CE in his/her initial license renewal period (title 16, CCR section 1887.11).

An exemption from the CE requirement exists if the licensee meets one of the following criteria:

- His/her license is inactive (BPC section 4984.8, 4989.44, 4997 or 4999.112).
- For at least one year during the licensee's previous license renewal period the licensee was absent from California due to his or her military service.
- For at least one year during the licensee's previous license renewal period the licensee resided in another country.
- For at least one year during the licensee's previous license renewal period the licensee or an immediate family member, including a domestic partner, where the licensee is the primary caregiver for that family

member, had a physical or mental disability or medical condition. The physical or mental disability or medical condition must be verified by a licensed physician or psychologist.

There are no changes the continuing education requirements since the last report.

The Board has the authority to conduct audits to determine compliance with the CE requirements. The Board does not use the Department’s cloud for this process.

Each month a random number of licensees are selected for an audit. The licensee is notified in writing of their selection for the audit and provided a due date to submit copies of the continuing education certificates completed during the last renewal period. Upon receipt of the documentation, the certificates are analyzed to determine if the CE was obtained from an approved provider and during the renewal period subject to the audit.

Licensees that are in compliance with the CE requirements are notified in writing. Licensees that fail the audit are referred to the Board’s Enforcement Unit for the issuance of a citation and fine. The fine amount is determined by the type (e.g., course required for each renewal cycle) and number of CE units that are missing. The fine may range from \$100 to \$1,200.

Continuing Education Audits

The chart below represents the number of CE audits conducted in the past four fiscal years. The overall average percentage of licensees who fail the audit is 27%.

CONTINUING EDUCATION AUDITS				
FY	PASS	FAIL	TOTAL	% FAIL RATE
2015–16	191	66	257	26%
2016–17	497	176	673	26%
2017–18	675	277	952	29%
2018–19	338	118	456	26%

Continuing Education Course Approval Policy

The Board does not approve specific CE courses. Board-recognized approval agencies approve specific CE courses.

Continuing Education Providers

Effective July 1, 2015, the Board ceased approving CE providers and courses. The decision was made following an extensive review of the Board’s existing CE program and national professional association CE programs. As a result, the Board determined that the national professional associations’ CE program was far more robust and provided the best opportunity for licensees to gain CEs relevant to their practice. Board licensees may obtain CE from one of the following:

- a. An accredited or approved postsecondary institution that meets the requirements set forth in sections 4980.54(f)(1), 4989.34(b)(1), 4996.22(d)(1), or 4999.76(d) of the BPC.
- b. A Board-recognized approval agency or a continuing education provider that has been approved or registered by a Board-recognized approval agency. Listed below are the Board-recognized approval agencies:
 - National Association of Social Workers (NASW)
 - Association of Social Work Boards (ASWB)
 - National Board for Certified Counselors (NBCC)
 - National Association of School Psychologists (NASP)
 - American Psychological Association (APA)
 - California Association of Marriage and Family Therapists (CAMFT)
 - California Psychological Association (CPA)
- c. An organization, institution, association or other entity that is recognized by the Board as a continuing education provider. Listed below are the Board-recognized continuing education providers:
 - American Association for Marriage and Family Therapy (AAMFT)
 - American Association for Marriage and Family Therapy-California Division (AAMFT-CA)
 - California Association for Licensed Professional Clinical Counselors (CALPCC)
 - California Association for Marriage and Family Therapists (CAMFT)
 - National Association of Social Workers-California Chapter (NASW-CA)

- California Society for Clinical Social Work (CSCSW)
- California Association of School Psychologists (CASP)
- California Psychological Association (CPA)
- California Counseling Association (CCA)
- American Counseling Association (ACA)

Continuing Education Provider Audits

The Board's statutes and regulations provide the authority for the Board to audit the course records of CE providers for compliance with CE course requirements. To date, the Board has not received any complaints regarding a CE provider.

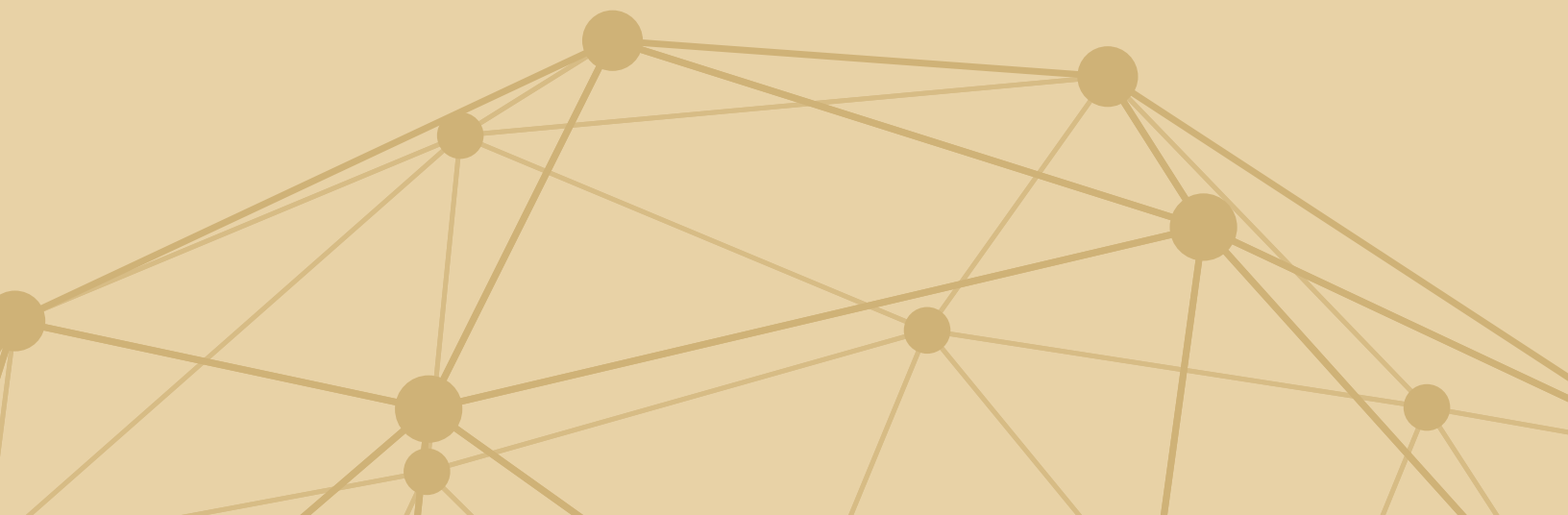
Board Efforts to Review Continuing Education Policy

As reported in the prior sunset review, in 2012 the Board established the Continuing Education Program Review Committee to conduct a comprehensive review of the Board's Continuing Education Program. The committee held a series of meetings with stakeholders to discuss improving the quality of continuing education, ensuring the coursework was relevant to the practice of Board licensees, and ensuring compliance with the legislative intent of continuing education.

As a result, the Board ceased approving CE providers in July 2015. In lieu of obtaining CE from Board-approved CE providers, the Board established a list of recognized approval agencies and professional associations where licensees may obtain CE. The Board is aware of efforts to consider performance-based assessments of a licensee's continuing competency. Performance based assessments may be appropriate measurement in other health profession work settings. Board licensees work in environments in which their work is not typically observed by other licensed professionals. Therefore, this practice may not be conducive to this type of an assessment.



SECTION 5— ENFORCEMENT PROGRAM



SECTION 5—ENFORCEMENT PROGRAM

ENFORCEMENT PERFORMANCE TARGETS/ EXPECTATIONS

In 2010, DCA developed standard performance measures for each board and bureau to assess the effectiveness of its enforcement program. DCA established an overall goal to complete consumer complaints within 12 to 18 months (Performance Measure 4). Each board and bureau is responsible for determining its performance target for the remaining performance measures to achieve the 12- to 18-month goal. The Board’s performance targets are reflected in the following table.

DCA set the performance target for PM 4 at 540 days (18 months). Achieving PM 4 is dependent upon the staffing and workload of outside agencies, such as the Attorney General’s Office (AGO) and the Office of Administrative

Hearings (OAH). Any workload and/or staffing issues at the AGO and the OAH are not within the Board’s control.

However, as reported during the March 2019 and May 2019 Board Meetings, the Board is meeting PM 4. In March 2019, the average number of days to complete consumer complaints resulting in formal discipline was 506 days and 370 days in May 2019. The reduction in the overall average days to complete these cases may be attributed to the additional staff positions at the AG office and the two staff positions in the Enforcement Unit dedicated to actively monitor all cases referred to the AGO. To ensure the Board continues to meet the performance targets, the Enforcement managers conduct regular meetings with staff to discuss caseloads and case aging to identify any barrier to complete the case in a timely manner.

PERFORMANCE MEASURE (PM)	DEFINITION	PERFORMANCE TARGET	ACTUAL FY 2018–19
PM 1 Volume	Number of Complaints Received.	*	*
PM 2 Cycle Time	Average Number of Days to Complete Complaint Intake.	10 days	7 days
PM 3 Cycle Time	Average Number of Days to Complete Closed Cases Not Resulting in Formal Discipline.	180 days	53 days
PM 4 Cycle Time	Average Number of Days to Complete Cases Resulting in Formal Discipline.	540 days	514 days
PM 5 Efficiency (Cost)	Average Cost of Intake and Investigation for Complaints Not Resulting in Formal Discipline.	**	**
PM 6 Customer Satisfaction	Consumer Satisfaction With the Service Received During the Enforcement Process.	75% Satisfaction	***
PM 7 Cycle Time (probation monitoring)	Average Number of Days From the Date a Probation Monitor is Assigned to a Probationer to the Date the Probation Monitor Makes First Contact.	10 days	6 days
PM 8 Initial Contact Cycle Time (Probation Monitoring)	Average Number of Days from the Time a Violation is Reported to the Program to the Time the Assigned Probation Monitor Responds.	7 days	1 day
2017–18	675	277	952

*Complaint volume is counted and is not considered a performance measure.

**The BreEZe system does not capture this data at this time.

***Due to lack of consumer response, data is not available for this measure.

ENFORCEMENT DATA

On average the Board receives over 2500 consumer complaints and criminal conviction notifications each year. The increased enforcement workload coincides with the Board's increasing licensee population. This is evidenced by the increased number of accusations and statement of issues filed; number of attorney general cases initiated, and the number of stipulations issued. To better manage the increasing workload, the Board reorganized its Enforcement Unit to separate the three enforcement activities. The Board created the Consumer Complaint and Investigations Unit, Criminal Conviction Unit, and the Discipline and Probation Unit. Each of these units reports directly to a separate manager.

The Board utilizes the expertise of subject matter experts to review Board cases in determining if a violation of law occurred. These subject matter experts review the evidence obtained during the Board investigation

and consider the standard of care for the profession in determining if a violation occurred. Further, the subject matter experts provide testimony at an administrative hearing, when appropriate. The subject matter expert's role is vital to the Board's mandate to protect the public.

Therefore, the Board continues to recruit subject matter experts and provides expert reviewer training to licensees. The training includes an overview of the complaint process; overview of the administrative disciplinary process; report writing, and testifying at an administrative hearing. These efforts ensure the Board has a sufficient number of subject matter experts to review Board cases.

The Board continues to evaluate workload data and procedures to identify the resources necessary to improve the enforcement program. The additional resources will be requested through the appropriate process. The following tables reflect the Board's enforcement statistics.

TABLE 9A. ENFORCEMENT STATISTICS

	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19
COMPLAINT				
Intake				
Received	1121	1418	1375	1701
Closed	251	513	411	639
Referred to INV	876	879	1000	1058
Average Time to Close	7	6	8	10
Pending (Close of FY)	5	31	42	57
Source of Complaint				
Public	870	918	873	1113
Licensee/Professional Groups	8	2	2	3
Governmental Agencies	3	45	8	20
Other	1215	1587	1661	1883
Conviction/Arrest				
CONV Received	975	1134	1169	1318
CONV Closed	0	0	0	0
Average Time to Close	4	2	2	3
CONV Pending (Close of FY)	3	4	2	3
LICENSE DENIAL				
License Applications Denied	21	78	85	64
SOIs Filed	31	32	56	56
SOIs Withdrawn	7	3	1	2
SOIs Dismissed	0	0	0	0
SOIs Declined	0	0	0	0
Average Days SOI	572	621	483	650

TABLE 9A. ENFORCEMENT STATISTICS

	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19
ACCUSATION				
Accusations Filed	96	99	152	100
Accusations Withdrawn	6	4	5	4
Accusations Dismissed	0	0	0	0
Accusations Declined	0	0	0	0
Average Days Accusations	712	795	668	664
Pending (Close of FY)	162	182	205	119
DISCIPLINE				
Disciplinary Actions				
Proposed/Default Decisions	37	26	42	62
Stipulations	58	88	84	126
Average Days to Complete	646	785	664	717
AG Cases Initiated	150	182	219	146
AG Cases Pending (Close of FY)	162	182	205	119
Disciplinary Outcomes				
Revocation	27	21	39	50
Voluntary Surrender	17	50	42	54
Suspension	0	0	0	0
Probation with Suspension ¹	1	0	1	0
Probation ²	57	66	92	85
Probationary License Issued	N/A	N/A	N/A	N/A
Other	8	11	16	22
PROBATION				
New Probationers	64	66	92	85
Probations Successfully Completed	5	11	8	17
Probationers (Close of FY)	126	115	159	182
Petitions to Revoke Probation	9	17	14	24
Probations Revoked	4	5	5	4
Probations Modified	3	6	4	15
Probations Extended	5	1	1	9
Probationers Subject to Drug Testing	N/A	N/A	88*	124
Drug Tests Ordered	N/A	N/A	1568*	3750
Positive Drug Tests	N/A	N/A	217*	418
Petition for Reinstatement Granted	0	6	1	1
DIVERSION				
New Participants	N/A	N/A	N/A	N/A
Successful Completions	N/A	N/A	N/A	N/A
Participants (Close of FY)	N/A	N/A	N/A	N/A
Terminations	N/A	N/A	N/A	N/A
Terminations for Public Threat	N/A	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A	N/A

*The Board contracted with First Source Solutions to conduct biological testing on January 1, 2018. Data was unable to be provided by the previous vendor (Phamatech) from July 1, 2015, through December 31, 2017.

TABLE 9B. ENFORCEMENT STATISTICS (CONTINUED)

	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19
INVESTIGATION				
All Investigations				
First Assigned	2016	2195	2442	2618
Closed	2088	2341	2485	2636
Average Days to close	169	168	118	118
Pending (Close of FY)	478	368	329	289
Desk Investigations				
Closed	1964	2248	2418	2554
Average Days to Close	97	85	69	44
Pending (Close of FY)	430	353	306	248
Non-Sworn Investigation				
Closed	81	67	67	82
Average Days to Close	137	140	100	110
Pending (Close of FY)	25	15	23	41
Sworn Investigation				
Closed	43	26	11	9
Average Days to Close	272	277	141	149
Pending (Close of FY)	23	8	5	4
COMPLIANCE ACTION				
ISO and TRO Issued	0	0	0	0
PC 23 Orders Requested	2	1	1	4
Other Suspension Orders	0	0	0	0
Public Letter of Reprimand	1	1	1	3
Cease and Desist/Warning	0	0	0	0
Referred for Diversion	N/A	N/A	N/A	N/A
Compel Examination	1	0	1	0
CITATION AND FINE				
Citations Issued	93	167	286	172
Average Days to Complete	77	113	112	67
Amount of Fines Assessed	\$174,450	\$108,400	\$186,150	\$112,000
Reduced, Withdrawn, Dismissed	\$84,800	\$11,900	\$36,050	\$15,600
Amount Collected	\$24,750	\$83,700	\$97,490	\$54,900
CRIMINAL ACTION				
Referred for Criminal Prosecution	0	0	1	0

TABLE 2A. FUND CONDITION WITH PROJECTED FEE INCREASE

	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19	CASES CLOSED	AVERAGE %
ATTORNEY GENERAL CASES (AVERAGE %)						
Closed Within:						
0–1 Year	14	14	41	90	159	24%
1–2 Years	60	52	74	89	275	41%
2–3 Years	36	42	55	35	168	25%
3–4 Years	22	14	18	6	60	9%
Over 4 Years	5	0	0	0	5	1%
Total Attorney General Cases Closed	137	122	188	220	667	
INVESTIGATIONS (AVERAGE %)						
Closed Within:						
90 Days	1271	1371	1887	2161	6690	73%
91–180 Days	503	492	396	194	1585	17%
181–1 Year	237	220	149	80	686	7%
1–2 Years	49	50	51	22	172	2%
2–3 Years	28	6	2	1	37	0%
Over 3 Years	0	0	0	0	0	0%
Total Investigation Cases Closed	2088	2139	2485	2458	9170	

Enforcement Data Trends

The Board’s enforcement workload continues to increase. Since the 2015 sunset review, the total number of statement of issues and accusations filed has increased by 23%. The total number of final disciplinary actions (proposed/default decisions and stipulations) has increased by 98%. The final disciplinary actions resulted in a 33% increase in new probationers monitored by the Board.

The reorganization of the Enforcement Program has allowed the Board to keep pace with the increased workload.

Case Prioritization

The Board developed its Complaint Prioritization Guidelines in 2009 using the DCA model guidelines for health care agencies. Although similar to the DCA model, the Board modified the complaint categories in the DCA guidelines to reflect the subject areas unique to the Board.

Using these guidelines, complaints are reviewed by Board staff and categorized. Complaints categorized as “urgent” demonstrate conduct or actions by the licensee or registrant that pose a serious risk to the public’s health, safety, or welfare. These complaints receive the

immediate attention of the Enforcement manager to initiate the appropriate action.

Complaints categorized as “high” involve allegations of serious misconduct, but the licensee’s or registrant’s actions do not necessarily pose an immediate risk to the public’s health, safety, or welfare. “Routine” complaints involve possible violations of the Board’s statutes and regulations, but the licensee’s or registrant’s actions do not pose a risk to the public’s health, safety, or welfare.

Mandatory Reporting Requirements

Listed below are the mandatory reporting requirements:

- BPC section 801(b) requires every insurer providing professional liability insurance to a Board licensee to report any settlement or arbitration award over \$10,000 of a claim or action for damages for death or personal injury caused by the licensee’s negligence, error or omission in practice, or by rendering of unauthorized professional services. This report must be sent to the Board within 30 days of the disposition of the civil case.
- BPC section 802(b) requires Board licensees and claimants (or, if represented by counsel) to report any settlement, judgment, or arbitration award over \$10,000 of a claim or action for damages for death or personal injury caused by the licensee’s negligence, error or

omission in practice, or by rendering of unauthorized professional services. This report must be submitted to the Board within 30 days after the written settlement agreement.

- BPC section 803(a) requires the clerk of the court to report, within 10 days after judgment made by the court in California, any person who holds a license or certificate from the Board who has committed a crime or is liable for any death or personal injury resulting in a judgment for an amount in excess of \$30,000 caused by his or her negligence, error or omission in practice, or by rendering of unauthorized professional services.
- BPC section 803.5 requires a district attorney, city attorney, or other prosecuting agency to report any filing against a licensee of felony charges and the clerk of the court must report a conviction within 48 hours.
- BPC section 805(b) requires the chief of staff, chief executive officer, medical director, or administrator of any peer review body and the chief executive officer or administrator of any licensed health care facility or clinic to file an 805 report within 15 days after the effective date which any of the following occurs as a result of an action taken by the peer review body of a Licensed Marriage and Family Therapist, Licensed Clinical Social Worker, Licensed Educational Psychologist, or Licensed Professional Clinical Counselor: 1) The licentiate's application for staff privileges or membership is denied or rejected for a medical disciplinary cause or reason; 2) the licentiate's membership, staff privileges, or employment is terminated or revoked for medical disciplinary cause or reason; or, 3) Restrictions are imposed, or voluntarily accepted, on staff privileges, membership, or employment for a cumulative total of 30 days or more for any 12-month period, for a medical disciplinary cause or reason.
- Penal Code section 11105.2 establishes a protocol whereby the DOJ reports to the Board whenever Board applicants, registrants, or licensees are arrested or convicted of crimes. In such instances, the DOJ notifies the Board of the identity of the arrested or convicted applicant, registrant, or licensee in addition to specific information concerning the arrest or conviction.

Additionally, registrants and licensees are required to disclose at the time of renewal all convictions since their last renewal.

Although the number of reports the Board received from the required entities is low, the Board is not currently experiencing any problems regarding the receipt of reports from entities required to report identified incidents to the Board.

During the last four fiscal years, the Board only received a total of 12 reports for settlement or arbitration award. The average amount of the award paid on behalf of the licensee is \$57,000.00.

Case Settlements

After concluding its investigation and determining that a violation of the statutes and regulations has occurred, the Board determines the appropriate penalty based on the Uniform Standards Related to Substance Abuse and Disciplinary Guidelines (USRSADG). The guidelines provide a minimum and maximum penalty based on a violation category. The Board expects the penalty imposed to be commensurate with the nature and seriousness of the violation. The USRSADG apply in all cases in which a license or registration is placed on probation due in part to a substance abuse violation.

For cases referred to the AGO which the Board would consider settling, the Board will provide proposed settlement terms based on USRSADG with the referral. The intent of this procedure is to engage in settlement discussions with the respondent after the respondent receives notice of the proposed disciplinary action.

The Board does not settle a case prior to an accusation or statement of issues being filed. Since the Board implemented providing settlement terms at the time a case is referred to the AGO, the number of voluntary surrenders has increased. In fiscal year 2014–15 the Board reported 17 voluntary surrenders. In 2018–19 the Board had 54 voluntary surrenders for a 217% increase. Additionally, the number of stipulations has increased from 50 in 2015–16 to 126 in 2018–19 for a 152% increase.

Pre-Accusation Settlements vs. Hearings

The Board does not enter into settlement agreements with licensees prior to the filing of an accusation.

Post-Accusation Settlements vs. Hearings

The table below reflects the number of cases, post-accusation, that the Board has settled compared to the number that resulted in a hearing. For the past four years the Board has settled an average of 78% of cases.

	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19
ACCUSATION				
Cases Settled	78	104	120	132
Cases to Hearing	32	14	37	39
Overall % of Settled Cases	71%	88%	76%	77%

Statutes of Limitations

The Board is subject to a statute of limitations period as set forth in BPC section 4990.32 and 4982.05. An accusation must be filed within three years from the date the Board discovers the alleged act or violation or within seven years from the incident date, whichever occurs first. Cases regarding procurement of a license by fraud or misrepresentation are not subject to the limitations.

An accusation alleging sexual misconduct must be filed within three years after the Board discovers the act or omission alleged as the ground for disciplinary action, or within 10 years after the act or omission alleged as the ground for disciplinary action occurs, whichever occurs first. In cases involving a minor patient, the 7- and 10-year limitation is tolled until the child reaches 18 years of age.

The Board implemented monitoring procedures to ensure that limitation deadlines are identified and that cases are monitored closely through the review and investigation process. If a case is forwarded for formal investigation, the investigator is informed of the limitation deadline and staff frequently follows up with the assigned investigator to track the progress. If violations are confirmed and the case is transmitted to the AGO, the deputy attorney general assigned to the case is informed of the limitations deadline to ensure prompt filing of charges. In the last four years the Board has not lost jurisdiction on a case due to the statute of limitations period.

Unlicensed Activity

The Board provides several publications and information to consumers on its website relating to the selection of a mental health practitioner and verification of an individual's license status. Any complaint received by the Board related to unlicensed activity is investigated. Investigations confirming unlicensed activity result in the Board issuing a citation and fine up to \$5,000 to the unlicensed individual or referring the case to the local district attorney's office for appropriate action.

CITATION AND FINE

Cite and Fine Authority

A citation and fine order is an alternative means by which the Board can take an enforcement action against a licensed or unlicensed individual who is found to be in violation of the Board's statutes and regulations. The citation and fine program increases the effectiveness of the Board's disciplinary process by providing a more effective method to address relatively minor violations that normally would not warrant more serious license discipline to protect the public.

Citations and fine orders are not considered formal disciplinary actions, but they are matters of public record. BPC section 125.9 authorizes the Board to issue citations and fines for certain types of violations. A licensee or registrant who fails to pay the fine cannot renew his/her license until the fine is paid in full. The Board has not increased its maximum fine since the last sunset review.

Cite and Fine Authority Usage

A citation and fine is appropriate if an investigation substantiates a violation of the Board's statutes and regulations, but the violation does not warrant formal disciplinary action. A citation and fine order contains a description of the violation, an order of abatement which directs the subject to discontinue the illegal activity, a fine (based on gravity of the violation, intent of the subject and the history of previous violations), and procedures for appeal. Payment of a fine does not constitute an admission of the violation charged, but only as satisfactory resolution of the citation and fine order.

Frequently, citations are issued for violations related to unlicensed practice, practicing with an expired license, record keeping, failing to complete the required continuing education courses within a renewal period, advertising violations or failure to provide treatment records in accordance with the law.

In assessing a fine, the Board, considers the appropriateness of the amount of the fine with respect to factors such as the gravity of the violation, the good faith of the licensee, and the history of previous violations.

Informal Conferences and/or Administrative Procedure Act Appeals

An individual to whom a citation is issued may choose to appeal his/her case at an informal office conference. The informal office conference is a forum for the individual to provide information or mitigation not previously considered by the Board.

Documentary evidence such as sworn witness statements and other records will be accepted. The individual can be present at the informal office conference with or without counsel or he or she may choose to be represented by counsel alone. All information submitted will be considered. The Board may affirm, modify, or withdraw the citation. Most citations are uncontested and result in full payment.

Since the last review the Board has averaged two informal office conferences per month. There have been 98 informal conferences in the last four fiscal years. During this same time period the Board received four requests for an administrative hearing to appeal the citation and fine.

Five Most Common Violations That Elicit Citations

The five most common violations for which citations are issued are as follows:

- Failure to complete specific continuing education coursework requirements.
- Failure to maintain patient confidentiality.
- Providing services for which licensure is required.
- Misrepresentation as to the type or status of a license or registration held.
- Misrepresentation as to the completion of continuing education requirements.

Average Fine Pre- and Post-Appeal

Franchise Tax Board Intercepts to Collect Outstanding Fines	2015-16	2016-17	2017-18	2018-19
	Average Pre-Appeal	\$1,741.67	\$1,306.00	\$1,298.00
Average Post Appeal	\$1,237.50	\$1,296.00	\$1,329.00	\$1,385.00

Franchise Tax Board Intercepts to Collect Outstanding Fines

A licensee who fails to pay an uncontested fine cannot renew his/her license until the fine is paid in full. In addition, the Board utilizes the Franchise Tax Board Intercept Program which allows tax returns to be intercepted as payment for any outstanding fines. Typically, uncollected fines are related to unlicensed individuals that the Board has limited information on to pursue collection.

COST RECOVERY AND RESTITUTION

Efforts to Obtain Cost Recovery

Pursuant to BPC section 125.3, the Board is authorized to request that its licensees who are disciplined through the administrative process reimburse the Board for its costs of investigating and prosecuting the cases. The Board seeks cost recovery regardless of whether the case is settled by stipulation or proceeds to an administrative hearing.

Probationers are afforded a payment schedule to satisfy the cost recovery. However, compliance with cost recovery is also a condition of probation. Noncompliance with this condition may result in the case returning to the AGO to seek revocation or to extend the probation term until the cost recovery is made in full.

Cost Recovery Ordered and Uncollected

During the settlement process, the Board will frequently offer to reduce costs as an incentive to settle a case prior to a hearing. This strategy is beneficial to all parties in that hearing costs and time to resolve the matter are reduced, the individual may continue to practice while on probation, and the individual's violations and probation terms are publicly disclosed sooner.

Probationers are required to pay the cost recovery ordered as a condition of probation and must be paid in full prior to the end of probation. The Board establishes a payment schedule for probationers to pay their cost recovery, spreading the payments throughout the probation term.

Cost recovery is not always collected in disciplinary cases that resulted in the surrender of a license. Often, one of the terms in the final order accepting the license surrender requires that the cost recovery must be paid in full, if the individual were to reapply to the Board. In these situations, the individual may never reapply, and the Board will not collect the cost recovery.

Cost Recovery Not Ordered

The Board seeks cost recovery in every formal disciplinary case although administrative law judges often reduce the amount of cost recovery payable to the Board. The Board’s request is made to the administrative law judge who presides over the hearing. The administrative law judge may award full or partial cost recovery to the Board or may reject the Board’s request for cost recovery.

Franchise Tax Board Intercepts to Collect Cost Recovery

The Board does use the Franchise Tax Board to collect cost recovery. As noted previously, most of the cost recovery ordered is directly related to probationers. All

probationers must pay cost recovery in full prior to the completion of their probation term.

Efforts to Obtain Restitution

Pursuant to Government Code section 11519, the Board may impose a probation term requiring restitution. In cases regarding violations involving economic exploitation or fraud, restitution is a necessary term of probation. The Board may require that restitution be ordered in cases regarding Medi-Cal or other insurance fraud. In addition, restitution would be ordered in cases where a patient paid for services that were never rendered or the treatment or service was determined to be negligent. No restitution has been ordered since the Board’s last sunset review.

TABLE 11. COST RECOVERY (LIST DOLLARS IN THOUSANDS)

	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19
Total Enforcement Expenditures	3,435,870	\$5,111,728	\$5,121,179	\$5,954,025**
Potential Cases for Recovery*	99	121	128	150
Cases Recovery Ordered	92	99	95	120
Amount of Cost Recovery Ordered	281,348.28	293,460.53	480,297.94	732,158.88
Amount Collected	54,806.61	55,160.61	37,316.37	56,830.38

* “Potential Cases for Recovery” are those cases in which disciplinary action has been taken based on violation of the license practice Act.

** Based on prelim FM12 projections from the Budget Office.

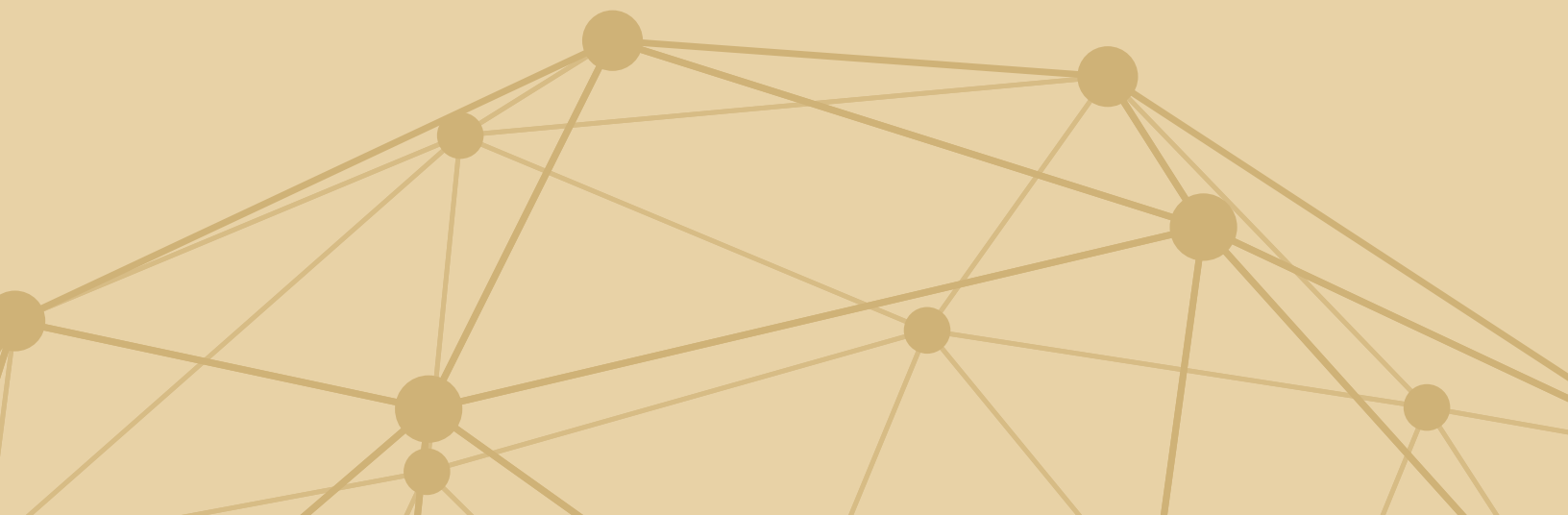
TABLE 12. RESTITUTION (LIST DOLLARS IN THOUSANDS)

	FY 2015–16	FY 2016–17	FY 2017–18	FY 2018–19
Amount Ordered	0	0	0	0
Amount Collected	0	0	0	0





SECTION 6—PUBLIC INFORMATION POLICIES



SECTION 6—PUBLIC INFORMATION POLICIES

BOARD WEBSITE

The Board’s website is the main platform used to post upcoming Board activities and noteworthy changes to policies and procedures. There is a page on the Board’s website that is dedicated to Board and committee meetings. Agendas for meetings are placed on the website a minimum of 10 calendar days before the meeting. Meeting materials are posted to the website not less than two calendar days before the meeting. Along with posting the meeting materials on the website, the Board utilizes a Listserv email to notify subscribers, and posts this information on Facebook and Twitter.

On the Board’s meetings page, all upcoming meeting dates and materials as well as the webcast and materials of past meeting are available. Meeting materials from the past five years currently exist on the Board’s website. The draft meeting minutes are usually posted with the subsequent meeting materials and, once approved by the Board, they are posted to the website. Within the last few years the Board has contracted with a transcription service to make the meeting minutes process more efficient and expedient.

BOARD WEBCASTING

All Board meetings and various committee meetings are webcasted. The Board plans to continue this practice. The Board maintains webcast of its meetings for approximately four years.

BOARD MEETING CALENDAR

The Board does post an annual meeting calendar. This annual Board calendar is usually finalized in November and posted soon thereafter.

CONSUMER COMPLAINT DISCLOSURE

The Board’s compliant disclosure policy is consistent with the DCA Recommended Minimum Standards for Consumer Complaint Disclosure and well as the DCA’s Web Site Posting of Accusation and Disciplinary Actions. Discipline documents are attached to the licensee electronic record and appear on their verification page on DCA license lookup. A list of the accusations and disciplinary actions are posted quarterly to the Board’s “Latest Enforcement Actions” website page and are included in the quarterly Board newsletter.

PUBLIC INFORMATION DISCLOSED BY THE BOARD

Through the DCA license lookup, the Board provides the following licensee information to the public:

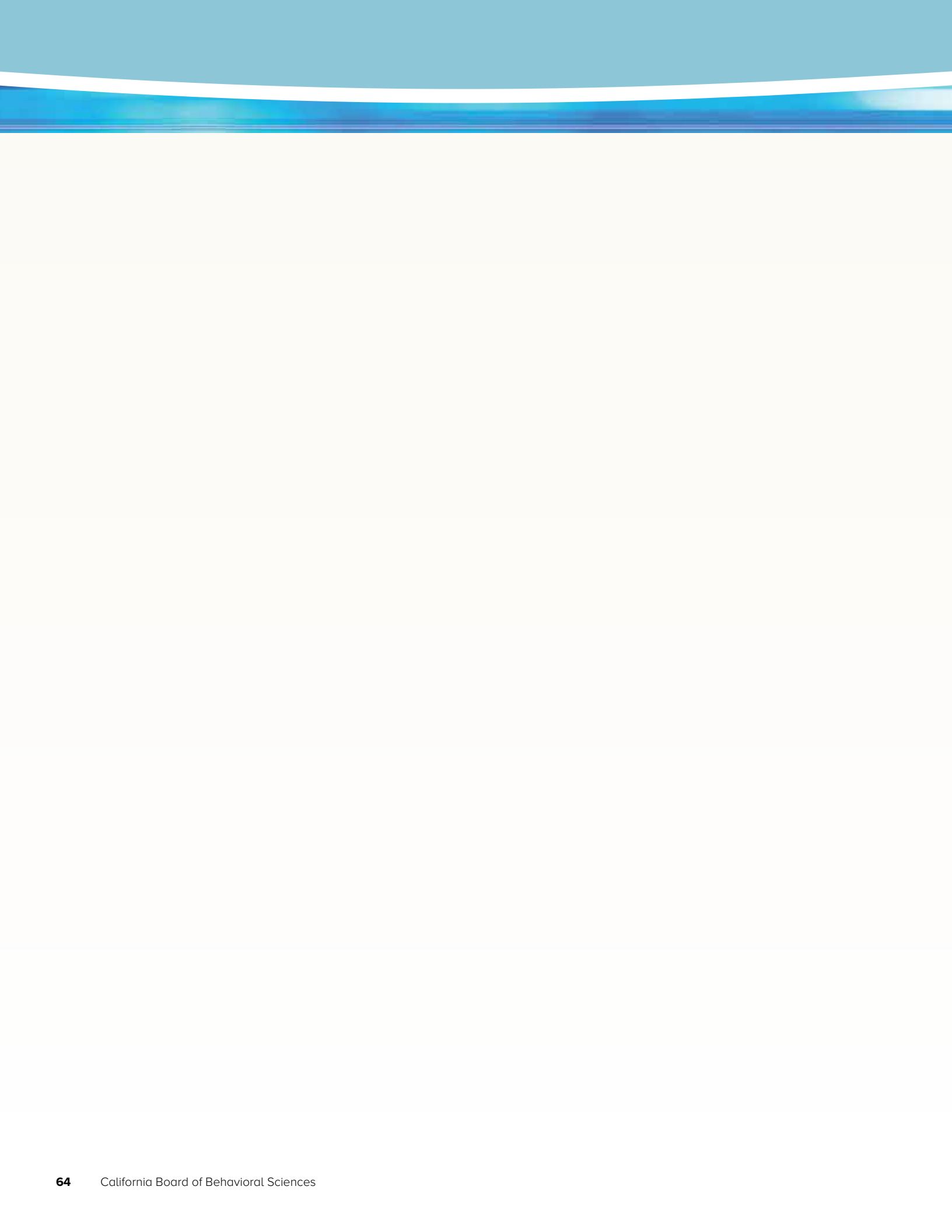
- License type and number.
- License status (current, inactive, delinquent, cancelled, retired, revoked).
- Issuance date.
- Expiration date.
- Address of record.
- Accusation filed, accusation withdrawn.
- Probation, probation terminated.
- Citation issued.
- Administrative citations public records.
- Administrative discipline actions public records.

CONSUMER OUTREACH AND EDUCATION METHODS

Outreach and education are provided to the consumer through the website, social media, the Board’s newsletter, and in person. In 2016 the Board redesigned the website to increase accessibility to information and is currently working with DCA’s Office of Public Affairs (OPA) to develop additional web content that will include instructional videos. Over the last two years the Board has increasingly utilized Facebook and Twitter to alert the public about upcoming Board meetings and to distribute important information about licensing requirements and applicant tips. The Board is working closely with OPA to develop a formalized messaging plan.

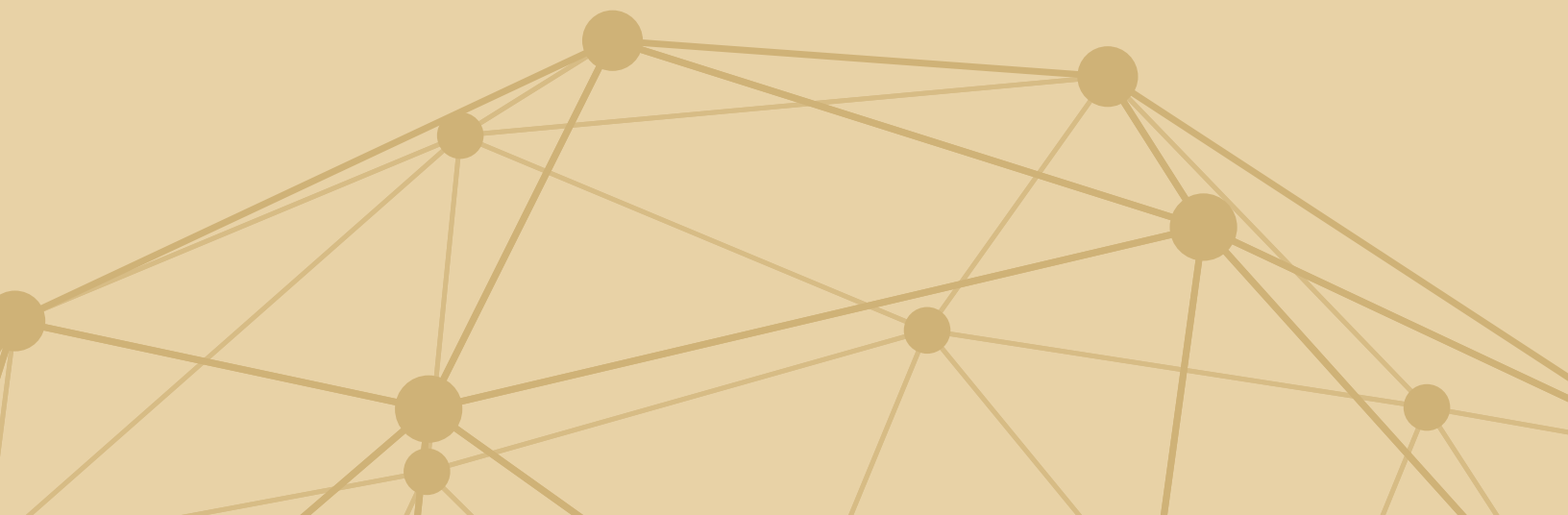
Also, Board staff regularly attend industry conferences and symposiums by phone or in person (See section 12, Att. F, Board Outreach Events). We are consistently encouraging applicants and licensee to follow the board on Facebook and Twitter and to sign up with the Board’s subscriber list so that they can stay informed about Board Meetings and notices.

The Board has updated its consumer brochure, “Therapy Never Includes Sexual Behavior” (formally, “Professional Therapy Never Includes Sex”), which required collaboration with the California Psychology Board, Medical Board of California, and the Osteopathic Medical Board of California.





SECTION 7—ONLINE PRACTICE ISSUES



SECTION 7—ONLINE PRACTICE ISSUES

Over the last few years the practice of online therapy has become increasingly prevalent. Californians are now able to access therapy services through the internet as well as through phone applications. Reflecting this trend, Board staff continues to receive an increasing number of inquiries regarding the lawful practice of telehealth. At this time, the Board has not identified any major issues with unlicensed activity.

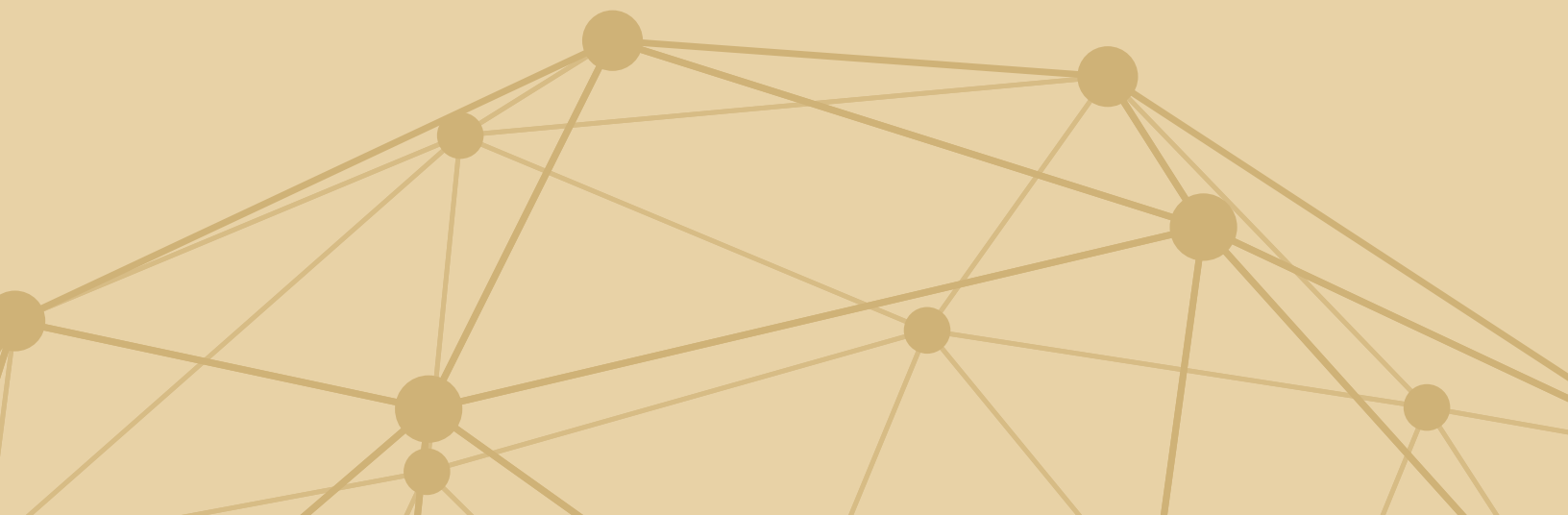
Currently the Board licensing law offers little guidance regarding telehealth practice. The law requires a valid state license in marriage and family therapy, clinical social work, educational psychology, or clinical counseling, respectively, before a person can engage in the practice of any of these professions in this state. Also, a licensee or registrant in California may provide online therapy service to clients in another jurisdiction only if they meet the requirements to lawfully provide online services in that jurisdiction if the jurisdiction allows online services.

In 2019 the Board will establish a telehealth committee to engage stakeholders in discussion to gain a better understanding of the benefits and possible downfalls of telehealth. The goal of the committee will be to establish new regulations, if necessary, and to establish guidelines for the practice of telehealth for the Board's licensees.





**SECTION 8—WORKFORCE
DEVELOPMENT
AND JOB CREATION**



SECTION 8—WORKFORCE DEVELOPMENT AND JOB CREATION

BOARD ACTIONS REGARDING WORKFORCE DEVELOPMENT

In 2017 the Board established its License Portability Committee. The purpose of the committee was to review existing licensure requirements for California and other state agencies as they pertain to improving license portability. Holding meetings throughout the state, the Board and its stakeholders developed language to improve license portability.

In 2018, the Board sponsored Senate Bill 679 (Bates, Chapter 380, Statutes of 2019). This bill removes barriers for out-of-state licensed applicants and provides an efficient pathway to licensure. The bill becomes effective January 1, 2020.

ASSESSMENT OF THE IMPACT OF LICENSING DELAYS

The Board continually evaluates its processes to identify opportunities for efficiencies. The additional staff in the Licensing Unit provides the Board with sufficient resources to keep pace with the volume of applications it receives. Any delays in processing are a result of staff vacancies in the Licensing Unit.

EFFORT TO WORK WITH SCHOOLS TO INFORM APPLICANTS OF LICENSING REQUIREMENTS AND PROCESS

The Board continues its efforts to keep schools informed about licensure requirements and the licensure process. To this end, Board staff participates in quarterly meetings with the Marriage and Family Therapy Consortium Group meetings throughout the state. This group is comprised of educators who routinely meet to discuss the education and training of students for licensure as a Licensed Marriage and Family Therapist (LMFT). Board staff provides a quarterly update regarding matters that may affect LMFT students, registrants, and licensees. The update is frequently provided through a conference call or on occasion, in person.

Annually, Board staff attends the University of Southern California School of Social Work and California Society for Clinical Social Work Licensure Event. The event is designed specifically to inform students and recent graduates regarding the licensure process.

Further, the Board notifies all schools of any change to the licensure requirements that may impact potential licensees. This written notification is sent to the school's program director.


BARRIERS TO LICENSURE OR EMPLOYMENT

The Board believes that the passage of Senate Bill 679 (Bates, Chapter 380, Statutes of 2019) eliminates all existing barriers to licensure in California.

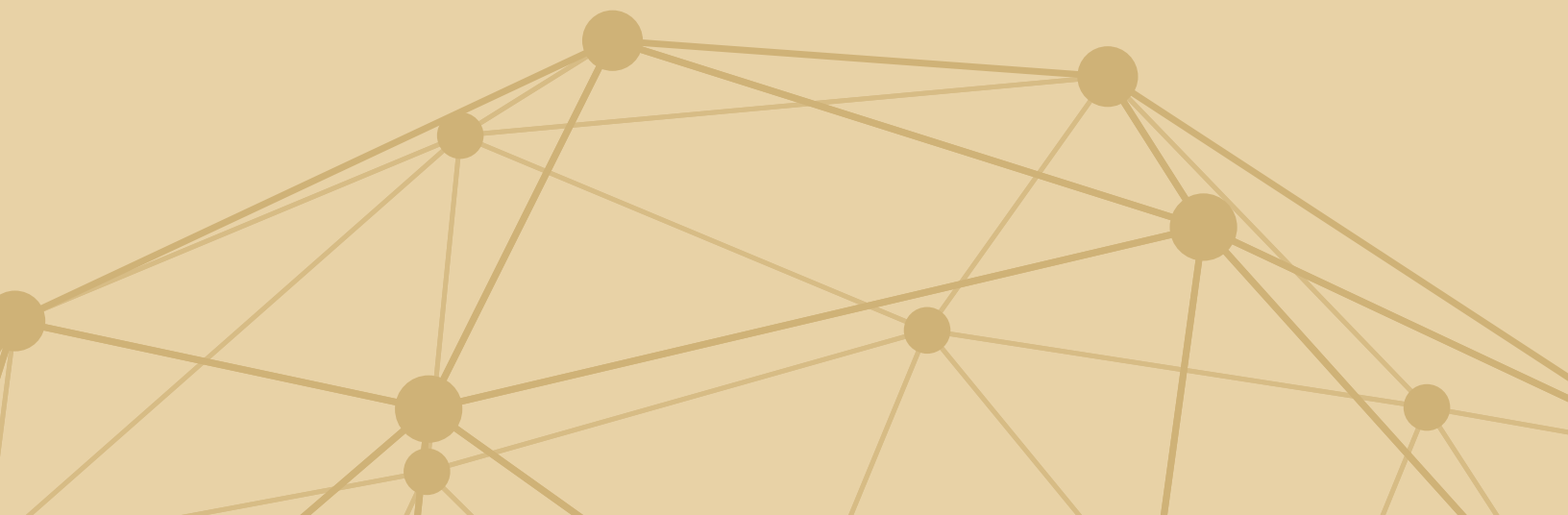
WORKFORCE DEVELOPMENT DATA

The Board does not collect data regarding workforce shortages or training programs.





SECTION 9—CURRENT ISSUES



SECTION 9—CURRENT ISSUES

IMPLEMENTATION OF THE UNIFORM STANDARDS FOR SUBSTANCE ABUSING LICENSEES

The Board's regulation package to implement the Uniform Standards for Substance Abusing Licensees became effective October 1, 2015.

IMPLEMENTATION OF THE CONSUMER PROTECTION ENFORCEMENT INITIATIVE REGULATIONS


The Board's regulation package to implement the Consumer Protection Enforcement Initiative (CPEI) became effective July 1, 2013.

PARTICIPATION IN DEVELOPMENT OF BREEZE

The Board was part of Release 1 for the BreEZe data system. Release 1 was implemented on October 8, 2013. Since 2013, the Board has added several online features such as license renewals, payment of citation and fines, and online submission for the California Law and Ethics examination.

The Board submitted and received several approvals for modifications to the BreEZe system to comply with legislation impacting the BreEZe program as well as modifications to existing processes.

The Board continues to evaluate the BreEZe system to improve the user experience and existing transaction processes.



**SECTION 10—BOARD
ACTION AND RESPONSE
TO PRIOR SUNSET
ISSUES**



SECTION 10—BOARD ACTION AND RESPONSE TO PRIOR SUNSET ISSUES

ISSUE #1:

Does BBS have the funds to hire additional staff as requested in its fiscal year 2016–17 Budget Change Proposal?

Committee Comments

BBS should provide the committees with an update on its fund condition and provide an explanation for the increase in its long-term fund balance. In addition, BBS should update the committees as to whether it anticipates changes to the time frame for the repayment of loans to the General Fund.

Board Response

The Board has the funds to hire the additional staff as requested in its 2016–17 Budget Change Proposal. Three of the positions requested are new for the Board. The remaining positions have incumbents and are either limited term, temporary, or are staff borrowed from the Department of Consumer Affairs. These 5.5 positions are currently funded by the Board by redirecting resources.

As of February 23, 2016, the Board’s fund condition reflects a reserve balance for 2015–16 of 5.7 months (\$5,386,000), 9.9 months (\$9,549,000) in 2016–17, and 7.4 months in 2017–18. These projections reflect three General Fund loan repayments of \$3,600,000 in 2015–16 and \$6,300,000 in 2016–17 and contribute significantly to the Board’s projected reserves. At this time the Board is not aware of any changes to the General Fund loan repayment schedule.

Board Update

As of 2018–19 all General Fund loans were repaid to the Board.

ISSUE #2:

How will implementation of the examination restructure impact licensing and application processing? Does BBS anticipate delays?

Committee Comments

BBS should explain to the committees what impacts it anticipates this year and in future years as result of the

examination restructure. In addition, BBS should explain to the committees what, if any, plans or procedures it has in place if its current BCP request for 2016–17 is partially approved or not approved at all. How does BBS plan to address potential backlogs?

Board Response

The Board does not anticipate any unusual delays related to licensing and application processing as a result of the examination restructure. To ensure that the Board maintains reasonable processing times for all applications, the Board requested and received two staff positions in 2015–16 for the examination restructure.

These two positions are dedicated to the examination unit and will process the Law and Ethics Examination applications. Further, the Board has requested additional positions for 2016–17. These positions are currently included in the governor’s budget. The three positions will be dedicated to cashiering, mail and phone support, and approving requests for testing accommodations pursuant to the Americans with Disabilities Act, and will also address the workload created by the examination restructure.

Approval of the Board’s request for additional positions in 2016–17 ensures that the examination restructure will not adversely impact licensing and application processing.

If the Board’s request is not approved in full or is only partially approved, the Board is concerned that reasonable processing times may be adversely affected. However, the Board would explore all available options, such as overtime and continued use of temporary staff in an effort to keep pace with its workload.

Board Update

The implementation of the examination restructure was relatively uneventful. Board staff actively monitored and identified candidates whose eligibility may not have successfully transferred. These issues were quickly resolved and candidates resumed their examination process. Currently, the examination restructure is functioning as expected.

ISSUE #3:

Supervised hours required for licensure: How does BBS verify that individuals have completed the required supervised hours? How does BBS verify that licensed supervisors are not supervising or employing more than three BBS-registered interns or associates at one time? Has BBS received complaints from registered interns and associates regarding this issue?

Committee Comments

BBS should explain to the committees its role in ensuring that supervisors are following the current law regarding the number of associates or interns they are authorized to supervise. In addition, BBS should explain to the committees the role of the Supervision Committee and how the committee can help to address some of the concerns and issues raised during the survey process.

Board Response

Each applicant for licensure must submit an experience verification form to the Board for review and approval. The form is completed by the applicant and the applicant's supervisor, and documents the number of supervised hours gained (clinical and nonclinical), the dates the hours were gained, and the dates of supervision. Board staff reviews the information to ensure compliance with the licensure requirements. If additional information is required, the applicant's weekly log, documenting the supervised hours which is signed by the supervisor, is requested.

The Board does not identify supervisors or their place of employment. Nor does the Board capture any data related to an intern's place of employment. Interns may have several different employment settings and several different supervisors while gaining their supervised hours. Considering the current process of gaining supervised hours and lack of data, the Board is unable to verify the supervisor/intern ratio. To date, the Board has not received a complaint regarding this issue.

The Supervision Committee began working with its stakeholders in 2014 to improve the quality of supervision Board registrants receive, as well as remove unnecessary barriers to gaining supervised work experience hours. To this end, the Board sponsored Senate Bill 620 (Chapter 262, Statutes of 2015) which revised the requirements for gaining supervised work experience hours. This bill became effective on January 1, 2016.

The Supervision Committee continues to work with its stakeholders to address additional concerns regarding supervision that were identified in the informal supervision survey.

For example, the committee is working to develop specific criteria to be a supervisor, criteria to continue as a supervisor, evaluating the performance of the intern/registrant, and developing a plan to improve the intern/registrant's performance. The Supervision Committee anticipates proposing its recommendations at the November 2016 Board Meeting.

Board Update

The Board's process to verify supervised work experience hours and supervision ratio is unchanged. Additionally, the Board has not received a complaint related to this issue.

ISSUE #4:

What is BBS doing to meet Performance Measures set as a result of the Consumer Protection Enforcement Initiative (CPEI)?

Committee Comments

BBS should inform the committees about the viable solutions to meeting its performance targets. When does BBS anticipate meeting those targets?

Board Response

Overall the Board is consistently meeting the CPEI performance measures within its control. Specifically, the Board is meeting Performance Measure 2 (complaint intake) and Performance Measure 3 (average time to complete investigations not referred to the AGO). For Performance Measure 2, complaint intake, the Board's goal is five days. Since the third quarter of 2014–15, the Board has either met or exceeded that goal. For Performance Measure 3, (investigation time) the Board's goal is 180 days. Since 2014–15, to the end of the first quarter of 2015–16, the Board has exceeded this goal ranging from a high of 142 days to a low of 71 days. The Board's first quarter report for 2015–16 reflects the Board's Performance Measure 3 average is 93 days.

Achieving Performance Measure 4 is dependent upon outside entities such as the AGO and the OAH. The workload and staffing at these entities are not within the Board's control. In an effort to meet Performance Measure 4, the Board has dedicated two staff members to actively monitor all cases referred to the AGO for formal discipline. Further, the Board now includes settlement terms, when appropriate, at the time a case is referred to the AGO. The Board believes these internal changes will be useful in reducing the overall time period to complete the formal discipline process.

Board Update

The Board continues to meet or exceed the Performance Measures. In 2018–19, the Board reported the year-end average processing time for Performance Measure 4 was 491 days. The goal for Performance Measure 4 is 540 days.

ISSUE #5:

Why has the number of BBS-issued citations decreased significantly in the last two fiscal years?

Committee Comments

BBS should advise the committees about why there has been such a decrease in the number of citations issued by BBS during the last two fiscal years, especially given that BBS has experienced an increase in its enforcement workload.

Board Response

The decrease in Board issued citations can be attributed to two factors. First, due to insufficient resources, the Board suspended auditing licensees for compliance with the continuing education requirements. The Board now has a full-time staff person to conduct these audits. The Board resumed these audits in January 2016.

Second, the Board's retro-fingerprint project is complete. During this project, all licensees and registrants who had not previously submitted fingerprints to the Board were required to do so. A licensee or registrant who did not comply with the fingerprint requirement was issued a citation and fine.

Board Update

No additional comment on this issue.

ISSUE #6:

Why does BBS's overall enforcement workload continue to increase?

Committee Comments

Given that BBS has identified an increase in its enforcement-related workload, the Committees may wish to consider whether or not re-establishing an advisory committee dedicated to enforcement-related matters would be beneficial. An enforcement-related advisory committee may help identify those areas where BBS can improve its enforcement program to better serve licensees and consumers. In addition, BBS should update the committees on whether or not it has utilized the

authority granted in BPC section 4990.10 to help maintain professional standards.

Board Response

The rise in the Board's licensee and registrant population can be attributed to the increased workload in the Board's enforcement unit. The additional staff positions and a manager received in fiscal year 2014–15 allow the Board to keep pace with its enforcement workload. As discussed earlier, the Board is consistently meeting the CPEI Performance Measures within its control.

The Board acknowledges the committee's suggestion that consideration should be given to establishing an advisory committee dedicated to enforcement related matters. In response to this suggestion, the following details some of the changes since 2014–15 to the Board's enforcement program to improve its efficiency.

- Reorganized to create two units within the Enforcement Program to provide increased staff oversight, training, and program evaluation.
- Assigned two staff positions to monitor all cases referred for formal discipline in an effort to achieve Performance Measure 4.
- Revised referral of cases for formal discipline to include Board settlement terms, when appropriate, to reduce the length of time to complete formal investigations.
- Increased the pool of subject matter experts to review enforcement cases and conducted training.
- Revised the procedure for closing nonjurisdictional cases.

Ongoing, the Board's two enforcement managers continue to evaluate the daily operations and procedures to identify opportunities to increase efficiency. All of the Enforcement Unit's work and progress is reported at each quarterly Board Meeting.

The changes to the Enforcement Unit are fairly recent. With this in mind, establishing an advisory committee at this time may be premature. A sufficient amount time has not passed to determine if the changes are achieving the desired results. Yet, if in the future, the Enforcement Unit's performance is not satisfactory to the Board, the Board will consider establishing an advisory committee.

The committee also inquired whether or not the Board has used the authority granted in BPC section 4990.10 to help maintain professional standards. This code section states that the Board may conduct research in, and make studies of problems involved in, the maintaining of professional standards among those

engaged in the professions it licenses and may publish its recommendations thereon.

The nature of the Board's work is to establish and ensure licensees meet professional standards to deliver mental health services safely to consumers. The Board accomplishes this task through legislative and regulatory proposals and developing outreach materials for consumers as well as licensees and registrants.

Prior to any proposed change, the Board works with its stakeholders through a series of meetings to discuss proposed changes to collectively identify a solution that will ensure consumer protection and professional standards. Additionally, Board staff will conduct research related to the topic being discussed. This research may include determining another state's requirements or practices; reviewing articles or data related to the topic; and conducting informal surveys.

Once the legislation or regulation is proposed and enacted, Board staff will conduct outreach to licensees and develop brochures or informational sheets. The brochures and informational sheets are made available on the Board's website. Examples of the Board's work include the following:

- Legislation enacted revised the supervised work experience requirements to eliminate the various categories in which an applicant must obtain supervised work experience hours. Informational sheets were published on the Board's website. Additionally, the revisions were published in the Board's winter 2015 and winter 2016 newsletters.
- Legislation enacted revised the Board's licensure examination process (examination restructure). Informational sheets were published on the Board's website. Articles discussing this change were published in the Board's winter 2015 and winter 2016 newsletters. Additionally, video tutorials were developed and posted on the Board's website.
- Revised the Board's Continuing Education Program. Informational sheets were posted on the Board's website. Articles advising licensees of the change were published in the Board's winter 2015 and summer 2015 newsletters.
- Proposed regulations related to the standards of practice for telehealth. Board staff researched the regulations or guidelines by other states as well as best practices. The proposed regulations outline acceptable practices for telehealth. If approved, the Board will conduct outreach to its licensees and publish the new standards on its website and in future newsletters.

Board Update:

The additional enforcement staff and reorganization of the Board's Enforcement Unit enable the Board to achieve the CPEI Performance Measures. No additional comment related to authority granted to the Board pursuant to BPC section 4990.10.

ISSUE #7:

How is the BreEZe database system working for the BBS?

Committee Recommendation

BBS should update the committees about the current status of its implementation of BreEZe. What have been the challenges to implementing this new system? What are the costs of implementing the system, and are there any new costs associated with the project? Is the cost of BreEZe consistent with what BBS was told the project would cost? Please explain how BBS staff works with the DCA BreEZe team and the vendor to develop and enhance reports for licensing and enforcement purposes. How does BBS identify issues in the data system and submit change requests? What is the time frame for needed updates and do costs impact the ability to move ahead with an update? Does BBS foresee any maintenance necessary? Additionally, BBS should inform the committees about any current or foreseeable challenges associated with updating BreEZe to comply with the examination restructure and the new application processing components.

Board Response:

The Board was part of the October 2013 "R1" release of BreEZe. Initially, obtaining reports from BreEZe was a challenge. Yet, since the initial release of BreEZe, some reports became available and the Board resumed reporting statistical data at its Board Meeting in 2014.

The Board's total cost for BreEZe through 2014–15 was \$1,223,891. The Board's costs are different since the Board was informed of initial cost of BreEZe. Specifically, the Board has undergone some major program changes, such as the addition of a new licensure program (effective January 2010) and the examination restructure (effective January 2016). None of these program changes were in effect at the time the BreEZe contract was developed. Therefore, these changes have contributed to the Board's increased BreEZe costs. Additionally, the revisions to the vendor contract will also increase the Board's BreEZe costs.

Board staff attends various meetings with other board and bureau staff and the DCA BreEZe team to discuss the development and enhancement of BreEZe reports. Through this process the definition of specific terms and milestones are discussed to determine viable solutions. Once the possible solution is developed by the vendor, Board staff will participate in testing to provide feedback regarding the functionality and application of the solution.

Frequently, issues with the BreEZe data system are identified through the daily work of the Board. Once the issue is identified and documented, the Board will follow the change request process to determine if a revision to the data system is required. During the change request process, the Board may learn that another board has requested the same or similar fix. In those situations, the Board may request to be included in that revision. If the change request identified by the Board is new, the Board's change request is reviewed and considered by the DCA Change Control Board.

The time frame for updates is determined by the vendor. Simple changes may take weeks to complete, while complex changes may require months. The Board is aware that staff resources may impact an update, but is not aware of any situation in which costs impacted an update.

As with any data system, the Board anticipates that ongoing maintenance will be required for the BreEZe data system.

Board Update

The Board is currently using BreEZe and does not have any major concerns.

ISSUE #8:

Audits of continuing education: Does BBS have a process to audit continuing education?

Committee Recommendation

LMFTs, LCSWs, LPCCs, and LEPs are required to complete 36 hours of CE in order to renew a license. BBS recognizes that the number of CE audits has steadily decreased since 2011–12, but noted in its 2015 Sunset Review Report that it anticipates increasing CE audits beginning in 2015. BBS should provide an update to the committees on its current efforts to increase the number of annual CE audits.

Board Response

As of January 2016, the Board resumed auditing licensees' continuing education hours. The goal is to audit 1% of the renewal population each month for each license type, LMFT, LCSW, LEP, and LPCC. Each audit is expected to take approximately two months from the date the first letter is sent. Licensees who fail the audit will be referred to the Enforcement Unit for issuance of a citation and fine.

The first audit closed on March 8, 2016. Currently, the CE Analyst is preparing the files to refer licensees who failed the audit to the Enforcement Unit for review and issuance of a citation and fine. During the first audit period a total of 28 licensees were audited. Of this number, 10 licensees (36%) failed the audit.

The second audit was completed on April 1, 2016. Notification letters were sent out on March 1, 2016, to 39 licensees. Of this number, nine (23%) licensees failed the audit.

The January audit was the first audit completed since 2013–14.

Board Update

Since 2016, the Board is consistently conducting continuing education audits.

ISSUE #9:

Audits of continuing education providers: Does BBS need to audit continuing education providers?

Committee Recommendation

Given that BBS is no longer approving CE providers, and has conducted minimal audits of CE requirements for its licensees, BBS should explain to the committees its process and or plan for reviewing and updating its list of approved agencies to ensure that those entities are maintaining high standards for CE. In addition, BBS should update the committees on how it has helped to inform licensees about the transition.

Board Response

The revision of the Board's Continuing Education Program includes a pathway for interested entities to request approval to become a Board-recognized approval agency. The entity must demonstrate compliance with the criteria specified in CCR section 1887.4.1 (b) (1-5). The entity's request is presented during a Board Meeting for consideration.

The Board has received and approved two requests to become a Board-recognized approval agency. Both the California Association of Marriage and Family Therapists and the California Psychological Association have been added to the list of Board-recognized approval agencies.

CCR section 18874.2 specifies the responsibilities of a Board-recognized approval agency. For example, upon request, the Board-recognized approval agency must provide the Board a copy of the periodic review of a provider's continuing education course. This requirement provides the Board the opportunity to review the coursework offered through a Board-recognized approval agency and to verify compliance with the continuing education coursework requirements.

To inform Board licensees about the changes to the Board's Continuing Education Program, informational sheets were developed and posted to the Board's website. Articles advising licensees of the changes to the Board's Continuing Education Program were published in the Board's winter 2015 and summer 2015 newsletter. Finally, Board staff participated in professional association outreach events to discuss the changes to the Board's Continuing Education Program.

Board Update

No additional comment.

ISSUE #10:

Customer service satisfaction surveys.

Committee Recommendation

BBS should update the committees about its current progress in developing a new customer satisfaction survey, and if it still anticipates discussing this issue at its March 2016 Board Meeting. BBS should inform the committees as to the other pressing issues that have prevented BBS from focusing on customer service.

Board Response

At its March 2016 meeting, Board Members reviewed the first draft of the customer satisfaction survey. The Board Members directed staff to make the changes that were discussed and implement the survey. Additionally, the Board members suggested Board staff contact the Department of Consumer Affairs' Public Affairs Office for assistance with the survey. At this time, Board staff continues to work on the survey and looks to implement the new survey within the next several months. The Board recognizes that the experience a stakeholder has with the Board greatly influences their perception of the Board. The Board continues its efforts to improve customer

service to its stakeholders. To this end, in 2015, all Board staff attended customer service training. Additionally, the Board has implemented the use of social media to improve communication regarding Board activities, instead of solely relying on stakeholders accessing the information on the Board's website.

Board Update

As noted earlier in this report, the 2016 customer survey was published. From 2015–16 to 2017–18, the Board has received a total of 44 responses.

ISSUE #11:

Are there minor/nonsubstantive changes to BBS's practice Act that may improve BBS operations?

Committee Recommendation

BBS should submit their proposal for any technical changes to its practice Act to the Senate Business, Professions, and Economic Development Committee for possible inclusion in one of its annual committee omnibus bills.

Board Response

The Board appreciates the committee's recommendation. At this time, the Board has submitted all minor/nonsubstantive changes needed to the Board's practice Act to the Senate Business, Professions, and Economic Development Committee for inclusion in this year's omnibus bill.

Board Update

No additional comment.

ISSUE #12:

Should the licensing and regulation of BBS be continued and be regulated by its current membership?

Committee Recommendation

The committee recommends that the LCSW, LMFT, LEP, and LPCC professions, and registration of ASW Interns, MFT Interns, and PCC Interns continue to be regulated by BBS in order to protect the interests of consumers and be reviewed once again in four years.

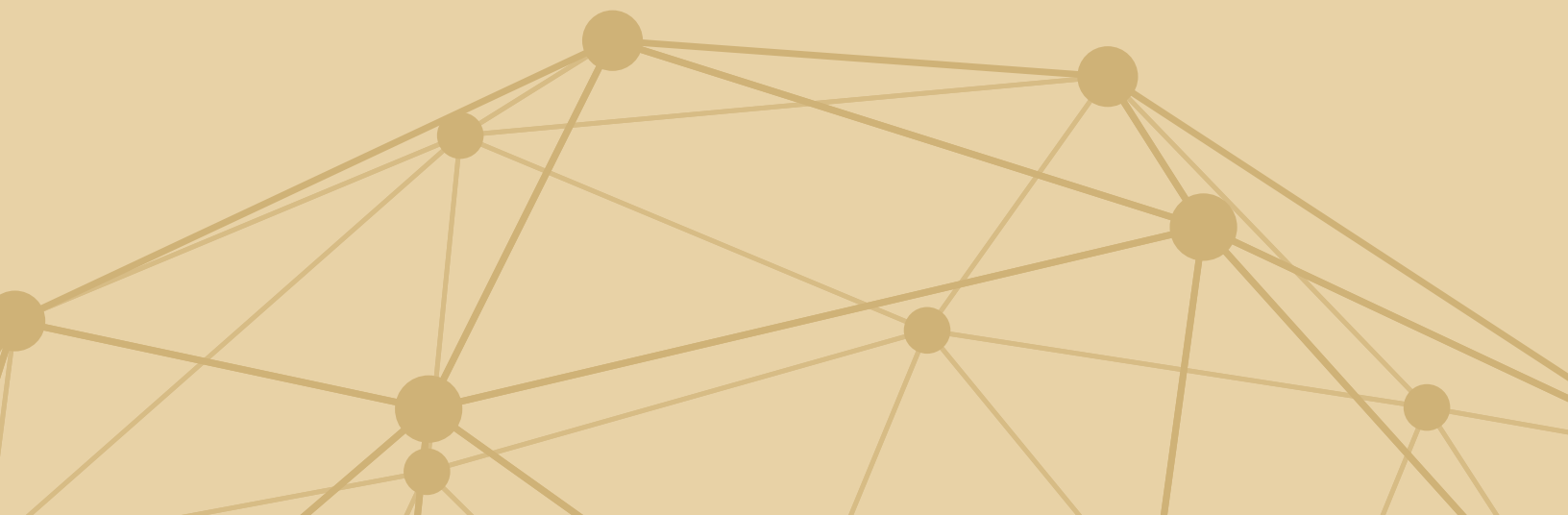
Board Response

The Board concurs with the committee's recommendation.

Board Update

No additional comment.

SECTION 11—NEW ISSUES



SECTION 11—NEW ISSUES

PRIOR SUNSET REVIEW ISSUES NOT ADDRESSED

The Board has addressed all issues identified in the prior sunset review.

NEW ISSUES THAT ARE IDENTIFIED BY THE BOARD IN THIS REPORT

Board Members

In this report, the Board identified a strong concern with the current number of members appointed to the Board. Although, the governor appointed an LCSW member on October 8, 2019, and provides the Board a quorum to conduct business, the Board has six remaining vacancies.

Most of the individuals appointed to the Board are employed. Occasionally, a member may have a work commitment that conflicts with a Board meeting. In this situation, the member will be excused from the meeting. However, with only seven members, the absence of one member requires the Board to cancel the meeting due to a lack of quorum.

NEW ISSUES NOT PREVIOUSLY DISCUSSED IN THIS REPORT

Board Fees

Currently, the Board's budget is structurally imbalanced. The Board's fees have remained stagnant for at least 20 years. The final repayment of all General Fund loans and projections that the Board would have not have sufficient reserves or a negative fund condition balance beginning in fiscal year 2020–21 prompted the Board to initiate a fee audit.

In August 2018, the Board contracted with CPS HR Consulting (CPS) to provide performance auditing and consulting services to review the Board's fee structure and staff workload to determine if fee levels are appropriate for the recovery of the actual cost of conducting its programs. In March 2019 CPS HR submitted the final report. The results of this fee audit can be found in Section 12, Att. H BBS Performance and Fee Review.

The report reviewed 25 main fees that represent approximately 90% of the Board's fee revenue; applications for registrations, licenses, examination, and renewals. It was noted that, during the last four

years, while revenues for the 25 fees have increased by almost 39% the Board's expenditures have increased by approximately 42%. This was due to a steady increase in application volume and registrant/licensee population.

To determine appropriate fees CPS used three years (2016–17 to 2018–19) of average expenditures and staff hours. Dividing the average expenditures by staff hours for the three years resulted in a \$120 per hour/\$2 per minute fully absorbed cost rate.

CPS recommended fee increases ranging from \$0 to \$315. These proposed fees were used to make projections for our fund condition for the next five years. Ultimately, the fees proposed would increase the Board's revenue by \$6,016,000 per full fiscal year and would result in a five-month reserve by 2023–24.

The Board reviewed the recommended fee increases from CPS and noted that if implemented, the increase in fees may be cost prohibitive for some license types. The Board took into consideration the impact a fee increase may have on the registrants and licensees. A higher number of staff hours are typically spent on registrants; however, registrants earn less money than licensees. Therefore, the proposed fees were adjusted from fees based solely on workload in an attempt to achieve a more equitable result.

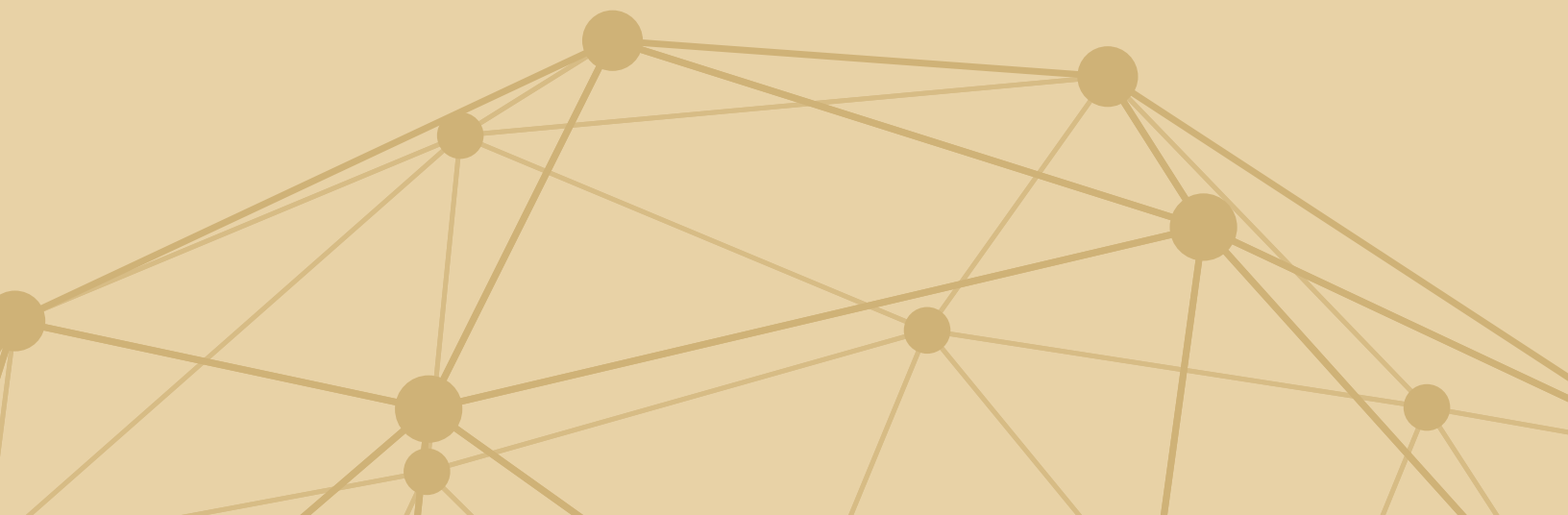
NEW ISSUES RAISED BY THE COMMITTEES

At this time, the Board is unaware of any new issues raised by the committee.





SECTION 12— ATTACHMENTS



SECTION 12—ATTACHMENTS

- A.** I. Board Member Procedure Manual
II. Board-Committee Member Roster
- B.** Board Member Attendance
- C.** I. 2017 Suicide Risk Assessment and Intervention Coursework School Survey Results
II. 2017 Students Paying for Practicum—Agency Survey Results
III. 2017 Students Paying for Practicum—School Survey Results
IV. 2017 Practicum Field Placements Survey
V. 2017 Work Setting Survey
- D.** Year-End Organization Charts for Last Four Fiscal Years
- E.** I. Enforcement-Quarterly and Annual Performance Reports Fiscal 2016-17
II. Enforcement-Quarterly and Annual Performance Reports Fiscal 2017-18 to 2018-19
III. Licensing-Quarterly and Annual Performance Reports Fiscal Years 2016-17 to 2018-19
IV. BBS Consumer Complaint Satisfaction Survey Results
V. BBS Consumer Satisfaction Survey Results
- F.** Board Outreach Events
- G.** BBS 2018-2021 Strategic Plan
- H.** BBS Performance and Fee Review

ATTACHMENT A, I





BBS BOARD MEMBER PROCEDURE MANUAL



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INTRODUCTION

This procedure manual is provided to Board Members as a ready reference of important laws, regulations, DCA policies, and Board policies to guide the actions of the Board Members and ensure Board effectiveness and efficiency. The Executive Officer will coordinate an orientation session with each new Board Member upon his or her appointment, to assist the new member in learning processes and procedures.

The Board's mission is to *protect and serve Californians by setting, communicating, and enforcing standards for safe and competent mental health practice.*

The vision of the Board is that *all Californians are able to access the highest-quality mental health services.*

To accomplish its mission, the Board develops and administers licensure examinations; investigates consumer complaints and criminal convictions; responds to emerging changes and trends in the mental health profession legislatively or through regulations; and creates publications for consumers, applicants, registrants, and licensees.

The Board's statutes and regulations require an individual to be licensed before they may engage in the practice of Licensed Clinical Social Work, Licensed Marriage and Family Therapy, Licensed Educational Psychology, and Licensed Professional Clinical Counseling. These statutes and regulations set forth the requirements for registration and licensure and provide the Board the authority to discipline licensees.

The highest priority for the Board is protection of the public in exercising its licensing, regulatory, and disciplinary functions. Board members fulfill this mandate through policy decisions and voting on proposed disciplinary actions in which a licensee or registrant has violated the Board's laws.

CHAPTER 1

BOARD HISTORY

The Board of Behavioral Sciences (Board) is one of the forty regulatory entities within the Department of Consumers Affairs (DCA). DCA is one of eight entities under the Business, Consumer Services and Housing Agency (BCSH), an agency within the California State Government Executive Branch.

DCA educates consumers by giving them the information they need to avoid unscrupulous or unqualified people who promote deceptive or unsafe practices. Although DCA provides administrative oversight and support services to the Board, the Board has policy autonomy and sets its own policies, procedures, and regulations.

Legislation signed on July 18, 1945, by Governor Earl Warren created the Board of Social Work Examiners under the Department of Professional and Vocational Standards (renamed the Department of Consumer Affairs in 1970). California became the first state to register social workers. During the first 16 months of existence, the Board registered 4,098 social workers.

In the late sixties, the Marriage, Family, and Child Counselor Licensing Law and the Board of Social Work Examiners were combined and renamed the Social Worker and Marriage Counselor Qualifications Board. In 1970, regulatory oversight of Licensed Educational Psychologists was added, and the Board was renamed the Board of Behavioral Sciences Examiners.

In 1997 the name of the Board was changed to its present name, the Board of Behavioral Sciences. In 2010, a fourth mental health profession, Licensed Professional Clinical Counselors, was added to the Board's regulatory responsibilities.

Today, the Board licenses and regulates Licensed Clinical Social Workers (LCSW), Licensed Marriage and Family Therapists (LMFT), Licensed Educational Psychologists (LEP), and Licensed Professional Clinical Counselors (LPCC). Additionally, the Board registers Associate Clinical Social Workers (ASW), Associate Marriage and Family Therapists (Associate MFTs), and Associate Professional Clinical Counselors (Associate PCCs).

The first members of the Board were comprised of seven members, two of which were required to represent the public. The remaining members were required to be licensees of the Board. All members were appointed by the Governor and served a four-year term.

Today, the Board is comprised of thirteen (13) members; two (2) Licensed Clinical Social Workers, one (1) Licensed Educational Psychologist, two (2) Licensed Marriage and Family Therapists, one (1) Licensed Professional Clinical Counselor, and seven (7) members of the public. Each licensed member must possess a Master's Degree from an accredited college or university and shall have at least two years of experience in his or her profession.

Eleven (11) Board Members are appointed by the Governor and are subject to Senate confirmation. One (1) member is appointed by the Senate Committee on Rules and one (1) member is appointed by the Speaker of the Assembly. Each Board Member may serve up to two, four-year terms.

GENERAL RULES OF CONDUCT

Whether you are attending a public board meeting or an event/activity unrelated to the Board, your role as a Board Member is continuous. The public perceives you as the “Board” and this perception will not end until your service on the Board is concluded. Therefore, it is important that your actions and conduct are a positive reflection upon the Board, and ultimately the Governor of California.

The following list is intended to assist Board Members in avoiding any situation that has the potential to reflect poorly on the Board.

- Board Members’ actions shall uphold the Board’s primary mission to protect the public.
- Board Members shall maintain the confidentiality of confidential documents and information.
- Board Members shall commit time, actively participate in Board activities, and prepare for Board meetings, which includes reading Board packets and all required legal documentation.
- Board Members shall respect and recognize the equal role and responsibilities of all Board Members, whether public or licensee.
- Board Members shall act fairly and in a nonpartisan, impartial, and unbiased manner.
- Board Members shall treat all applicants, registrants and licensees in a fair and impartial manner.
- Board Members shall not use their positions on the Board for political, personal, familial, or financial gain.

DEFINITIONS

AEO	Assistant Executive Officer
AG	Office of the Attorney General
Agency (BCSH)	Business, Consumer Services, and Housing Agency
ALJ	Administrative Law Judge
B&P, BP, BPC	Business and Professions Code
BCP	Budget Change Proposal (request for additional staff/funds to board budget)
BreEZe	Board Database System
CCR	California Code of Regulations
DAG	Deputy Attorney General
DCA	Department of Consumer Affairs
Department	Department of Consumer Affairs
DOF	Department of Finance
DOI	Division of Investigations
EO	Executive Officer
LPR	Legislation and Policy Review Division
MOU	Memorandum of Understanding
OAH	Office of Administrative Hearings
OPES	Office of Professional Examination Services
PD	Proposed Decision issued from ALJ
SAM	State Administrative Manual
STIP	Stipulation – settlement agreement
Uniform Standards	Disciplinary Guidelines for Substance Abusing Licensees

CHAPTER 2

BOARD AND COMMITTEE MEETINGS

BOARD MEETING FREQUENCY

Business and Professions Code Section 101.7 requires the Board to meet at least two times per calendar year; holding at least one meeting in Northern California and one meeting in Southern California. The Board schedules four meetings usually in February/March, May, August/September and November. The meetings are two or three days in duration. A two-day meeting is scheduled on Thursday and Friday. A three-day meeting is scheduled on Wednesday through Friday. The number of disciplinary matters and petitioners determine if two or three days are necessary.

The meeting dates are coordinated with the Board Chair, Vice Chair, and the upcoming legislative calendar. The meeting dates are announced prior to the August/September Board meeting.

COMMITTEE MEETING FREQUENCY

The Board has one standing committee: The Policy and Advocacy Committee. The Policy and Advocacy Committee is comprised of four Board Members. This Committee meets at least three times a year to discuss all legislative and rulemaking proposals. The meeting dates are coordinated with the Chair of the Committee and occur prior to the Board meeting.

As needed, ad-hoc committees are established to address specific topic areas. The number of members on an ad-hoc committee ranges from two to four Board Members.

All Committee Members are appointed by the Board Chair.

ATTENDANCE (BOARD POLICY #B-15-1)

Board Members shall attend each meeting of the Board and their assigned committee. If a member is unable to attend, they must contact the Board Chair or the Executive Officer and ask to be excused from the meeting for a specific reason.

All meeting minutes will reflect Board Member attendance including when a member is excused or absent from the meeting.

Please refer to Attachment A: Board Policy #B-15-1, Board Member Attendance.

MEETING QUORUM

A quorum of the Board or Committee must be present to constitute an act and/or decision on behalf to the Board. If a quorum of the Board is not present, the meeting is canceled.

Quorum for a Board meeting is seven (7) members. Committee meetings require a majority of the Committee membership. For example, in committees comprised of three members, two members must be present.

BOARD MEETING FORMAT

The first day of the Board meeting (or two days if a three-day meeting is held) is reserved for all disciplinary matters and always includes a closed session. The closed session permits the Board to deliberate and render a decision on all disciplinary matters. The last day of the meeting is reserved for all Board business. At all Board meetings, Board Members are provided with a quarterly report regarding the Board's operations, statistics, and budget. All open sessions of the Board meetings are webcast.

COMMITTEE MEETING FORMAT

Committee meetings are schedule for one day. At all committee meetings, the members and the public discuss items on the meeting notice. The committee members will vote to recommend a position to the Board. The recommendation is presented at the next Board meeting. Alternatively, the committee members may direct Board staff to complete specified tasks and present the findings at a following committee meeting.

AGENDA TOPICS (BOARD PROCEDURE)

Any Board Member may suggest items for a Board meeting agenda to the Executive Officer or during the "Executive Officer's Report" at every Board meeting. The Executive Officer sets the agenda at the direction and approval of the Board Chair.

MEETING MATERIALS (BOARD PROCEDURE)

The Board staff prepares all materials for Board and Committee meetings. Board members may opt to receive meeting materials via electronically; otherwise a hard copy will be mailed.

Board and Committee Members will receive all related material in advance of each meeting. To engage in a meaningful discussion to determine a recommendation or position, Board and Committee Members should thoroughly review all meeting materials prior to each meeting.

RECORD OF MEETING (BOARD PROCEDURE)

Board minutes are a summary, not a transcript, of each board meeting. The minutes are prepared and submitted for review by Board Members before the next board meeting. Board minutes are approved at the next scheduled meeting of the Board. The purpose

of reviewing and approving the minutes at a Board meeting is not to approve of actions taken by the Board at the previous meeting, but rather to determine whether the minutes as drafted accurately reflect the Board's discussion at the previous meeting. When approved, the minutes shall serve as the official record of the meeting.

DIGITAL RECORDING (BOARD PROCEDURE)

The public-session portions of a meeting may be digitally recorded if determined necessary for staff purposes. Digital recordings shall be deleted following Board approval of the minutes.

MEETING RULES

The Board generally uses Robert's Rules of Order as a guide for conducting its meetings, to the extent that this does not conflict with state law. More information regarding Robert's Rules of Order is provided in Chapter 10.

CHAPTER 3

MEETING REQUIREMENTS

All Board and Committee meetings are open to the public unless a closed session is specifically authorized. All Board and Committee meetings are subject to the provisions of the Bagley-Keene Open Meeting Act.

BAGLEY-KEENE OPEN MEETING ACT

The Bagley-Keene Open Meeting Act (*Government Code Section 11120 et seq.*) directs that the people’s business must be conducted openly. Therefore, decisions and actions by a public agency must be conducted openly so that the public may be informed. The Board achieves this legislative mandate by complying with all the requirements specified in the Bagley-Keene Open Meeting Act.

DEFINITION OF A MEETING (GOVERNMENT CODE SECTION 11122.5)

A meeting is defined in the Bagley-Keene Open Meeting Act (Open Meeting Act) as including “any congregation of a majority of the members of a state body at the same time and place to hear, discuss, or deliberate upon any item that is within the subject matter jurisdiction of the state body to which it pertains.” In this definition, the term “state body” refers to the Board.

The meeting definition also applies to all communication between Board Members (e.g., emails, telephone calls, texts, dining conversations) if the total number of Board Members involved in the communication is a majority of the Board or a Committee.

If Board Members engage in any communication regarding Board business with more than one member, this communication is a violation of the Open Meeting Act. The violating members may be guilty of a misdemeanor (*Government Code Section 11130.7*).

There are some exemptions to the meeting definition. Please refer to the Bagley-Keene Open Meeting Act for clarification. When in doubt, contact the Executive Officer or the Board’s legal counsel.

Please refer to Attachment B: Guide to the Bagley-Keene Open Meeting Act.

TELECONFERENCE MEETINGS (GOVERNMENT CODE SECTION 11123)

The Board may opt to hold a meeting via teleconference. This type of meeting is frequently held to discuss a single topic and when the discussion is anticipated to be less than 60 minutes. Meetings held via teleconference are also subject to the same notice requirements under the Open Meeting Act. The meeting notice must be published at

least ten days in advance and must include the physical location of each Board Member attending the meeting remotely.

The Board Member must be present at the physical location he or she provided for the meeting notice. The public is permitted to attend the meeting at any of the locations listed on the meeting notice during an open session of the meeting. Therefore, each Board Member must confirm that the physical location used for the teleconference meeting is ADA accessible. The public is not permitted to attend any part of the meeting that is designated as “closed session.”

CHAPTER 4

BAGLEY-KEENE / OPENING MEETING ACT

BOARD DUTIES UNDER THE OPEN MEETING ACT

The Board has three duties under the Open Meeting Act: provide notice of meetings, provide opportunity for public comment, and conduct public meetings.

MEETING NOTICE REQUIREMENTS (GOVERNMENT CODE SECTION 11125)

The Board must give adequate notice of meetings to be held. The Board meets this duty at the time the meeting notice is published. The Board must give at least ten calendar day's written notice of each Board and Committee meeting. This notice is posted on the Board's website. The meeting notice includes the location(s) where the meeting will be held and the meeting agenda.

The agenda must include all items of business to be transacted or discussed at the meeting. A brief description of the item to be discussed at the meeting is required. The description may not be generalized (i.e., miscellaneous topics or old business) and must provide sufficient information so that the public is aware of the item to be discussed.

The notice must include the name, address, and telephone number of any person who can provide further information prior to the meeting and must contain the website address where the notice can be accessed. Additionally, the notice must contain information that would enable a person with a disability to know how, to whom, and by when a request can be made for any disability-related accommodation, including auxiliary aids or services.

A meeting notice, once posted, may not be revised after the tenth day prior to the meeting date.

OPPORTUNITY FOR PUBLIC COMMENT (GOVERNMENT CODE SECTION 11125.7)

The Board meeting must provide an opportunity for public comment. The Board solicits public comment for each topic on the agenda and after a motion is made. Additionally, every Board and Committee meeting agenda contains an agenda item that allows for public comment and matters not on the agenda. Board Members may not act or discuss matters presented by the public under these agenda items. The matter may be suggested for a future agenda item or for follow-up by Board staff.

PUBLIC MEETINGS

The Board must conduct the meetings in an open session except where a closed session is specifically authorized. All Board and Committee meetings, except for a closed session, are open to the public.

Closed session meetings must follow the same meeting notice requirements and are held specifically for matters designated under law, such as discussion of disciplinary cases, pending litigation, and personnel matters.

CHAPTER 5

TRAVEL AND SALARY/PER DIEM

TRAVEL POLICIES

Board Members will be reimbursed for travel expenses related to all Board and Committee meetings. Reimbursement will be in accordance with current state travel reimbursement policies. Please refer to the Department of Consumer Affairs Travel Guide for specific travel guidelines and reimbursement policies.

Please refer to Attachment C: Department of Consumer Affairs Travel Guide.

TRAVEL APPROVAL (STATE ADMINISTRATIVE MANUAL SECTION 700 ET SEQ.)

Travel related to Board and Committee meetings do not need approval. All other travel related to Board business must be approved by the Department of Consumer Affairs (DCA) prior to the event. This includes any out-of-state travel. Under specific circumstances, a Board Member may travel to attend a national association meeting. Please contact the Executive Officer for further information.

TRAVEL ARRANGEMENTS (DEPARTMENT PROCEDURE / BOARD PROCEDURE)

Board Members should always contact Christina Kitamura to make travel arrangements for Board and Committee meetings. Ms. Kitamura will book flights, and hotel and rental car reservations. A hotel that honors the state government employee rate will be chosen for all Board Members needing a room. Rental cars will be reserved for Board Members when a car is needed. To encourage ride sharing, vans or large sedans are reserved. Board Members may also use taxi, ride sharing services such as Uber or Lyft, shuttle service, or a personal vehicle for transportation.

To facilitate easier travel planning, all Board Members should provide Ms. Kitamura with their credit card information and Southwest Rapid Rewards number. This information will be kept in a secure location and will be kept on file for future travel arrangements.

All travel and transportation arrangements are made in compliance with state travel guidelines. Any expenses incurred by a Board Member, which were not previously approved or within the state travel guidelines, may require written justification. The written justification will be submitted with the travel claim and is subject to the appropriate approvals. The expense may or may not be approved.

EXCEPTIONS TO TRAVEL REIMBURSEMENT POLICIES

LODGING

State guidelines generally prohibit reimbursement for hotel expenses within 50 miles of an individual's home address or an extra night stay following the conclusion of the Board activity. However, an exception to this guideline may be obtained if the circumstances necessitate an overnight stay. Please contact Ms. Kitamura for further information.

AIRPORT PARKING REIMBURSEMENT

State guidelines strongly encourage the use of the least expensive parking available. However, if the Board determines that additional parking costs above the lowest-cost option are in the best interest of the State, a written justification explaining the necessity for the additional cost must be submitted with the travel claim. Please contact Ms. Kitamura for further information.

TRAVEL CLAIMS (DEPARTMENT POLICY)

Rules governing reimbursement of travel and meeting expenses for Board Members are the same as for state management-level staff. All expenses must be claimed on the appropriate travel expense claim forms. All travel claim forms must be submitted to Ms. Kitamura for processing.

Board Members are strongly encouraged to submit their travel expense forms immediately after returning from a trip and not later than the 15th of the month following the trip. It is also necessary to submit original receipts for expenses claimed such as parking, transportation service, bridge tolls, and flight itineraries. Hotel receipts must reflect a zero balance. Receipts for meals are not required for reimbursement.

Please refer to Attachment D: Travel Expense Claim Form.

SALARY PER DIEM

SALARY PER DIEM (BPC SECTION 103, BOARD POLICY #B-15-2)

Compensation in the form of salary per diem and reimbursement of travel and other related expenses for Board Members is regulated by Business and Professions Code Section 103.

In relevant part, this section provides for payment of salary per diem for Board Members "for each day actually spent in the discharge of official duties," and provides that the Board

Member “shall be reimbursed for traveling and other expenses necessarily incurred in the performance of official duties.”

Board Members fill non-salaried positions but are paid \$100 per day for each meeting day or 8-hour day spent performing Board business. Board Members are advised to submit the Per Diem Claim Form not later than the 5th day of the following month. This allows board staff to promptly process all per diem claims. Timely submission of all claims ensures prompt processing for reimbursements and avoids extra work for Board staff.

See Attachment E: Per Diem Claim Form.

See Attachment F: Per Diem Policy.

CHAPTER 6

SELECTION OF OFFICERS AND COMMITTEES

BOARD OFFICERS (BPC 4990(G))

The Board shall elect a Chair and a Vice Chair from its membership. Not later than the first of June of each calendar year, the Board shall elect the officers. Officers shall serve terms of one year and may be re-elected to consecutive terms. The election of officers occurs at the May Board meeting.

If for any reason the Chair of the Board is unable to continue in his/her role as Chair, the Vice Chair shall immediately assume the duties of Chair until the next election of officers.

See Attachment G: Board Policy #B-15-3, Succession of Officers.

COMMITTEE APPOINTMENTS (BOARD PROCEDURE)

Committees are created by and appointed at the discretion of the Board Chair. The Committee Chair is appointed by the Board Chair. Board Members who desire to serve on an existing committee or a future committee are encouraged to speak to the Board Chair.

DUTIES OF THE BOARD CHAIR

- Spokesperson for the Board (may attend legislative hearings and testify on behalf of the Board, may attend meetings with DCA or Agency, may attend meetings with stakeholders and legislators)
- Meets and communicates with the Executive Officer on a regular basis
- Authors a Board Chair message for every quarterly newsletter
- Communicates with other Board Members for Board business
- Chairs and facilitates Board meetings
- Assigns Board Members to Board Committees, appoints the Chair for the Committee

In the absence of the Board Chair, the Board Vice Chair will perform the above duties.

CHAPTER 7

BOARD ADMINISTRATION AND BOARD STAFF

BOARD ADMINISTRATION

Board Members should be concerned primarily with formulating decisions on Board policies rather than making decisions concerning the implementation of such policy. It is inappropriate for Board Members to become involved in the details of program delivery or implementation. Strategies for the day-to-day management of Board programs and Board staff is the responsibility of the Executive Officer. Board Members should not interfere with day-to-day operations, which are under the authority of the Executive Officer.

EXECUTIVE OFFICER (BPC SECTION 4990.04)

The Executive Officer is appointed by and serves at the pleasure of the Board, and is exempt from civil service. The Executive Officer shall exercise the powers and perform the duties delegated by the Board. The Executive Officer is responsible for the financial operations and integrity of the Board and is the official custodian of records. Annually, the Board Members will conduct a review of the Executive Officer's performance. The Board Chair will meet with the Executive Officer to discuss the performance appraisal.

BOARD STAFF

Employees of the Board, except for the Executive Officer, are civil service employees. Their employment, pay, benefits, discipline, termination, and condition of employment are governed by a myriad of civil service laws and regulations, and often by collective bargaining labor agreements. Due to this complexity, it is most appropriate that the Board delegate all authority and responsibility for management of the civil service staff to the Executive Officer. Board Members shall not intervene or become involved in specific day-to-day personnel transactions.

See Attachment H: Board Organizational Chart.

RULES FOR CONTACTING STAFF (BOARD PROCEDURE)

Board Members should only contact the following designated staff:

- Executive Officer, Kim Madsen at (916) 574-7841 regarding all Board business.

- Assistant Executive Officer, Steve Sodergren at (916) 574-7847 regarding all Board business.
- Administrative Analyst, Christina Kitamura at (916) 574-7835 regarding travel, salary per diem, Board and Committee meeting materials, training and required personnel forms.
- Enforcement Technician, Sabra D'Ambrosio at (916) 574-7748 regarding disciplinary mail votes.
- Legal Counsel, Sabrina Knight at (916) 574-8220 regarding disciplinary procedural questions or ethical questions.

STRATEGIC PLANNING

The Board will conduct periodic strategic planning sessions. Dates for these sessions will be announced well in advance.

BOARD MEMBER ADDRESSES (DCA POLICY)

Board Member addresses and telephone numbers are confidential and shall not be released to the public without expressed authority by the individual Board Member.

A roster of Board Members is maintained for public distribution and is placed on the Board's website, using the Board of Behavioral Sciences' office address and telephone number.

BUSINESS CARDS

Business cards will be provided to each Board Member with the Board's address, telephone and fax number, and website address.

CHAPTER 8

OTHER POLICIES AND PROCEDURES

PUBLIC RECORDS ACT AND COMPLAINT DISCLOSURE

The California Public Records Act (PRA), Government Code Section 6250 et seq., requires public records to be available upon request. The PRA provides for specific timelines and general process to respond to a request for public records. Further, Government Code Section 6254 specifies which records are not subject to public disclosure. As a state regulatory board within DCA, the Board is subject to the requirements for all public record requests. The Board's response is coordinated with its DCA legal counsel.

Business and Professions Code Section 27 specifies what information, such as enforcement actions and a licensee's address of record, must be available through the Internet (i.e., Board website). Providing this information allows consumers to verify their mental health professional's licensure or registration status as well as determine if there is any disciplinary action. The Board's licensing records are updated daily.

IMMUNITY FROM LIABILITY

There are many provisions in state law relating to the liability of public agencies and employees. Government Code Section 818.4 states, "A public entity is not liable for an injury caused by the issuance, denial, suspension or revocation of, or by the failure or refusal to issue, deny, suspend or revoke, any permit, license, certificate, approval, order, or similar authorization where the public entity or an employee of the public entity is authorized by enactment to determine whether or not such authorization should be issued, denied, suspended or revoked."

Government Code Section 821.2 states, "A public employee is not liable for an injury caused by his issuance, denial, suspension or revocation of, or by his failure or refusal to issue, deny, suspend or revoke, any permit, license, certificate, approval, order, or similar authorization where he is authorized by enactment to determine whether or not such authorization should be issued, denied, suspended or revoked."

Many other complex provisions relate to defense, payment of a judgment or settlement, and indemnification. Specific questions should be discussed with the Board's legal counsel.

RESIGNATION OF BOARD MEMBERS (GOVERNMENT CODE SECTION 1750)

If it becomes necessary for a Board Member to resign, a letter shall be sent to the appropriate appointing authority (Governor, Senate Rules Committee, or Speaker of the Assembly) with the effective date of the resignation. Written notification is required by state law. A copy of this letter shall also be sent to the Director of DCA, the Board Chair, and the Executive Officer.

The departing Board Member is also required to complete and submit specific paperwork immediately following the effective date of the resignation. The departing Board Member is encouraged to contact Ms. Kitamura for further information.

REMOVAL OF BOARD MEMBERS (BPC 106)

The Governor has the power to remove from office, at any time, any member of any Board appointed by him for continued neglect of duties required by law, or for incompetence, or unprofessional or dishonorable conduct.

RULES FOR CONTACT WITH THE PUBLIC, A LICENSEE, AN APPLICANT, OR THE MEDIA

Occasionally, in your role as a Board Member, you may be contacted by a licensee, colleague, applicant, member of the public, or the media regarding an issue or concern that pertains to Board business or proceedings. Any one of these contacts may compromise your position relating to future decisions about policy, disciplinary actions, or other Board business.

To avoid compromising your role as a Board Member, please refrain from assisting the individual with his/her issue. Instead, offer to refer the matter to the Executive Officer or give the individual the contact information for the Executive Officer. Refrain from engaging in discussion with the individual and make every effort to end the conversation quickly and politely. Report all such contacts to the Executive Officer as soon as possible.

CONFLICT OF INTEREST (GOVERNMENT CODE SECTION 87100)

No Board Member may make, participate in making, or in any way attempt to use his/her official position to influence a governmental decision in which he/she knows or has reason to know he/she has financial interest. Any Board Member, who has a financial interest that may be affected by a governmental decision, shall disqualify himself/herself from making or attempting to use his/her official position to influence the decision. Any Board Member who feels he/she is entering a situation where there is potential for a conflict of interest, should immediately consult the Executive Officer or the Board's legal counsel.

SERVICE OF LAWSUITS

Board Members may receive service of a lawsuit against themselves and the Board pertaining to a specific issue (e.g., a disciplinary matter, a complaint, a legislative matter, etc.). To prevent a confrontation, the Board Member should accept service. Upon receipt, the Board Member should notify the Executive Officer of the service and indicate the name of the matter that was served, date and time of service, and any other pertinent information. The Board Member should mail the entire packet to the Executive Officer as soon as possible. In addition to mailing the packet, the Board Member should also scan and email the packet to the Executive Officer. The Board's legal counsel will provide instructions to the Board Members on what is required of them once service has been made.

EX PARTE COMMUNICATIONS (GOVERNMENT CODE SECTION 11430.10 ET SEQ.)

The Government Code contains provisions prohibiting *ex parte communications*. An “*ex parte*” communication is a communication to the decision-maker made by one party to an enforcement action without participation by the other party.

While there are specified exceptions to the general prohibition, the key provision is found in subdivision (a) of section 11430.10, which states:

“While the proceeding is pending, there shall be no communication, direct or indirect, regarding any issue in the proceeding, to the presiding officer from an employee or representative or if an agency that is a party or from an interested person outside the agency, without notice and opportunity for all parties to participate in the communication.”

An applicant who is formally being denied licensure, or a licensee/registrant against whom a disciplinary action is being taken, may attempt to directly contact Board Members.

If the communication is written, the member should read only enough to determine the nature of the communication. Once he or she realizes it is from a person against whom an action is pending, the Board Member should reseal the documents and send them to the Executive Officer or forward the email.

If the Board Member receives a telephone call from an applicant or licensee/registrant against whom an action is pending, the Board Member should immediately tell the person they cannot speak to the person about the matter. If the person insists on discussing the case, the person should be told that the Board Member will be required to recuse himself or herself from any participation in the matter. Therefore, continued discussion is of no benefit to the licensee/registrant or applicant.

If the Board Member believes he or she has received an unlawful *ex parte* communication the Board Member should contact the Board's legal counsel and/or the Executive Officer.

CHAPTER 9

BOARD MEMBER REQUIRED TRAINING

Board Members are required to complete specific forms and training at various intervals during their appointment period. To ensure compliance and notification to the requisite agencies, all training certificates and required forms must be sent to Ms. Kitamura at the Board.

Ms. Kitamura will forward the required documentation to the appropriate agency and maintain a copy in the Board Member's personnel file. It is important that the Board have a copy of all required training and documents. This ensures that the Board has an accurate record that you have satisfied all requirements and are able to provide copies upon request. The following is the list of required training.

STATEMENT OF ECONOMIC INTEREST (<http://www.fppc.ca.gov/Form700.html>)

This form is commonly referred to as Form 700 and is to be completed upon assuming the position, annually, and upon leaving. Under DCAs' Conflict of Interest Code, designated officials are required to complete a Statement of Economic Interests Form 700. Annually, DCA will send several reminders to complete this form with a link to the electronic filing system.

Failure to complete this form in a timely manner may result in a fine from the Fair Political Practice Commission. All fines are publicly noticed.

ETHICS ORIENTATION FOR STATE OFFICIALS (GOVERNMENT CODE SECTIONS 11146-11146.4)

California law requires all appointees to take an ethics orientation within the first six months of their appointment and to repeat the ethics orientation every two years throughout their term.

The training includes important information on activities or actions that are inappropriate or illegal. For example, public officials cannot take part in decisions that directly affect their own economic interests. They are prohibited from misusing public funds, accepting free travel and accepting honoraria. There are limits on gifts.

An online, interactive version of the training is available on the Attorney General's website at <https://oag.ca.gov/ethics/course>.

An accessible, text-only version of the materials is also available at the Attorney General's website.

Copies of completion certificates must be sent to Ms. Kitamura to be maintained in the personnel file. Records concerning the attendance of this course must be kept on file for five years.

DCA BOARD MEMBER ORIENTATION TRAINING (BPC SECTION 453)

California Business and Professions Code Section 453 require every newly appointed member to complete a training and orientation program offered by DCA within one year of assuming office.

DCA has been advised that this statute also applies to all reappointed Board Members. Therefore, if you attended the training during your first term and are reappointed, you must attend the training following your reappointment.

The training covers the functions, responsibilities and obligations that come with being a member of a DCA board. To receive credit for the training, Board Members must attend the entire day.

DCA schedules the Board Member Orientation Training (BMOT) sessions throughout the year. Specific locations are announced several months prior to the orientation. Board Members must register for the training through Ms. Kitamura.

SEXUAL HARASSMENT PREVENTION TRAINING (GOVERNMENT CODE SECTION 12950.1; CALIFORNIA CODE OF REGULATIONS, TITLE 2, SECTION 11024)

Section 12950.1 of the Government Code requires an employer having five or more employees to provide at least two hours of classroom or other interactive training and education regarding sexual harassment to all supervisory employees and at least one hour of classroom or other effective interactive training and education regarding sexual harassment to all nonsupervisory employees. The employer shall provide sexual harassment training and education to each employee once every two years. New nonsupervisory employees shall be provided training within six months of hire. New supervisory employees shall be provided training within six months of the assumption of a supervisory position.

California Code of Regulations, Title 2, Section 11024 also specifies requirements of an employer to provide two hours of training mandated by Government Code 12950.1.

An online, two-hour Sexual Harassment Prevention Tutorial is provided by DCA. Ms. Kitamura will provide information and instructions to access the online tutorial.

CHAPTER 10

BOARD MEMBER ROLE – POLICY DECISIONS

Protection of the public is the highest priority for a Board Member. Board Members achieve this mandate by establishing policies that affect the licensing, regulatory, and disciplinary functions. Whenever the protection of the public is inconsistent with other interests sought to be promoted, the protection of the public shall be paramount.

SETTING BOARD POLICY

At each Board and Committee meeting, Board Members are presented proposals to modify or add to existing statutes and laws affecting the licenses and registrants governed by the Board. Each meeting packet will contain information relevant to the discussion, such as an analysis of the proposed bill or suggested language to modify an existing statute.

The meeting allows for Board Members and stakeholders to engage in an open discussion regarding the proposal. Below is a list of questions that are helpful to consider when determining an action or position on the proposal.

Consumers

- Does a consumer safety issue exist?
- Does the bill assist consumer access to services?
- Does the bill ensure their safety?
- Will the provisions provide them with more information?
- Does the bill directly or indirectly increase costs for the consumer?
- Is any added cost worth the increased protection provided by the bill?
- Is there a less costly way to achieve the goals of the bill?

Licensees

- Is the provision necessary to ensure that they are minimally competent to perform their scope of practice?
- Will the bill increase costs for the licensees?

- Does the bill increase barriers to entry for licensees?
- The bill should not be concerned with elevating licensees (trade associations).
- Is there a way to achieve the bill's goal that is less costly for the licensees?

Board Impact

- Will the bill be costlier for the Board?
- Does the Board have the staff, resources, and expertise to perform any proposed additional functions?
- Is the proposed additional function appropriate for the Board to perform?
- Will it result in a fee increase?
- Is there a way to achieve the bill's goal that is less costly to the Board?

The discussion may result in the following action.

- Board staff is directed to make the suggested changes and bring the proposal back at a future meeting.
- Board staff is directed to gather additional information to present at a future meeting.
- The proposal is approved by the Board, and Board staff is directed to initiate the action (i.e., initiate rulemaking process or seek an author for the proposal).
- The discussion results in a motion to take a formal position on the proposal.

As a member of a state regulatory board, the Board’s position on a bill proposal affecting Board licensees/registrants is important to legislators. Regulatory agencies, such as the Board, are viewed as the experts for the professions it regulates. In determining policy changes, the legislature relies on their staff and regulatory boards for input. The absence of a position on a bill proposal that affects the Board’s licensees and registrants may result in unintended consequences. Therefore, it is important when considering a position to understand the position’s definition.

Position	Definition
Support	The Board agrees with the proposal. The Board will send a letter of support to the author and actively participate in the legislation process to get the proposal in law.

Support, if amended	The Board is seeking some changes to the proposal. If the requested changes are made, the Board will move to a support position. If changes are not made, the Board will move to a neutral (silent) position on the proposal.
Oppose	The Board does not agree with the proposal. The Board will send a letter of opposition to the author and actively participate in the legislation process to prevent the bill from becoming law.
Oppose, unless amended	The Board is seeking some changes to the proposal. If the changes are not made, the Board will move to an oppose position. If the changes are made, the Board will move to a neutral (silent) position on the proposal.
Neutral	The Board neither supports or opposes the proposal. The Board does not participate in the legislative process.

The Board Member Procedure Manual states that the Board will use Robert’s Rules of Order (Robert’s Rules) as a guide when conducting its meetings to the extent it does not conflict with state law. The Board has not adopted Robert’s Rules as its mandatory governing procedure for meetings, nor has the Board historically chosen to apply its strict provisions. The Board is free to adjust its practice for handling motions to promote effective deliberation and decision-making.

The Board’s custom and practice has been to use the following process when dealing with amendments to motions:

- Following Board Member and comments from the public, a motion is made and seconded.
- Discussion between Board Members and request for additional public comments.
- Request for motion to be amended or a competing motion is made.
- If the first Member agrees to the amendment, and the amended motion is seconded, then it proceeds to discussion between Board Members, public comment, and vote.

- If the first Member withdraws the original motion, then a new motion can be made and seconded, and the new motion proceeds to Board discussion, public comment, and vote.
- If the first Member does not agree to amend or withdraw the motion, then it proceeds to public comment and vote. If it fails, then a new motion may be made.

In contrast, under Robert’s Rules, motions to amend or substitute would proceed as follows:

- Main motion is made and seconded.
- The president/chair states the question on the motion.
 - Until the president/chair states the question, the first Member has the right to modify the motion or to withdraw it. Additionally, until the president/chair states the question, another Member can ask the first Member if he or she will accept a modification. If the request for modification is accepted, then it may be seconded again, or presumed seconded by the Member who requested the modification.
- After the question has been stated by the president/chair, the first Member cannot amend nor withdraw the motion without the Board’s consent.
- Board Member discussion starts with the person who made the motion. A Member who has spoken twice on a motion has exhausted his or her right to speak on the motion again (unless rules are formally waived).
- If a Member makes a motion to amend the main motion, or to substitute a different motion, and it is seconded, then this subsidiary motion takes precedence over the main motion, and proceeds to discussion, public comment, and vote.
- Depending on the results of the vote on the motion to amend, the main motion, in its amended or original form, is subject to public comment and Board vote.

Example

Member 1: I move that the Board support the bill. (Seconded)

President: It is moved and seconded to support the bill.

Member 2: I move to amend the motion by adding “if it is amended to state XYZ.” (Seconded)

President: It is moved and seconded to add, “if it is amended to state XYZ.” If the amendment is adopted, the main motion will read, “The Board supports the bill if it is amended to state XYZ.” The question is on adding the words “if amended to state XYZ.”

If the Board votes in favor of the amendment, then it would vote on the main motion as amended: “The Board supports the bill if it is amended to state XYZ.”

If the Board opposes the amendment, then it would vote on the main motion as originally stated: “The Board supports the bill.”

In compliance with the Open Meeting Act, the public would be invited to comment before each vote.

More on Robert’s Rules

Under Robert’s Rules, there are four basic types of motions, with subcategories:

1. **Main Motions (§10):** The purpose of a main motion is to introduce items to the membership for their consideration. They cannot be made when any other motion is on the floor, and yield to privileged, subsidiary, and incidental motions.
2. **Subsidiary Motions:** Their purpose is to change or affect how a main motion is handled and is voted on before a main motion.
 - a. **Postpone Indefinitely (§11):** Used to drop the main motion without a direct vote on it.
 - b. **Amend (§12):** Used to modify the wording – and within certain limits – the meaning of a pending motion before the pending motion itself is acted upon.
 - c. **Commit or Refer (§13):** Used to send a pending question to a committee or task force.
 - d. **Postpone to a Certain Time (§14):** Used to put off action on a pending question to a definite day, meeting, or until after a certain event.
 - e. **Limit or Extend Limits of Debate (§15):** Used to change the number or length of time Members can talk about a pending motion.
 - f. **Previous Question (§16):** Used to immediately close debate and the making of subsidiary motions, except the motion to Lay on the Table.
 - g. **Lay on the Table (§17):** Used to interrupt the pending business to permit doing something else immediately.

3. **Privileged Motions:** Their purpose is to bring up items that are urgent about special or important matters unrelated to pending business.
 - a. Call for Orders of the Day (§18): Used to require Members follow the agenda.
 - b. Raise a Question of Privilege (§19): Used to obtain recognition to state an urgent motion or request while another motion is pending.
 - c. Recess (§20): Used to take a short break while another motion is pending.
 - d. Adjourn (§21): Used to close the meeting immediately.
 - e. Fix the Time to Which to Adjourn (§22): Used to set the time and place for another meeting to continue business of the session, with no effect on when the current meeting will adjourn.

4. **Incidental Motions:** Their purpose is to provide a means of questioning procedure concerning other motions and must be considered before the other motion.
 - a. Point of Order (§23): Used when a Member thinks that the rules are being violated, thereby calling upon the president/chair for a ruling and an enforcement of the regular rules.
 - b. Appeal (§24): Used to appeal the president's/chair's ruling by one Member making a motion to appeal the decision, and another Member seconding it. The decision is then made by the Board via vote.
 - c. Suspend the Rules (§25): Used to permit the Board to do something during a meeting that it cannot do without violating a rule.
 - d. Objection to the Consideration of a Question (§26): Used to enable the Board to avoid an original main motion when it believes it would be undesirable for the motion to come before the Board at all.
 - e. Division of a Question (§27): Used to divide a multi-part motion into single parts to be voted on.

Incidental, privileged, and subsidiary motions take precedence, in that order, over main motions.

See Attachment I: Robert's Rules of Order Cheat Sheet.

CHAPTER 11

BOARD MEMBER ROLE – DISCIPLINARY PROCESS

DISCIPLINARY PROCESS OVERVIEW

Each year, the Board receives over 1,500 consumer complaints and nearly 1,200 criminal arrest notifications. Through the enforcement process, each consumer complaint and criminal arrest notification is reviewed to determine if the matter is within the Board's jurisdiction. If the complaint or conviction is determined to be within the Board's jurisdiction, the allegations are investigated to determine if evidence exists to substantiate a violation of the Board's laws and regulations.

All cases in which the evidence substantiates a violation has occurred, are referred to Subject Matter Experts (SMEs). The SME is a licensee of the Board and will review the investigation and evidence to determine if the violation constitutes gross negligence, incompetence, and/or patient harm. Cases in which clear and convincing evidence substantiates a violation of the Board's laws and regulations, appropriate disciplinary action is initiated.

DISCIPLINARY OPTIONS

The Board has two options available to impose discipline against a licensee. In cases in which the violations do not warrant the revocation of a license, a citation and fine is issued. In cases in which the violations are egregious and warrant formal discipline of the license/registration, the Board forwards the matter to the Attorney General's (AG's) office to pursue formal disciplinary action. Each decision is made in consultation with the Executive Officer.

CITATION AND FINE

A citation and fine issued to the licensee is not considered a formal disciplinary action. However, the matter is an administrative action and is subject to public disclosure. The fines are set forth in law and range from \$100 to a maximum of \$2,500. In specific circumstances (e.g., fraudulent billing to an insurance company), a fine up to a maximum of \$5,000 may be issued.

All citation and fines issued include an order of abatement in which the cited person must provide information or documentation that the violation has been corrected. The cited person is afforded the opportunity to appeal the issuance of the citation and fine.

The cited person may submit a written request for an administrative hearing or an informal citation conference. All informal citation conferences are conducted by the Assistant

Executive Officer and the Enforcement Manager. The citation may be modified, affirmed, or dismissed. If the cited person wished to contest the affirmed or modified citation, the matter will be referred to an administrative hearing before an Administrative Law Judge (ALJ).

FORMAL DISCIPLINARY ACTION

If an investigation and evidence substantiate gross negligence, incompetence, or patient harm, the Enforcement Analyst, in consultation with the Enforcement Manager and Executive Officer, determines whether the case should be forwarded to the AG's Office for formal disciplinary action.

FILING FORMAL CHARGES

Formal charges are almost always filed in cases in which the health and safety of the consumer has been compromised, and in which clear and convincing evidence can be established. The Board's Executive Officer determines whether to file formal charges for any violation of the Board's licensing laws. These formal charges are referred to as pleadings. In each pleading, the Executive Officer is the complainant. The Deputy Attorney General (DAG) assigned to the matter represents the Board.

PLEADINGS

There are three types of pleadings. The type of pleading is dependent upon whether the respondent (subject of the case) is licensed or registered with the Board, an applicant for licensure, or is already on probation.

- **Accusation:** A written statement of charges against the holder of a license or privilege, to revoke, suspend or limit the license, specifying the statutes and rules allegedly violated and the acts or omissions comprising the alleged violations.
- **Statement of Issues:** A written statement of the reasons for denial of an application for a license or privilege, specifying the statutes and rules allegedly violated and the acts or omissions comprising the alleged violations.
- **Petition to Revoke Probation:** A written statement to revoke a probationer's license or registration alleging the probationer has violated the terms and conditions of his or her probation.

In all formal disciplinary actions, the respondent is formally notified of the Board's proposed action, their rights under the law, and a due date to respond to the Board's notification.

ACTIONS PRECEDING AN ADMINISTRATIVE HEARING

STIPULATIONS (SETTLEMENTS) – REQUIRES BOARD MEMBER VOTE

The licensee/applicant and Board may decide to settle the case at any time during the administrative process. Settlements are negotiated and completed prior to the date of an administrative hearing. Although settlements prior to the scheduled hearing avoid the expense of a hearing; this is not a reason to settle a case. Settlements are considered in cases where the respondent has presented mitigating information/evidence to demonstrate that he/she may be a good candidate for probation.

The settlement is reduced to a written stipulation and order which sets forth the settlement terms and proposed disciplinary order. The DAG prepares a memo describing the rationale for the proposed settlement. The memo and the written stipulation and order are forwarded to the Board Members for consideration and decision.

If the Board Members reject the proposed settlement, the case will return to the disciplinary process. A new settlement may be submitted to the Board Members later or the case may proceed to an administrative hearing before an ALJ.

Stipulations prior to an administrative hearing also eliminate the six-months to one-year delay that may result from attempting to schedule a mutually agreeable hearing date. The public is often better served because the resolution time is reduced, lengthy appeals are avoided, and the Board and respondent save time and money. Further, a licensee on probation is closely monitored by the Board.

DETERMINING SETTLEMENT TERMS

Stipulations (settlements) are negotiated by the DAG (in consultation with the Executive Officer), the respondent, and the respondent's legal counsel. Stipulation terms are provided to the DAG utilizing the Board's Uniform Standards Related to Substance Abuse and Disciplinary Guidelines (Disciplinary Guidelines). These guidelines provide the parameters for settlement terms for specific violations of law.

In negotiating a stipulation, the DAG works closely with the Board's Executive Officer to arrive at a stipulation that will be acceptable to the Board. The Executive Officer considers the evidence, the law, witness and subject matter expert testimony, and protection of the public in the decision process.

The following factors are considered when settlement terms are proposed:

- Nature and severity of the act(s), offense(s), or crime(s)
- Actual or potential harm to any consumer or client
- Prior disciplinary record

- Number and/or variety of current violations
- Mitigation evidence
- Rehabilitation evidence
- In the case of a criminal conviction, compliance with terms of sentence and/or court-ordered probation
- Overall criminal record
- Time elapsed since the act(s) or offense(s) occurred
- Whether the respondent cooperated with the Board's investigation, other law enforcement or regulatory agencies, and/or the injured parties
- Recognition by respondent of her or his wrongdoing and demonstration of corrective action to prevent recurrence

The Board's Disciplinary Guidelines were established to provide consistency in determining settlement terms. Variation from the guidelines may occur when sufficient mitigating information or evidence warrants a reduction in the term and does not compromise consumer protection.

Enforcement staff considers the Disciplinary Guidelines when determining whether to seek revocation, suspension, and/or probation of a license. Board Members use the Disciplinary Guidelines when considering cases during closed sessions. The Disciplinary Guidelines are updated when necessary and are distributed to DAGs and ALJs who work on Board cases.

A pre-hearing conference may be scheduled to settle the case prior to the administrative hearing. Pre-hearing conferences are a more formal method for developing a stipulated agreement. These hearings involve the Executive Officer, the respondent, respondent's attorney, and an ALJ.

If the parties are not able to agree on the proposed settlement terms, the matter will move forward to a hearing held at the Office of Administrative Hearings.

See Attachment J: Uniform Standards Related to Substance Abuse and Disciplinary Guidelines.

OFFICE OF ADMINISTRATIVE HEARINGS

The Office of Administrative Hearings (OAH) consists of two divisions located in six regional offices at major population centers throughout the state. The first division is the General Jurisdiction Division, which conducts hearings, mediations, and settlement

conferences for more than 1,000 state, local, and county agencies. This division conducts the formal hearings for the Board. The second division is the Special Education Division, which conducts special education due process hearings and mediations for school districts and parents of children with special education needs throughout the state. Each year between 10,000 and 14,000 cases are filed with the OAH.

The OAH is a central panel of experienced, highly qualified ALJs who preside as neutral judicial officers at hearings and settlement conferences. They also serve as impartial mediators at mediations held to resolve disputes between parties. The ALJs are fully independent of the agencies whose attorneys appear before them. The ALJs are required to have practiced law for at least five years before being appointed and typically have over ten years of experience.

The administrative hearing process is similar to any other court proceeding. The ALJ presides over the hearing; a (DAG) represents the Board and presents the case; and the respondent or the respondent's representative/attorney presents its case. Testimony and evidence is presented and there is a transcript of the proceedings.

Upon the conclusion of the administrative hearing, the ALJ will consider all the testimony and evidence and will prepare a Proposed Decision. Once the hearing is finished, the ALJ has 30 days to prepare the Proposed Decision and send it to the Board.

FORMAL DISCIPLINARY CASE OUTCOMES

The Board refers over 100 cases a year for formal discipline. The possible outcomes for these cases are denial of the application, revocation, surrender of the license/registration, or probation. If an individual is placed on probation, the individual must comply with the specific terms of the probation during the probation period. Once the individual has successfully completed probation, the license or registration is restored without restrictions. However, the discipline will remain part of the individual's record for twenty years.

DEFAULT DECISIONS

If an accusation is returned by the post office as unclaimed, the service is not possible because the Board does not know the whereabouts of a respondent. The respondent is considered to be in default. A respondent is also considered to be in default if the respondent fails to file a Notice of Defense upon receipt of the Accusation or Statement of Issues or fails to appear personally or through counsel at the hearing.

Default cases result in revocation of the license or denial of the application. The Board Members have delegated the authority to adopt a Default Decision to the Executive Officer. In the event, the respondent becomes aware of the decision prior to the effective

date, he/she may submit a written request to reconsider the decision. This request is presented to the Board Members to determine if they wish to grant the request.

PROBATION

Licensees who are placed on probation are monitored by the Board. The average length of probation is 3.9 years. Upon successful completion of probation, the license is restored and is unrestricted.

A probationary file is established to monitor an individual's compliance with the probation requirements (e.g., cost recovery payments, remedial education course completion, and quarterly reports). When a probationer violates a term of probation, the Board has the option to revoke probation and impose previously stayed discipline. Within some stipulated agreements, language is included that provides for automatic revocation of a license if certain conditions of probation are not met.

CRIMINAL PROSECUTION

Depending on the nature of a complaint, cases may be referred to local law enforcement entities. All cases in which there is sufficient evidence to file charges against a licensee, registrant, or person performing unlicensed activity are referred to the appropriate city or district attorney's office. Criminal actions include, but are not limited to, violations of the licensing laws of the Board.

CHAPTER 12

BOARD MEMBER ROLE - DISCIPLINARY CASE REVIEW

BOARD REVIEW OF STIPULATIONS AND PROPOSED DECISIONS

The Board Members review and vote on each case where the matter is either settled prior to hearing or the ALJ issues a Proposed Decision. In all cases, the Board Member has the option to adopt, non-adopt, or hold for discussion. The decision on each case is based on a majority vote of the Board.

MAIL VOTE PROCESS

Proposed Decisions (decision from the ALJ) and Proposed Stipulations (negotiated settlements) are sent to the Board vi a mail for their consideration and vote. Mail ballot packet materials are confidential and include the following:

- Memo from enforcement staff listing the cases for review and decision
- Ballot or instructions to submit the vote electronically
- Legal documents (Proposed Decision or Proposed Stipulation, and Accusation or Statement of Issues)
- Memo from the assigned DAG (Proposed Stipulated Settlement cases only)
- Self-addressed, stamped envelopes

Deliberation and decision-making should be done independently and confidentially by each Board Member. The Board Member shall only use the information provided to make their determination. Where the vote is done by mail (or email), voting members may not communicate with each other and may not contact the DAG, the respondent, anyone representing the respondent, any witnesses, the complainant, the ALJ, or anyone else associated with the case.

Additionally, Board Members should not discuss pending cases with Board staff, except as to questions of procedure or to ask whether additional information is available, and whether the agency may properly consider such information. It is strongly encouraged that these types of questions be directed to the Executive Officer or the Board's legal counsel.

If a Board Member has any procedural questions not specific to evidence, or any question specifically related to the cases, the questions should be directed to the Board's legal counsel.

Completed mail ballots are due at the Board office no later than the due date indicated in the mail ballot package. The due dates are established in accordance with the timelines indicated in the Administrative Procedure Act (APA). It may be that your vote that is the deciding vote in the outcome of a case. Therefore, it is critical that Board Members return their votes timely.

Mail ballot materials should be retained until notification by enforcement staff that the cases have been adopted. Once a decision is final, the mail ballot packet materials must be confidentially destroyed.

MAIL BALLOT DEFINITIONS

Each mail ballot will have the following options for each case. Below are the definitions for each option.

- **Adopt/Grant:** A vote to adopt the proposed action means that you agree with the action as written.
- **Reject/Non- Adopt:** A vote to reject or non-adopt the proposed action means that you disagree with one or more portions of the proposed action and do not want it adopted as the Board's decision. However, a majority vote to adopt will prevail over a minority vote to not adopt.
- **Hold for Discussion:** A vote to hold for discussion may be made if you wish to have some part of the action changed in some way (increase penalty, reduce penalty, etc.). For example, you may believe an additional or a different term or condition of probation should be added, or that a period of suspension should be longer. At least TWO votes in this category must be received to stop the process until the Board can consider the case in closed session at the Board meeting.
- **Topic Discussion for Open Session:** By marking this category, you may have a matter that is not specifically related to the case, but a topic in general discussed at the Board's next meeting. The discussion will be in open session.

MAIL VOTE OUTCOMES

Below are the outcomes for each voting option for either a Stipulation (proposed settlement) or Proposed Decision.

STIPULATIONS – PROPOSED SETTLEMENT

- **Adopt** – If the decision of the Board is to adopt the terms proposed in the Stipulation, the decision becomes effective within 30 days and the respondent is notified.

- **Reject/Non-Adopt** – If the Board decides to reject or non-adopt the stipulation, the respondent is notified, and the matter resumes the process for a formal administrative hearing before an ALJ. Following the hearing, the ALJ will issue a Proposed Decision for the Board Members to consider.
- **Hold for Discussion** – A Board Member may be unable to decide due to concerns or desire further clarification. (*Note: A Board Member may seek procedural clarification from the Board’s legal counsel.*) In this situation, the Board Member may choose to hold the case for discussion citing the reasons for this vote. If two or more Board Members vote to hold the case for discussion, the case is discussed in the next available meeting during a closed session. If only one Board Member votes to hold the case for discussion, the case is not held for discussion and the majority decision of the remaining Board Members prevails.

PROPOSED DECISIONS – DECISION FROM THE ALJ FOLLOWING A FORMAL HEARING

Proposed Decisions are subject to a specified timeline pursuant to the APA. The Board has 100 days after receiving the Proposed Decision to either adopt or non-adopt the Proposed Decision.

- **Adopt** – If the Board Members decide to adopt the Proposed Decision, it becomes effective within 30 days and the respondent is notified by Board staff.
- **Reject/Non-Adopt** – If the Board Members do not agree with any aspect of the ALJ’s Proposed Decision, they may non-adopt the Proposed Decision. In this situation, the respondent is notified. Board staff will order the administrative hearing transcripts and request written arguments from the respondent. Board Members review the transcripts, evidence, and written arguments and meet in in a closed session Board meeting with legal counsel to write their decision. The Board uses the Disciplinary Guidelines and applicable law when making such decisions. The Board’s decision is then adopted and issued to the respondent.

DISQUALIFICATION – MAY NOT PARTICIPATE IN CASE DECISION

With some limited exception, a Board Member cannot decide a case if that Board Member investigated, prosecuted or advocated in the case or is subject to the authority of someone who investigated, prosecuted or advocated in the case. A Board Member may be disqualified for bias, prejudice or interest in the case. When in doubt Board Members should contact DCA legal counsel for guidance.

RECUSAL FROM CASE DECISION

If the Board Member knows the respondent and/or is familiar with facts/circumstances regarding the action that lead to the disciplinary matter, the Board Member shall consult with legal counsel regarding the Board Member's ability to participate in the case decision.

EX PARTE COMMUNICATIONS DEFINITION AND LIMITATIONS

"Ex Parte" technically means "by or for one party only." In practice, it is a limitation on the types of information and contacts that Board Members may receive or make when considering a case. While a case is pending, there are only limited types of communications with Board Members that are allowed if all parties are not aware of the communication and do not have a chance to reply.

For example, a Board Member can accept advice from a Board staff member who has not been an investigator, prosecutor, or advocate in the case; however, that person/staff cannot add to, subtract from, alter or modify the evidence in the record. Or, a Board Member can accept information on a settlement proposal or on a procedural matter.

Most other communications may need to be disclosed to all parties, and an opportunity will be provided to the parties to make a record concerning the communication. Disclosure may also apply to communications about a case received by a person who later becomes a Board Member deciding the case. Receipt of some ex parte communications may be grounds to disqualify a Board Member from that case.

CHAPTER 13

GUIDELINES FOR PETITIONER HEARINGS

PETITION HEARING OVERVIEW

The first day of the Board meeting consists of requests from probationers to modify the terms of their probation or from licensees seeking to reinstate their license. These individuals submit a request to the Board and include all documentation to support their request. Board staff will review all documentation to determine if the individual is eligible to make the request. If so, the individual will be scheduled to appear at an upcoming Board meeting.

Prior to the Board meeting, Board staff will prepare the petition package, include all relevant documentation, and mail the petition package to the Board Members for their review. Board Members should review the package thoroughly, noting any questions they may have about the documentation.

The petition hearings are conducted during an open session of the Board Meeting with an ALJ presiding. A court reporter is present to document the testimony. Unless otherwise indicated, all testimony, questions, and comments are part of the record.

The hearing format begins with the ALJ announcing the petitioner's name and case number. The ALJ will explain the hearing process to the petitioner and ascertain if the petitioner has any questions. Once the ALJ is satisfied that the petitioner understands the process, the ALJ begins the hearing.

First, the DAG appears on behalf of the Board and introduces the case. The DAG provides the history of the conduct that resulted in probation or license revocation and introduces the relevant evidence. The DAG will question the petitioner regarding their request, supporting documentation, and rehabilitation efforts. The DAG's questions may occur either before or after the Board Members question the petitioner.

Next, the petitioner is provided an opportunity to testify in support of their request. The petitioner may or may not be represented by an attorney. The petitioner often reads a prepared statement or speaks freely. The petitioner may, or may not, call witnesses to provide testimony in support of the petitioner's request.

Following the petitioner's testimony, each Board Member is provided the opportunity to question the petitioner.

QUESTIONS FOR PETITIONERS

In your role to protect the public, it is critical to determine the following.

Will the public be protected without the current restrictions?

Will the petitioner deliver clinical services safely to the public?

Your decision must be based on the evidence before you – the petitioner’s supporting documentation, petitioner’s testimony, witness testimony, and rehabilitation. All questions to the petitioner should be related to documentation in the petitioner’s packet and testimony provided by the petitioner.

Frequently, Board Members may inquire about the following topics.

- Inconsistencies in the documentation
- Inconsistencies or clarification related to the petitioner’s testimony
- Incidents of non-compliance with probation
- Efforts related to rehabilitation and support systems
- Petitioner’s efforts to practice self-care and good physical and mental health.
- Petitioner’s personal growth while on probation
- What assurance does the petitioner offer that the incident will not reoccur?

These types of questions are appropriate and often, the responses aid in determining the petitioner’s ability to safely practice.

Board Members should exercise caution to avoid inquiries that are not appropriate. For example:

- Questions that attempt to relitigate the matter that lead to the probation or revocation.
- Questions that may compel the petitioner to disclose a medical condition or physical disability.
- Questions that may compel the petitioner to disclose a protected group category (e.g., age, race, religion, sexual orientation).

DELIBERATIONS

Upon conclusion of the hearing, the Board Members, ALJ, Board legal counsel, and a Board staff member will meet in closed session to discuss whether to grant the petitioner’s request.

CHAPTER 14

RESOURCES

Board of Behavioral Sciences Website

www.bbs.ca.gov

Board of Behavioral Sciences Disciplinary Guidelines

<http://www.bbs.ca.gov/pdf/publications/dispguid.pdf>

DCA Board Member Resource Center

<http://www.dcaboardmembers.ca.gov>

California Administrative Procedure Act

The California Administrative Procedure Act is found in the California Government Code starting at section 11370 and continuing through section 11529 and title 1 of the California Code of Regulations starting at section 1000 through section 1050.

<http://leginfo.legislature.ca.gov/faces/codes.xhtml>

<https://govt.westlaw.com/calregs>

Bagley Keene Open Meeting Act

<https://oag.ca.gov/open-meetings>

California Legislative Information (may search for bills and subscribe to bill updates)

<http://leginfo.legislature.ca.gov/faces/home.xhtml>

PROFESSIONAL ASSOCIATIONS

California Association of Marriage and Family Therapists (CAMFT)

<http://www.camft.org>

California Association for Licensed Professional Clinical Counselors (CALPCC)

<https://calpcc.org>

National Association of Social Workers – California Chapter (NASW)

<https://www.naswca.org/>

California Association of School Psychologists

<http://casponline.org>

ATTACHMENTS

- A. BOARD MEMBER ATTENDANCE POLICY #B-15-1
- B. GUIDE TO THE BAGLEY-KEENE OPEN MEETING ACT
- C. DCA TRAVEL GUIDE
- D. TRAVEL EXPENSE CLAIM FORM
- E. PER DIEM CLAIM FORM
- F. PER DIEM POLICY #B-15-2
- G. SUCCESSION OF OFFICERS BOARD POLICY #B-15-1
- H. BOARD ORGANIZATIONAL CHART
- I. ROBERT RULES OF ORDER CHEAT SHEET
- J. UNIFORM STANDARDS RELATED TO SUBSTANCE ABUSE AND DISCIPLINARY GUIDELINES

ATTACHMENT A, II



Board/Committee Member Roster					
Member Name (Include Vacancies)	Date First Appointed	Date Re-appointed	Date Term Expires	Appointing Authority	Type (public or professional)
Samara Ashley	1/21/10	7/24/17	6/1/17	Governor	Public
Vacant (Ashley 6/1/18)			6/1/21	Governor	Public
Dr. Scott Bowling	9/11/14		6/1/18	Governor	Public
Vacant (Bowling 2/1/17)			6/1/18	Governor	Public
Dr. Leah Brew	8/28/12	6/2/16	6/1/20	Governor	Professional
Deborah Brown	8/23/12	7/24/17	6/1/21	Governor	Public
Dr. Peter Chiu	10/30/13	6/3/15	6/1/19	Governor	Professional
Vacant (Chiu 8/1/19)			6/1/23	Governor	Public
Elizabeth (Betty) Connolly	8/20/12	6/2/16	6/1/20	Governor	Professional
Massimiliano Disposti	3/8/16		6/1/19	Assembly	Public
Vacant (Disposti 6/1/19)			6/1/19	Assembly	Public
Massimiliano Disposti (Wietlisbach)	6/1/19		6/1/23	Senate	Public
Alexander Kim (Bowling)	7/27/18		6/1/22	Governor	Public
Vacant (Kim 8/13/19)			6/1/22	Governor	Public
Sarita Kohli	6/7/11	6/13/14	6/1/18	Governor	Professional
Gabriel Lam (Lonner)	7/27/18		6/1/22	Governor	Professional
Vacant (Lam 8/3/19)			6/1/22	Governor	Professional
Patricia Lock-Dawson	1/13/10	7/12/13	6/1/17	Governor	Public
Vacant (Lock-Dawson 8/1/17)			6/1/21	Governor	Public
Renee Lonner	1/17/2007	7/6/10 and 7/25/14	6/1/18	Governor	Professional
Jonathan Maddox (Pines)	9/15/17		6/1/21	Governor	Professional
Karen Pines	4/5/11	7/2/13	6/1/17	Governor	Professional
Vacant (Pines 8/1/17)			6/1/21	Governor	Professional
Dr. Christine Wietlisbach	2/4/10	7/16/15	6/1/19	Senate	Public
Christina Wong	5/18/11	7/24/17	6/1/22	Governor	Professional
Vicka Stout (Kohli)	7/27/18		6/1/22	Governor	Professional
Vacant (Stout 8/7/19)			6/1/22	Governor	Professional
Crystal Anthony					

Attachment A. II. Board Member Roster

ATTACHMENT B



Table 1a. Attendance			
Samara Ashley, Public Member			
Date Appointed:	January 1, 2010		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	N
Enforcement Report Committee	Jan 8	Sacramento	Y
Board Meeting	Jan 29	Sacramento	N
Board Meeting	Mar 2	Sacramento	N
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Board Meeting	Aug 2	Teleconference	N
Board Meeting	Aug 18	Sacramento	N
Board Meeting	Aug 19	Sacramento	N
Policy & Advocacy Committee	Sep 30	Sacramento	Y
Board Meeting	Oct 27	Teleconference	N
Board Meeting	Nov 2	Riverside	N
Board Meeting	Nov 3	Riverside	N
Board Meeting	Nov 4	Riverside	N
Board Meeting	Dec 20	Teleconference	N
2017 Meetings			
Board Meeting	Feb 3	Teleconference	N
Policy & Advocacy Committee	Feb 3	Sacramento	N
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Apr 7	Teleconference	N
Board Meeting	Apr 21	Teleconference	Y
Policy & Advocacy Committee	Apr 21	Sacramento	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Policy & Advocacy Committee	June 23	Sacramento	N
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	Y
Policy & Advocacy Committee	Oct 20	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y

Samara Ashley, Public Member (continued)			
2018 Meetings	Meeting Date	Meeting Location	Attended?
Policy & Advocacy Committee	Feb 9	Sacramento	Y
Board Meeting	Feb 21	Sacramento	N
Board Meeting	Feb 22	Sacramento	Y
Board Meeting	Apr 12	Sacramento	Y
Policy & Advocacy Committee	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	N

Dr. Scott Bowling, Public Member			
Date Appointed:	September 11, 2014		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	Y
Board Meeting	Mar 2	Sacramento	N
Board Meeting	Mar 3	Sacramento	N
Board Meeting	Mar 4	Sacramento	N
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	N
Board Meeting	Aug 19	Sacramento	N
Policy & Advocacy Committee	Sep 30	Sacramento	N
Board Meeting	Oct 27	Teleconference	N
Board Meeting	Nov 2	Riverside	N
Board Meeting	Nov 3	Riverside	N
Board Meeting	Nov 4	Riverside	N
Board Meeting	Dec 20	Teleconference	Y
2017 Meetings			
Board Meeting	Feb 3	Teleconference	N
Policy & Advocacy Committee	Feb 3	Sacramento	N

Dr. Leah Brew, LPCC Member

Date Appointed:	August 28, 2012		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	Y
Supervision Committee	Feb 5	Chatsworth	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Supervision Committee	Apr 29	Sacramento	Y
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Supervision Committee	June 9	Costa Mesa	Y
Board Meeting	Aug 2	Teleconference	N
Board Meeting	Aug 18	Sacramento	Y
Supervision Committee	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	N
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	Y
2017 Meetings			
Board Meeting	Feb 3	Teleconference	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Apr 7	Teleconference	Y
Board Meeting	Apr 21	Teleconference	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
License Portability Committee	Nov 3	Orange	Y

Dr. Leah Brew, LPCC Member (continued)

2018 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
License Portability Committee	Feb 23	Sacramento	Y
Board Meeting	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	Y
License Portability Committee	June 8	Sacramento	Y
Board Meeting	Aug 15	Teleconference	Y
Board Meeting	Sep 12	Sacramento	Y
Board Meeting	Sep 13	Sacramento	Y
Board Meeting	Sep 14	Sacramento	Y
Board Meeting	Oct 19	Teleconference	N
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y
2019 Meetings			
Board Meeting	Jan 11	Teleconference	Y
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
License Portability Committee	June 7	Orange	Y
Board Meeting	July 8	Teleconference	Y
Board Meeting	Nov 20	Sacramento	
Board Meeting	Nov 21	Sacramento	
Board Meeting	Nov 22	Sacramento	

Deborah Brown, Public Member

Date Appointed:	August 23, 2012		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Policy & Advocacy Committee	Apr 15	Sacramento	N
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Policy & Advocacy Committee	Sep 30	Sacramento	Y
Board Meeting	Oct 27	Teleconference	Y
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	Y
2017 Meetings			
Board Meeting	Feb 3	Teleconference	Y
Policy & Advocacy Committee	Feb 3	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Apr 7	Teleconference	Y
Board Meeting	Apr 21	Teleconference	Y
Policy & Advocacy Committee	Apr 21	Sacramento	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Policy & Advocacy Committee	June 23	Sacramento	Y
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	Y
Policy & Advocacy Committee	Oct 20	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
Exempt Setting Committee	Nov 3	Orange	Y

Deborah Brown, Public Member (continued)			
2018 Meetings	Meeting Date	Meeting Location	Attended?
Policy & Advocacy Committee	Feb 9	Sacramento	Y
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
Exempt Setting Committee	Feb 23	Sacramento	Y
Board Meeting	Apr 12	Sacramento	Y
Policy & Advocacy Committee	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	Y
Exempt Setting Committee	June 8	Sacramento	Y
Board Meeting	Aug 15	Teleconference	Y
Board Meeting	Sep 12	Sacramento	N
Board Meeting	Sep 13	Sacramento	N
Board Meeting	Sep 14	Sacramento	N
Board Meeting	Oct 19	Teleconference	Y
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y
2019 Meetings			
Board Meeting	Jan 11	Teleconference	N
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	May 9	Riverside	N
Board Meeting	May 10	Riverside	N
Exempt Setting Committee	June 7	Orange	Y
Board Meeting	July 8	Teleconference	Y
Policy & Advocacy Committee	Aug 2	Sacramento	Y
Board Meeting	Nov 20	Sacramento	
Board Meeting	Nov 21	Sacramento	
Board Meeting	Nov 22	Sacramento	

Dr. Peter Chiu, Public Member

Date Appointed:	October 30, 2013		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	Y
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	Y
2017 Meetings			
Board Meeting	Feb 3	Teleconference	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Apr 7	Teleconference	Y
Board Meeting	Apr 21	Teleconference	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
2018 Meetings			
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
Board Meeting	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y

Dr. Peter Chiu, Public Member (continued)			
2018 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	May 11	Universal City	Y
Board Meeting	Aug 15	Teleconference	Y
Board Meeting	Sep 12	Sacramento	Y
Board Meeting	Sep 13	Sacramento	Y
Board Meeting	Sep 14	Sacramento	Y
Board Meeting	Oct 19	Teleconference	N
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y
2019 Meetings			
Board Meeting	Jan 11	Teleconference	N
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
Board Meeting	July 8	Teleconference	Y

Elizabeth (Betty) Connolly, LEP Member			
Date Appointed:	August 22, 2012		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	Y
Supervision Committee	Feb 5	Chatsworth	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Supervision Committee	Apr 29	Sacramento	Y
Board Meeting	May 12	Universal City	N
Board Meeting	May 13	Universal City	N
Supervision Committee	June 9	Costa Mesa	Y
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	Y
Supervision Committee	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	Y

Elizabeth (Betty) Connolly, LEP Member (continued)

2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	Y
2017 Meetings			
Exempt Setting Committee	Jan 20	Sacramento	Y
Board Meeting	Feb 3	Teleconference	Y
Policy & Advocacy Committee	Feb 3	Sacramento	Y
Board Meeting	Mar 1	Sacramento	N
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Exempt Setting Committee	Mar 24	Sacramento	Y
Board Meeting	Apr 7	Teleconference	N
Board Meeting	Apr 21	Teleconference	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Exempt Setting Committee	June 23	Sacramento	Y
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
Exempt Setting Committee	Nov 3	Orange	Y
2018 Meetings			
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
Exempt Setting Committee	Feb 23	Sacramento	Y
Board Meeting	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	Y
Exempt Setting Committee	June 8	Sacramento	Y
Board Meeting	Aug 15	Teleconference	Y
Policy & Advocacy Committee	Aug 24	Sacramento	Y
Board Meeting	Sep 12	Sacramento	Y
Board Meeting	Sep 13	Sacramento	Y

Elizabeth (Betty) Connolly, LEP Member (continued)

2018 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Sep 14	Sacramento	Y
Board Meeting	Oct 19	Teleconference	Y
Policy & Advocacy Committee	Oct 19	Sacramento	Y
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y
2019 Meetings			
Board Meeting	Jan 11	Teleconference	Y
Policy & Advocacy Committee	Feb 8	Sacramento	Y
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Policy & Advocacy Committee	Apr 5	Sacramento	Y
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
Exempt Setting Committee	June 7	Orange	Y
Board Meeting	July 8	Teleconference	Y
Policy & Advocacy Committee	Aug 2	Sacramento	Y
Policy & Advocacy Committee	Oct 11	Sacramento	
Board Meeting	Nov 20	Sacramento	
Board Meeting	Nov 21	Sacramento	
Board Meeting	Nov 22	Sacramento	

Massimiliano Disposti, Public Member

Date Appointed (Assembly):	March 8, 2016		
Date Appointed (Senate):	June 1, 2019		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	Y
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	Y

Massimiliano Disposti, Public Member (continued)

2017 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Feb 3	Teleconference	Y
Board Meeting	Mar 1	Sacramento	N
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Apr 7	Teleconference	N
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
2018 Meetings			
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
Board Meeting	Apr 12	Sacramento	N
Board Meeting	May 9	Universal City	N
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	Y
Board Meeting	Aug 15	Teleconference	Y
Board Meeting	Sept 12	Sacramento	N
Board Meeting	Sept 13	Sacramento	Y
Board Meeting	Sept 14	Sacramento	Y
Board Meeting	Oct 19	Teleconference	Y
Board Meeting	Nov 28	Garden Grove	N
Board Meeting	Nov 29	Garden Grove	N
Board Meeting	Nov 30	Garden Grove	N
2019 Meetings			
Board Meeting	Jan 11	Teleconference	Y
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
Board Meeting	July 8	Teleconference	Y
Board Meeting	Nov 20	Sacramento	
Board Meeting	Nov 21	Sacramento	
Board Meeting	Nov 22	Sacramento	

Alexander Kim, Public Member			
Date Appointed:	July 27, 2018		
2018 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Sept 12	Sacramento	Y
Board Meeting	Sept 13	Sacramento	Y
Board Meeting	Sept 14	Sacramento	Y
Board Meeting	Oct 19	Teleconference	Y
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y
2019 Meetings			
Board Meeting	Jan 11	Teleconference	Y
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
Board Meeting	July 8	Teleconference	Y

Sarita Kohli, LMFT Member			
Date Appointed:	June 7, 2011		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	N
Supervision Committee	Feb 5	Chatsworth	N
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	N
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	Y
Board Meeting	Nov 2	Riverside	N
Board Meeting	Nov 3	Riverside	N
Board Meeting	Nov 4	Riverside	N
Board Meeting	Dec 20	Teleconference	Y

Sarita Kohli, LMFT Member (continued)

2017 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Feb 3	Teleconference	N
Board Meeting	Mar 1	Sacramento	N
Board Meeting	Mar 2	Sacramento	N
Board Meeting	Mar 3	Sacramento	N
Board Meeting	Apr 7	Teleconference	Y
Board Meeting	Apr 21	Teleconference	N
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Board Meeting	Aug 24	Sacramento	N
Board Meeting	Aug 25	Sacramento	N
Board Meeting	Oct 19	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
2018 Meetings			
Board Meeting	Feb 21	Sacramento	N
Board Meeting	Feb 22	Sacramento	N
Board Meeting	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	N
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	N

Gabriel Lam, LCSW Member

Date Appointed:	July 27, 2018		
2018 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Sept 12	Sacramento	Y
Board Meeting	Sept 13	Sacramento	Y
Board Meeting	Sept 14	Sacramento	Y
Board Meeting	Oct 19	Teleconference	Y
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y

Gabriel Lam, LCSW Member (continued)			
2019 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 11	Teleconference	Y
Board Meeting	Feb 28	Sacramento	N
Board Meeting	Mar 1	Sacramento	N
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
Board Meeting	June 8	Teleconference	Y

Patricia Lock-Dawson, Public Member			
Date Appointed:	January 13, 2010		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Enforcement Report Committee	Jan 8	Sacramento	Y
Board Meeting	Jan 29	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	N
Supervision Committee	Apr 29	Sacramento	Y
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Supervision Committee	June 9	Costa Mesa	Y
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	Y
Supervision Committee	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	N
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	Y
2017 Meetings			
Exempt Setting Committee	Jan 20	Sacramento	Y
Board Meeting	Feb 3	Teleconference	N
Board Meeting	Mar 1	Sacramento	N
Board Meeting	Mar 2	Sacramento	N
Board Meeting	Mar 3	Sacramento	N

Patricia Lock-Dawson, Public Member (continued)			
2017 Meetings	Meeting Date	Meeting Location	Attended?
Exempt Setting Committee	Mar 24	Sacramento	Y
Board Meeting	Apr 7	Teleconference	Y
Board Meeting	Apr 21	Teleconference	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Exempt Setting Committee	June 23	Sacramento	Y

Renee Lonner, LCSW Member			
Date Appointed:	January 17, 2007		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Enforcement Report Committee	Jan 8	Sacramento	Y
Board Meeting	Jan 29	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Policy & Advocacy Committee	Apr 15	Sacramento	Y
Board Meeting	May 12	Universal City	N
Board Meeting	May 13	Universal City	N
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	Y
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	N
2017 Meetings			
Board Meeting	Feb 3	Teleconference	Y
Board Meeting	Mar 1	Sacramento	N
Board Meeting	Mar 2	Sacramento	N
Board Meeting	Mar 3	Sacramento	N
Board Meeting	Apr 7	Teleconference	Y
Board Meeting	Apr 21	Teleconference	Y
Board Meeting	May 11	Anaheim	Y

Renee Lonner, LCSW Member (continued)			
2017 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	May 12	Anaheim	Y
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	N
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
License Portability Committee	Nov 3	Orange	Y
2018 Meetings			
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
License Portability Committee	Feb 23	Sacramento	Y
Board Meeting	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	Y
License Portability Committee	June 8	Sacramento	Y

Jonathan Maddox, LMFT Member			
Date Appointed:	September 15, 2017		
2017 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Oct 19	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
2018 Meetings			
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
Board Meeting	Apr 12	Sacramento	N
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	Y
Board Meeting	Aug 15	Teleconference	N
Board Meeting	Sep 12	Sacramento	N
Board Meeting	Sep 13	Sacramento	N
Board Meeting	Sep 14	Sacramento	N
Board Meeting	Oct 19	Teleconference	Y

Jonathan Maddox, LMFT Member (continued)			
2018 Meetings	Meeting Date	Meeting Location	Attended?
Policy & Advocacy Committee	Oct 19	Sacramento	Y
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y
2019 Meetings			
Board Meeting	Jan 11	Teleconference	N
Policy & Advocacy Committee	Feb 8	Sacramento	Y
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Policy & Advocacy Committee	Apr 5	Sacramento	Y
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
Board Meeting	July 8	Teleconference	N
Board Meeting	Nov 20	Sacramento	
Board Meeting	Nov 21	Sacramento	
Board Meeting	Nov 22	Sacramento	

Karen Pines, LMFT Member			
Date Appointed:	April 5, 2011		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Board Meeting	May 12	Universal City	N
Board Meeting	May 13	Universal City	N
Board Meeting	Aug 2	Teleconference	N
Board Meeting	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	N
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	N

Karen Pines, LMFT Member (continued)			
2017 Meetings	Meeting Date	Meeting Location	Attended?
Exempt Setting Committee	Jan 20	Sacramento	Y
Board Meeting	Feb 3	Teleconference	N
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Exempt Setting Committee	Mar 24	Sacramento	N
Board Meeting	Apr 7	Teleconference	Y
Board Meeting	Apr 21	Teleconference	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y

Dr. Christine Wietlisbach, Public Member			
Date Appointed:	February 4, 2010		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Policy & Advocacy Committee	Apr 15	Sacramento	Y
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Board Meeting	Aug 2	Teleconference	N
Board Meeting	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Board Meeting	Oct 27	Teleconference	N
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	Y
2017 Meetings			
Board Meeting	Feb 3	Teleconference	N
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y

Dr. Christine Wietlisbach, Public Member (continued)

2017 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Apr 7	Teleconference	N
Board Meeting	Apr 21	Teleconference	Y
Policy & Advocacy Committee	Apr 21	Sacramento	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Policy & Advocacy Committee	June 23	Sacramento	Y
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	Y
Policy & Advocacy Committee	Oct 20	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
License Portability Committee	Nov 3	Orange	Y
2018 Meetings			
Policy & Advocacy Committee	Feb 9	Sacramento	Y
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
Board Meeting	Apr 12	Sacramento	Y
Policy & Advocacy Committee	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	Y
Board Meeting	Aug 15	Teleconference	Y
Policy & Advocacy Committee	Aug 23	Sacramento	Y
Board Meeting	Sep 12	Sacramento	Y
Board Meeting	Sep 13	Sacramento	Y
Board Meeting	Sep 14	Sacramento	Y
Board Meeting	Oct 19	Teleconference	N
Policy & Advocacy Committee	Oct 19	Sacramento	N
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y
2019 Meetings			
Board Meeting	Jan 11	Teleconference	Y
Policy & Advocacy Committee	Feb 8	Sacramento	Y
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y

Dr. Christine Wietlisbach, Public Member (continued)

2019 Meetings	Meeting Date	Meeting Location	Attended?
Policy & Advocacy Committee	Apr 5	Sacramento	Y
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
License Portability Committee	June 7	Orange	Y
Board Meeting	July 8	Teleconference	Y

Christina Wong, LCSW Member

Date Appointed:	May 18, 2011		
2016 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 8	Teleconference	Y
Board Meeting	Jan 29	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Board Meeting	Mar 4	Sacramento	Y
Policy & Advocacy Committee	Apr 15	Sacramento	Y
Board Meeting	May 12	Universal City	Y
Board Meeting	May 13	Universal City	Y
Board Meeting	Aug 2	Teleconference	Y
Board Meeting	Aug 18	Sacramento	Y
Board Meeting	Aug 19	Sacramento	Y
Policy & Advocacy Committee	Sep 30	Sacramento	Y
Board Meeting	Oct 27	Teleconference	Y
Board Meeting	Nov 2	Riverside	Y
Board Meeting	Nov 3	Riverside	Y
Board Meeting	Nov 4	Riverside	Y
Board Meeting	Dec 20	Teleconference	Y
2017 Meetings			
Exempt Setting Committee	Jan 20	Sacramento	Y
Board Meeting	Feb 3	Teleconference	Y
Policy & Advocacy Committee	Feb 3	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Board Meeting	Mar 2	Sacramento	Y
Board Meeting	Mar 3	Sacramento	Y
Exempt Setting Committee	Mar 24	Sacramento	Y
Board Meeting	Apr 7	Teleconference	Y

Christina Wong, LCSW Member (continued)

2017 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Apr 21	Teleconference	Y
Policy & Advocacy Committee	Apr 21	Sacramento	Y
Board Meeting	May 11	Anaheim	Y
Board Meeting	May 12	Anaheim	Y
Exempt Setting Committee	June 23	Sacramento	Y
Policy & Advocacy Committee	June 23	Sacramento	Y
Board Meeting	Aug 24	Sacramento	Y
Board Meeting	Aug 25	Sacramento	Y
Board Meeting	Oct 19	Sacramento	Y
Policy & Advocacy Committee	Oct 20	Sacramento	Y
Board Meeting	Nov 1	Orange	Y
Board Meeting	Nov 2	Orange	Y
Exempt Setting Committee	Nov 3	Orange	Y
License Portability Committee	Nov 3	Orange	Y
2018 Meetings			
Policy & Advocacy Committee	Feb 9	Sacramento	Y
Board Meeting	Feb 21	Sacramento	Y
Board Meeting	Feb 22	Sacramento	Y
Exempt Setting Committee	Feb 23	Sacramento	Y
License Portability Committee	Feb 23	Sacramento	Y
Board Meeting	Apr 12	Sacramento	Y
Policy & Advocacy Committee	Apr 12	Sacramento	Y
Board Meeting	May 9	Universal City	Y
Board Meeting	May 10	Universal City	Y
Board Meeting	May 11	Universal City	Y
Exempt Setting Committee	June 8	Sacramento	Y
License Portability Committee	June 8	Sacramento	Y
Board Meeting	Aug 15	Teleconference	Y
Policy & Advocacy Committee	Aug 23	Sacramento	Y
Board Meeting	Sep 12	Sacramento	Y
Board Meeting	Sep 13	Sacramento	Y
Board Meeting	Sep 14	Sacramento	Y
Board Meeting	Oct 19	Teleconference	Y
Policy & Advocacy Committee	Oct 19	Sacramento	Y
Board Meeting	Nov 28	Garden Grove	Y
Board Meeting	Nov 29	Garden Grove	Y
Board Meeting	Nov 30	Garden Grove	Y

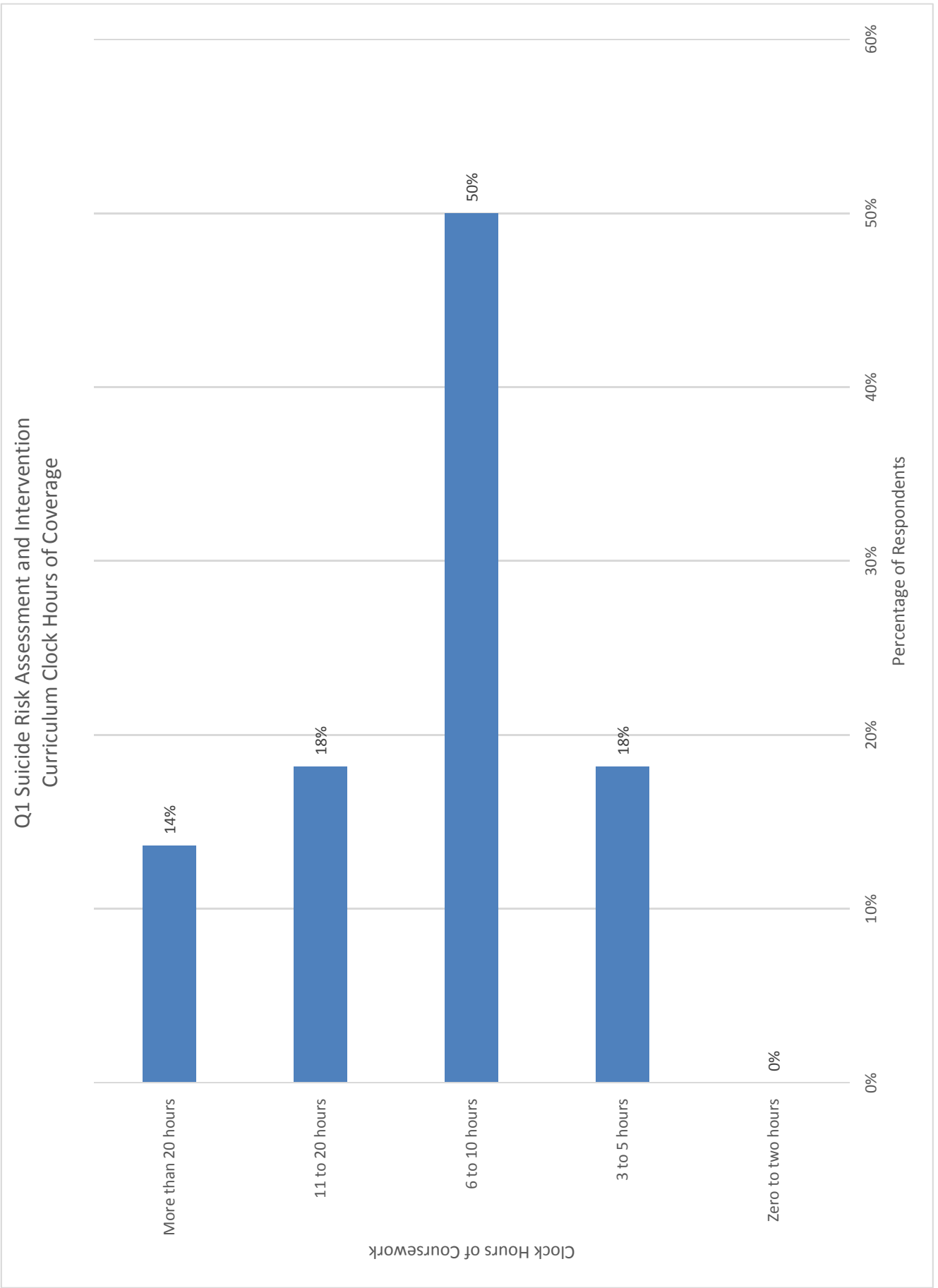
Christina Wong, LCSW Member (continued)

2019 Meetings	Meeting Date	Meeting Location	Attended?
Board Meeting	Jan 11	Teleconference	Y
Policy & Advocacy Committee	Feb 8	Sacramento	Y
Board Meeting	Feb 28	Sacramento	Y
Board Meeting	Mar 1	Sacramento	Y
Policy & Advocacy Committee	Apr 5	Sacramento	Y
Board Meeting	May 9	Riverside	Y
Board Meeting	May 10	Riverside	Y
License Portability Committee	June 7	Orange	Y
Board Meeting	July 8	Teleconference	Y
Policy & Advocacy Committee	Aug 2	Sacramento	Y
Policy & Advocacy Committee	Oct 11	Sacramento	
Board Meeting	Nov 20	Sacramento	
Board Meeting	Nov 21	Sacramento	
Board Meeting	Nov 22	Sacramento	

ATTACHMENT C, I

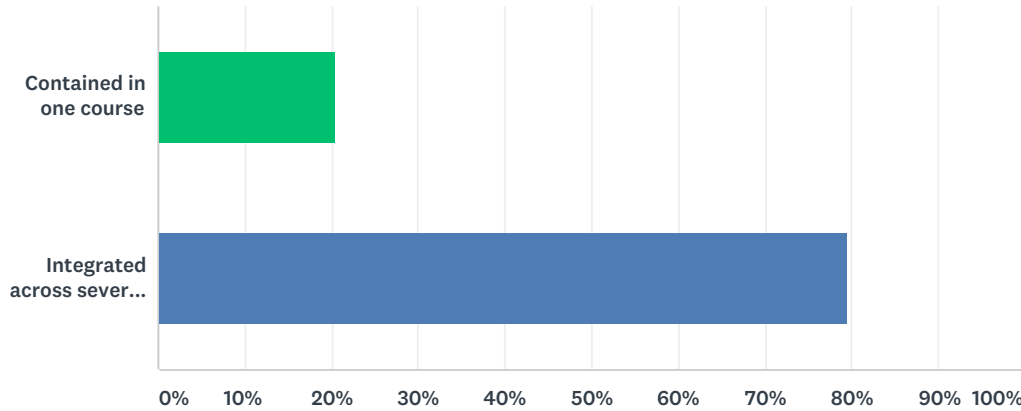


I. 2017 Suicide Risk Assessment and Intervention Coursework Survey



Q2 Is this coursework contained in one course, or integrated across several courses?

Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES
Contained in one course	20.45% 9
Integrated across several courses	79.55% 35
TOTAL	44

Q3 Please list each required course that covers this topic, and the clock hours of coverage on the topic that each course provides.

Human Behavior Psychotherapy Assessment Diagnosis
Law and Ethics Legal Hrs Issues
Practicum Clinical Psychopathology 1
Professional PSY Case Conference
PSY Law Child Advanced Counseling Family
PSY Practice Crisis Practicum Hrs Mental Health
Ethics Developmental Psychology
Counseling Social Work MFT Seminar
Clinical
Assessment
PSY Therapy Substance Abuse
Legal PSY
Abuse Therapeutic Practicum PSYC PSY
Family Therapy Trauma Case Hrs Treatment
Psychopathology
Clinical Treatment PSY Professional Hrs Assessment
Psychological Treatment Assessment

ATTACHMENT C, II



**II. 2017 Trainees Paying for Supervision/Practicum Survey:
Non-Profit Agency Survey Results**

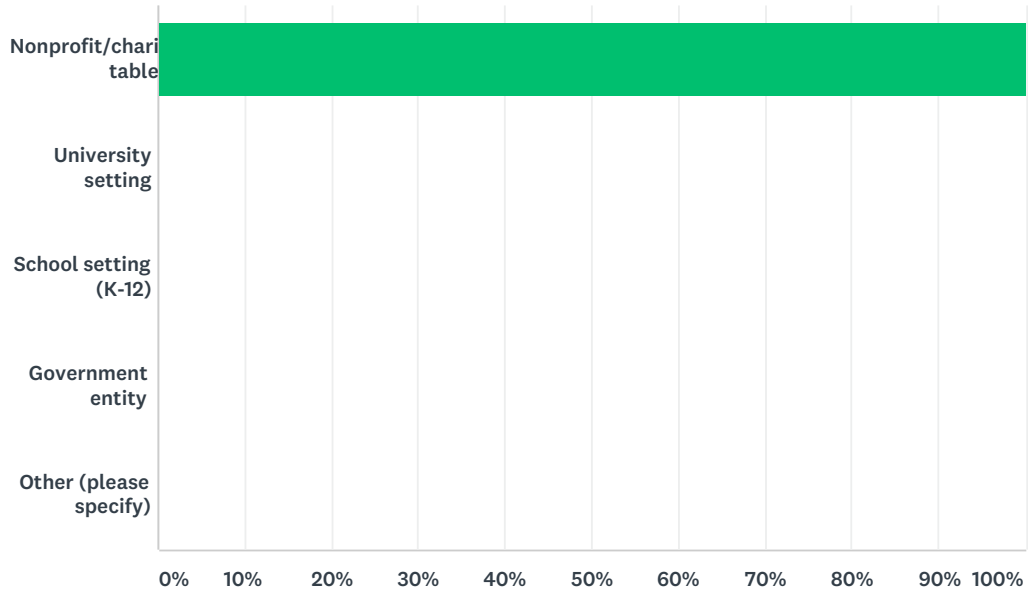
Q1 What is the name of your agency?

Answered: 31 Skipped: 0

#	RESPONSES	DATE
1	CrittentonServices for Children&Families	1/12/2018 11:07 AM
2	Airport Marina Counseling Service (AMCS)	1/11/2018 1:04 PM
3	Community Health for Asian Americans	1/9/2018 11:39 AM
4	Fred Finch Youth Center	1/8/2018 2:37 PM
5	Pacific Clinics	1/8/2018 8:04 AM
6	Southern California Counseling Center (SCCC)	1/3/2018 3:34 PM
7	The Maple Counseling Center	1/3/2018 3:15 PM
8	Access Institute for Psychological Services	1/3/2018 12:47 PM
9	Lighthouse Counseling and Family Resource Center	1/3/2018 11:52 AM
10	Mentis	12/27/2017 3:41 PM
11	Step Up on Second	12/27/2017 9:40 AM
12	Child Guidance Center, Inc.	12/21/2017 4:42 PM
13	Bonita House	12/21/2017 12:34 PM
14	Access Institute for Psychological Services	12/21/2017 11:27 AM
15	Remi Vista	12/20/2017 4:11 PM
16	Pacific Asian Counseling Services	12/20/2017 3:43 PM
17	Earth Circles Counseling Center	12/20/2017 2:26 PM
18	The Children's Center of the Antelope Valley	12/20/2017 10:13 AM
19	Alcott Center for Mental Health Services	12/20/2017 9:40 AM
20	Open Paths Counseling Center	12/19/2017 9:16 PM
21	Felton Institute / Family Service Agency of San Francisco	12/19/2017 5:37 PM
22	Insights Counseling Group	12/19/2017 5:19 PM
23	Children's Institute Inc.	12/19/2017 3:56 PM
24	New Beginnings Counseling Center	12/19/2017 3:53 PM
25	EArly Childhood Mental Health	12/19/2017 3:26 PM
26	West End Family Counseling Services	12/19/2017 2:35 PM
27	Early Childhood Mental Health Program	12/19/2017 2:33 PM
28	West End Family Counseling Services	12/19/2017 2:23 PM
29	Yolo Family Service Agency	12/19/2017 2:12 PM
30	Terkensha Associates	12/19/2017 2:05 PM
31	Interface Children & Family Services	12/19/2017 1:48 PM

Q2 What type of agency is it?

Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES
Nonprofit/charitable	100.00% 31
University setting	0.00% 0
School setting (K-12)	0.00% 0
Government entity	0.00% 0
Other (please specify)	0.00% 0
TOTAL	31

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

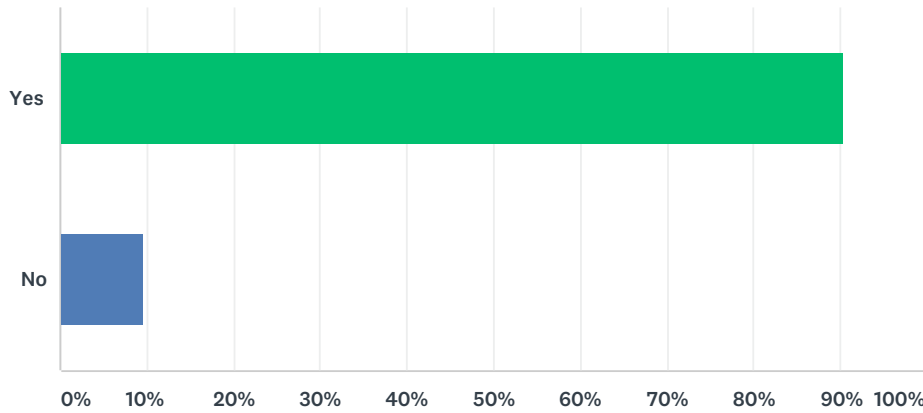
**Q3 On average, how many marriage and family therapist and professional clinical counselor trainees work at your site each year?
(Please do not include interns/associates).**

Answered: 31 Skipped: 0

#	RESPONSES	DATE
1	6	1/12/2018 11:07 AM
2	35-40	1/11/2018 1:04 PM
3	10-13	1/9/2018 11:39 AM
4	2	1/8/2018 2:37 PM
5	15	1/8/2018 8:04 AM
6	55-65 trainees	1/3/2018 3:34 PM
7	85	1/3/2018 3:15 PM
8	0	1/3/2018 12:47 PM
9	5	1/3/2018 11:52 AM
10	12 marriage and family therapists, 2 professional clinical counselor trainees.	12/27/2017 3:41 PM
11	1	12/27/2017 9:40 AM
12	2	12/21/2017 4:42 PM
13	5	12/21/2017 12:34 PM
14	2	12/21/2017 11:27 AM
15	2	12/20/2017 4:11 PM
16	4	12/20/2017 3:43 PM
17	7	12/20/2017 2:26 PM
18	5	12/20/2017 10:13 AM
19	2	12/20/2017 9:40 AM
20	10-20	12/19/2017 9:16 PM
21	0-5	12/19/2017 5:37 PM
22	2	12/19/2017 5:19 PM
23	3	12/19/2017 3:56 PM
24	3	12/19/2017 3:53 PM
25	2 or 3	12/19/2017 3:26 PM
26	none at my site but some in the other program sites.	12/19/2017 2:35 PM
27	2	12/19/2017 2:33 PM
28	5	12/19/2017 2:23 PM
29	1	12/19/2017 2:12 PM
30	8	12/19/2017 2:05 PM
31	2	12/19/2017 1:48 PM

Q4 Does your site provide individual supervision to trainees?

Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	90.32%	28
No	9.68%	3
TOTAL		31

Q5 Other than the ordinarily required supervision, what training opportunities do you provide your trainees each year?

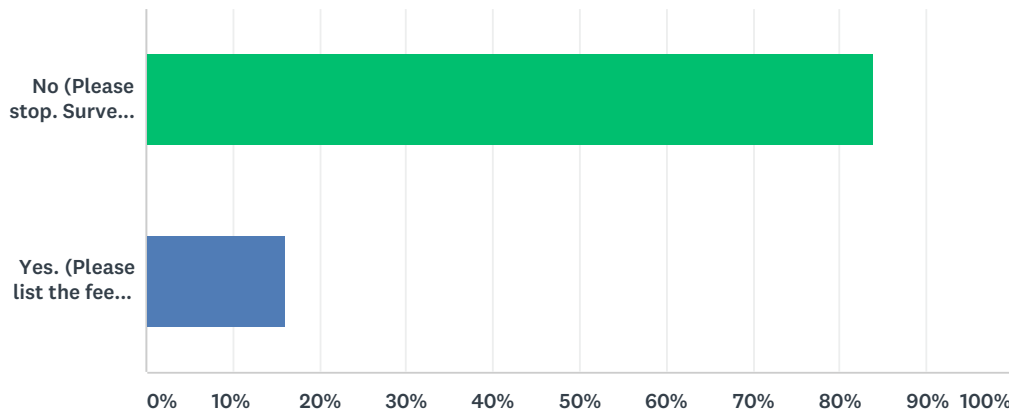
Answered: 31 Skipped: 0

#	RESPONSES	DATE
1	EBPs as needed for individual programs, differential diagnosis	1/12/2018 11:07 AM
2	We provide a step-by-step introduction to therapeutic techniques 12 week course when they start their training and bi-weekly lectures on critical topics in mental health theory.	1/11/2018 1:04 PM
3	In house trainings provided by outside agencies and/or employees of CHAA. Referrals to outside trainings.	1/9/2018 11:39 AM
4	Fred Finch Youth Center has a thorough orientation process for trainees and we provide access to all agency trainings that occur multiple times per week. The following link provides more information about the diversity of trainings the agency offers: https://www.fredfinch.org/training/	1/8/2018 2:37 PM
5	several weekly trainings including some pre-licensure courses.	1/8/2018 8:04 AM
6	First-year training program includes: Weekly 2-hour Clinical Skills Class lasting 8 months Individual supervision Monthly Saturday trainings Full-day training on cultural awareness Two-day training on trauma treatment techniques Outside presenters for full-day trainings Assessment training Crisis Intervention training On-line psychotherapy training Training in multiple modalities including family systems, psychodynamic psychotherapy, brief solution-focus therapy, CBT, Narrative/post-modern therapy Domestic Violence Assessment and Treatment LGBTQIA Issues and Treatment Group Therapy Techniques Law and Ethics	1/3/2018 3:34 PM
7	Ongoing weekly training by experts in the field, additional specialized training for those interns who are in specific program tracks (i.e. child & family); regular intensive training opportunities (i.e. multiple weeks or over several days). Also provide intake/assessment training and couples therapy training.	1/3/2018 3:15 PM
8	We don't have trainees	1/3/2018 12:47 PM
9	Mandated Reporter (CPS) Training Evidence-Based Models (ex: ABFT and TF-CBT)	1/3/2018 11:52 AM
10	We provide monthly clinical in-service trainings and an annual professional training.	12/27/2017 3:41 PM
11	Trainees can attend any training that clinical staff have access to, including internal training in the agency, and those offered through LA County Department of Mental Health.	12/27/2017 9:40 AM
12	Specific didactic and interactive training around mental health competencies, inservice topics, formal training in PCIT, TF-CBT, Seeking Safety.	12/21/2017 4:42 PM
13	BHI offers an annual training	12/21/2017 12:34 PM
14	We provide a comprehensive training experience to post grad fellows. They are in classes for roughly a quarter of their 40 work week.	12/21/2017 11:27 AM
15	Ongoing staff trainings include trainees	12/20/2017 4:11 PM
16	We do not use trainees, we hire MFT associates full-time. They earn hours, receive individual and group supervision, and many trainings for administrative and clinical items as well as professional training and EBP certifications.	12/20/2017 3:43 PM
17	Once a month training on pertinent topics such as Vicarious Trauma, Substance use/abuse/dependence, Somatic Therapies, CBT, Motivational Interviewing..etc.	12/20/2017 2:26 PM
18	In-house training, and we host numerous L.A. County Department of Mental Health clinical trainings. We are also CAMFT certified Continuing Education facility.	12/20/2017 10:13 AM
19	Evidenced based practice training such as Seeking Safety. Also documentation, risk assessment and motivational interviewing.	12/20/2017 9:40 AM
20	Weekly trainings. These weekly trainings rotate between both external and internal experts, and a monthly training with a consulting psychiatrist.	12/19/2017 9:16 PM

21	Depending on the placement site, trainees will engage in trainings for evidence-based practices implemented with additional fidelity monitoring coaching. These include CBT for Psychosis, Motivational Interviewing, Dialectical Behavioral Therapy, Managed Care Management.	12/19/2017 5:37 PM
22	art, grief, personality disorders, Postpartum depression and any thing else that comes up and relates to our client base	12/19/2017 5:19 PM
23	Day Treatment Intensive interventions Trauma informed Care	12/19/2017 3:56 PM
24	1-2 hours per week for 9 mos of the year (approx 30 weeks each year) on core competencies e.g. note writing, legal and ethical issues, working with grief, working with trauma 5- or 6 ten hour workshops per year on specialty populations or subjects e.g. working with couples, working with children and adolescents	12/19/2017 3:53 PM
25	None	12/19/2017 3:26 PM
26	Play Therapy, County online resource Relias, Cultural Competency/Sensitivity variety of options including LGBTQ, Active Shooter Training, NIMS/SIMS, CPR First Aid resources, Sexual Harassment, and more. We also reimburse for one professional training in the professional community at Large per fiscal year. If any specialty training is required for our programs/certifications we also cover the cost.	12/19/2017 2:35 PM
27	we have a number of trainings on site and we support our staff to attend trainings through out the year.	12/19/2017 2:33 PM
28	Weekly group supervision and training. Also a 16 hour training/orientation prior to starting	12/19/2017 2:23 PM
29	Monthly 2 hour training such as MI, drug and alcohol counseling, etc	12/19/2017 2:12 PM
30	Monthly clinical training and evidence based training in TF-CBT for some trainees.	12/19/2017 2:05 PM
31	weekly clinical group supervision with interns/associates and licensed staff; quarterly department meetings and clinical intervention training	12/19/2017 1:48 PM

Q6 Do you charge trainees a fee for working at your agency? (Please do not consider fees charged for fingerprints or background checks.)

Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES
No (Please stop. Survey ends here.)	83.87% 26
Yes. (Please list the fee type(s), and for each fee specify the amount charged and describe what the funds are used for.)	16.13% 5
TOTAL	31

#	YES. (PLEASE LIST THE FEE TYPE(S), AND FOR EACH FEE SPECIFY THE AMOUNT CHARGED AND DESCRIBE WHAT THE FUNDS ARE USED FOR.)	DATE
1	We charge trainees and interns a fee of \$1,000 for the Step by Step Introduction to Therapeutic Techniques course. This course was designed by clinical staff at AMCS and is aimed to help new therapists incorporate what they learned at school into practice. We use a specific book and use both didactic and experiential instruction when teaching this course. When we last surveyed our therapists, of the 35 that completed the survey, 35 reported that the Step by Step Course was helpful and reported they feel more confident, knowledgeable and ready to see clients.	1/11/2018 1:04 PM
2	Trainees are charged a \$70/month program fee to help cover the costs of the above trainings.	1/3/2018 3:34 PM
3	\$75 per month. Covers the costs of the trainings provided (speakers and related supplies/collateral materials). Also includes to costs of coordinating the trainings for all programs; couples, older adults, children/families, groups.	1/3/2018 3:15 PM
4	\$75 a month (or they have the option of doing 5 hours a month of office work for a fee waiver). While fees aren't specifically allocated for one line item, they assist in subsidizing the costs for two weekly blocks of supervision (our clinical supervisors are paid by the hour), training costs, and other agency expenses.	12/19/2017 9:16 PM
5	One time initial administrative fee of \$150 upon hiring to help offset costs of paying administrative staff to conduct interview, complete orientations, and paperwork etc	12/19/2017 3:53 PM

Q7 If a fee is charged, do you offer any alternatives for trainees who cannot afford to pay? Please explain.

Answered: 8 Skipped: 23

#	RESPONSES	DATE
1	Yes, we reduce the fee or waive the fee if it is a hardship.	1/11/2018 1:04 PM
2	NA	1/9/2018 11:39 AM
3	Yes. Trainees may choose to contribute time in lieu of the monthly program fee.	1/3/2018 3:34 PM
4	Payment plan options to pay fees may be offered on a case-by-case basis. We have, on occasion, waved fees for those experiencing financial hardship and where unexpected situations arise throughout the year.	1/3/2018 3:15 PM
5	na	12/20/2017 4:11 PM
6	Yes, trainees who earn \$900 per month in fees from providing services receive a fee waiver. Additionally, trainees can opt to do 5 hours per month of office / agency related work in lieu of paying fees (equivalent of \$15/hour)	12/19/2017 9:16 PM
7	Trainees are very expensive... I did not know charging a fee is an option. In fact, I'm paying a trainee and additionally training him this year, and he recently received a grant for his personal expenses. Agencies need advocacy too! please call me. Sherry Douden,	12/19/2017 5:19 PM
8	They can pay over time if they can't pay it upon hire.	12/19/2017 3:53 PM

Q8 Does the fee cover a specialized training that the trainee needs in order to work at your setting, that would not be available in his or her graduate program? If yes, please explain.

Answered: 8 Skipped: 23

#	RESPONSES	DATE
1	Explained in Question 6	1/11/2018 1:04 PM
2	NA	1/9/2018 11:39 AM
3	Yes. The program fee helps defray the cost of the clinical training program detailed above, which goes far beyond what graduate programs offer.	1/3/2018 3:34 PM
4	Our trainings are much more in-depth in our areas of expertise (including psychodynamic treatment) than are offered in any graduate programs, where trainings are typically more generic. Our organizations training are all tailored to the work that the trainees will do with clients served at the agency.	1/3/2018 3:15 PM
5	na	12/20/2017 4:11 PM
6	Weekly training is provided, much of which is outside of the scope of what's received in school. We have trainees from many different schools, however, so tracking what each school offers is unrealistic. Because we serve a high minority client base, we are sure to provide specialized trainings in intergenerational and historical trauma as they related to different ethnic communities. We also include trainings about systemic oppression and community psychology to ensure that our trainees have a deeper level of understanding of the communities they're working in and with than they likely receive in school. We also provide specialized supervision groups (in addition to individual supervision). Supervision groups currently include an LGBTQ Affirmative therapy supervision group, a couples focused supervision group, a Latino Cultural supervision group, a Depth Psychology supervision group, and we are starting a Trauma Intensive supervision group as a part of a new 6-month, in-depth trauma training program we're launching this January.	12/19/2017 9:16 PM
7	no fee	12/19/2017 5:19 PM
8	No	12/19/2017 3:53 PM

Q9 Please explain the reasoning for charging the trainee fees, if you have not already done so.

Answered: 7 Skipped: 24

#	RESPONSES	DATE
1	We are providing additional training to our therapists. Very few agencies offer this kind of preparatory course at the onset of training. It was started at the request of the therapists. We now budget a specific dollar amount each to year as income to sustain our training program.	1/11/2018 1:04 PM
2	NA	1/9/2018 11:39 AM
3	The program fee helps defray the cost of the clinical training program detailed above.	1/3/2018 3:34 PM
4	na	12/20/2017 4:11 PM
5	I believe I've adequately shared what trainees receive at Open Paths in return for the training fee. Just to clarify, however, Open Paths provides low fee therapy to some of the most underserved communities in Los Angeles. We specialize in working in marginalized communities and work hard to ensure we have a clinical team that culturally and socioeconomically represents the communities we serve. In 2017, trainee fees made up approximately 5.6% of our budget. While this doesn't seem like much, makes a difference in our ability to keep our fees as low as possible for providing services to many underserved communities. Likewise, we provide a higher quality of supervision and training than many other agencies in the area, which is why trainees CHOOSE to come to Open Paths.	12/19/2017 9:16 PM
6	If I did charge a fee it would be to cover the admin fee's and overhead to providing him a practicum. As you know, insurance contracts will never allow a practicum student to serve their clients, so we must rely on grants and other funding, or cash pay clients to support their learning. Additionally, I would send them to mandated training to work at this site, if they paid for their own training.	12/19/2017 5:19 PM
7	n/a	12/19/2017 3:53 PM

Q10 When did your agency begin charging fees to trainees? Do you recall what led to the implementation of these fees?

Answered: 8 Skipped: 23

#	RESPONSES	DATE
1	I do not know.	1/11/2018 1:04 PM
2	NA	1/9/2018 11:39 AM
3	The Southern California Counseling Center was founded in 1966 based on a model of volunteerism. Shortly after its founding, it became necessary to institute a training fee to help defray program costs. SCCC does not accept government funding. We must raise all of the funds to cover our programs.	1/3/2018 3:34 PM
4	We have charged a training fee since we began our intern training program (1980's?).	1/3/2018 3:15 PM
5	na	12/20/2017 4:11 PM
6	This was already in place when I started with the agency in June of 2016. From what I understand, it has been the policy for a number of years. I don't know what led to this policy.	12/19/2017 9:16 PM
7	na	12/19/2017 5:19 PM
8	Unknown	12/19/2017 3:53 PM

Q11 What is your agencies total annual operating budget? (Estimates are ok.)

Answered: 8 Skipped: 23

#	RESPONSES	DATE
1	\$916,996	1/11/2018 1:04 PM
2	NA	1/9/2018 11:39 AM
3	\$1.6 million	1/3/2018 3:34 PM
4	1.8m	1/3/2018 3:15 PM
5	na	12/20/2017 4:11 PM
6	For 2017 it was \$415,950	12/19/2017 9:16 PM
7	350,000	12/19/2017 5:19 PM
8	Unknown	12/19/2017 3:53 PM

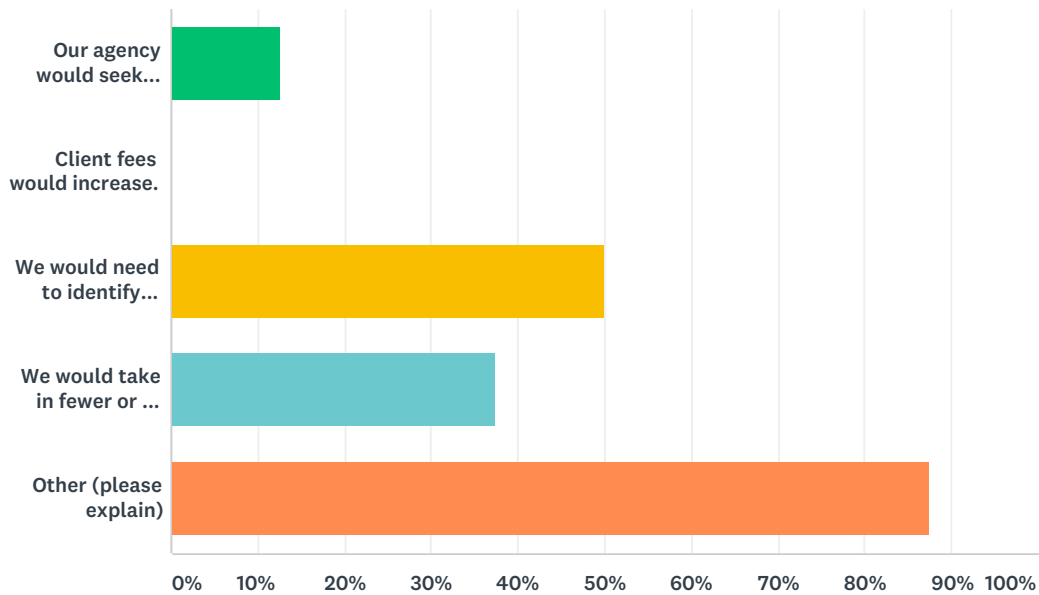
Q12 In what county is your agency located?

Answered: 9 Skipped: 22

#	RESPONSES	DATE
1	Fullerton	1/12/2018 11:07 AM
2	Los Angeles	1/11/2018 1:04 PM
3	Alameda, Contra Costa	1/9/2018 11:39 AM
4	Los Angeles	1/3/2018 3:34 PM
5	Los Angeles	1/3/2018 3:15 PM
6	Humboldt	12/20/2017 4:11 PM
7	Los Angeles	12/19/2017 9:16 PM
8	PLacer	12/19/2017 5:19 PM
9	Santa Barbara	12/19/2017 3:53 PM

Q13 What would be the consequence if trainee fees could not be collected directly from the trainees? (Please select all that apply.)

Answered: 8 Skipped: 23



Our agency would seek payment from the trainees' universities.	12.50%	1
Client fees would increase.	0.00%	0
We would need to identify other funding sources.	50.00%	4
We would take in fewer or no trainees.	37.50%	3
Other (please explain)	87.50%	7
Total Respondents: 8		

#	OTHER (PLEASE EXPLAIN)	DATE
1	I don't think seeking payment from universities is viable but I like the idea. Our clients are the poorest of the poor. Seventy-Five percent (75%) of our clients live below the poverty line. Increasing the fee to clients is also not a viable option. Identifying additional funding is not easy and always challenging. If we take in fewer trainees that means we would serve less clients in the community.	1/11/2018 1:04 PM
2	NA	1/9/2018 11:39 AM
3	The option of seeking payment from trainees' universities is not practical or realistic; our clients face severe financial stress and most would not be able to afford an increased fee; we are already tapping all available funding sources; taking in fewer or no trainees would be a disservice to students and universities, would limit our ability to serve the community, and would be detrimental to the MFT and LPCC fields by reducing opportunities for trainees to receive high-quality, intensive training.	1/3/2018 3:34 PM
4	We believe that increasing client fees (we charge on a sliding scale) would be contrary to our mission of 'never turning anyone away due to inability to pay,' and would have adverse consequences.	1/3/2018 3:15 PM
5	na	12/20/2017 4:11 PM

6	<p>This is a difficult question to answer since, as an agency with a limited budget, I am already doing my best to identify all possible revenue streams. Increasing our fees goes against our mission, so that isn't an option, since it would leave out the very population we're serving. Seeking payment from universities might work for larger agencies with more staff. As executive director, I do all of the fundraising, marketing, statistics, HR, PR, board development, general office work, ordering supplies, etc. There isn't enough time to add yet another task, particularly when it is unlikely that the universities will pay this fee. This leaves potentially reducing our team of trainees, which in turn would mean we'd reduce our number of clients. We served 1006 clients in 2016. We currently have a waitlist of approximately 140 people with a 2 month wait.</p>	12/19/2017 9:16 PM
7	<p>I don't charge fee's and did not know it was an option. I would agree that agencies need funding to support the practicum component of education for MFT's. It is extremely difficult to fund their education!</p>	12/19/2017 5:19 PM

Q14 Is there any other information that you would like to add?

Answered: 7 Skipped: 24

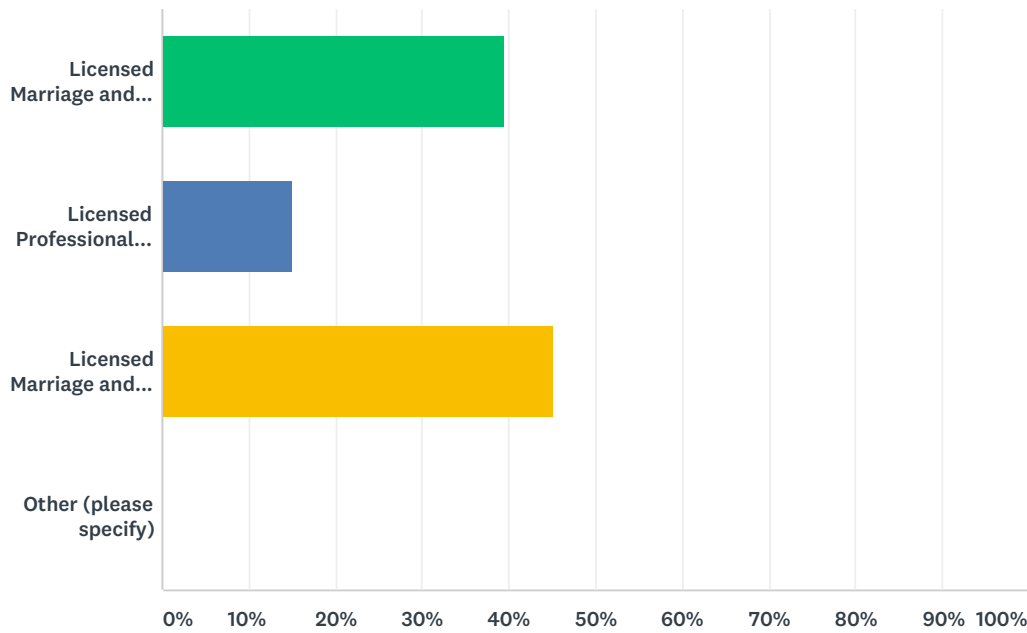
#	RESPONSES	DATE
1	We take the training of our interns very seriously. We consider our training program as top notch because of the training that we offer. We offer more training than most because we understand the interns are paying for a fee and need to get something out of it. At the end of their training, therapists report a high level of satisfaction with the training program as they feel competent and proficient in the skill set they have mastered.	1/11/2018 1:04 PM
2	NA	1/9/2018 11:39 AM
3	SCCC represents a model that for 50 years has provided both high-quality training and affordable mental health care services to those in need in our community. Our training programs provide trainees with a comprehensive education in addition to their graduate school programs that will take them to completion of their hours and ultimately licensure. We would be unable to provide this level of training without the program fee.	1/3/2018 3:34 PM
4	Trainees who choose to come to Open Paths do so for the experience. Most who come choose to stay beyond their initial contract because of the training they receive, the clients' they get to work with and the opportunity for both individual and targeted group supervision.	12/19/2017 9:16 PM
5	Please consider advocating for agencies as well as students and interns	12/19/2017 5:19 PM
6	We will be expanding our MFT Trainee program in 2018 to 12 to 15 trainees.	12/19/2017 3:56 PM
7	No, thanks.	12/19/2017 3:53 PM

ATTACHMENT C, III



Q1 Please indicate the type of license your program is preparing students for:

Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Licensed Marriage and Family Therapist	39.62%	21
Licensed Professional Clinical Counselor	15.09%	8
Licensed Marriage and Family Therapist and Licensed Professional Clinical Counselor	45.28%	24
Other (please specify)	0.00%	0
TOTAL		53

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q2 At how many different agencies do you place trainees in a typical year?

Answered: 53 Skipped: 0

#	RESPONSES	DATE
1	four	1/15/2018 9:48 AM
2	11	1/10/2018 4:04 PM
3	40	1/10/2018 9:06 AM
4	2	1/9/2018 9:56 PM
5	20-30	1/9/2018 5:13 PM
6	15-20	1/9/2018 3:06 PM
7	25	1/9/2018 2:52 PM
8	5-10	1/9/2018 12:10 PM
9	30	1/8/2018 11:43 AM
10	About 15 to 20	1/5/2018 4:24 PM
11	45	1/4/2018 8:47 PM
12	20	1/4/2018 3:39 PM
13	20	1/4/2018 3:17 PM
14	15	1/4/2018 3:02 PM
15	14	1/4/2018 9:54 AM
16	20 on the average	1/3/2018 7:55 PM
17	10	1/3/2018 3:28 PM
18	Best estimate is 80	1/3/2018 12:42 PM
19	35	1/3/2018 12:26 PM
20	About 8	1/3/2018 12:02 PM
21	5-8	1/3/2018 11:44 AM
22	25	1/2/2018 11:39 AM
23	100	12/28/2017 1:05 PM
24	70	12/21/2017 6:51 PM
25	18-20	12/21/2017 10:53 AM
26	50	12/21/2017 8:58 AM
27	2-4	12/20/2017 10:11 PM
28	45	12/20/2017 9:13 PM
29	10	12/20/2017 3:50 PM
30	10-12	12/20/2017 11:09 AM
31	15-20	12/19/2017 8:33 PM
32	20	12/19/2017 8:17 PM
33	25	12/19/2017 4:34 PM
34	up to 10	12/19/2017 4:03 PM

35	Approximately 40 agencies	12/19/2017 3:40 PM
36	13	12/19/2017 2:50 PM
37	35-40	12/19/2017 2:39 PM
38	8	12/19/2017 2:16 PM
39	30-40	12/19/2017 12:55 PM
40	15	12/19/2017 12:22 PM
41	5 (our pre-LPCC suboption is tiny. It is an offshoot of our College and School Counseling programs. Most of our students are doing mental health counseling innK12 schools.	12/19/2017 11:23 AM
42	20	12/19/2017 11:16 AM
43	20-40	12/19/2017 11:12 AM
44	20	12/19/2017 10:55 AM
45	8	12/19/2017 10:54 AM
46	20	12/19/2017 10:47 AM
47	5	12/19/2017 10:33 AM
48	100	12/19/2017 10:26 AM
49	150	12/19/2017 10:13 AM
50	10	12/19/2017 10:12 AM
51	25+	12/19/2017 9:55 AM
52	4	12/19/2017 9:25 AM
53	4	12/19/2017 9:20 AM

Q3 Of the agencies where you place trainees, how many of them charge fees for working there? (Please do not include agencies that only charge trainees for fingerprints or background checks in your total).

Answered: 53 Skipped: 0

#	RESPONSES	DATE
1	0	1/15/2018 9:48 AM
2	N/A	1/10/2018 4:04 PM
3	0	1/10/2018 9:06 AM
4	0	1/9/2018 9:56 PM
5	None	1/9/2018 5:13 PM
6	0	1/9/2018 3:06 PM
7	none, though 2 do charge other schools	1/9/2018 2:52 PM
8	0	1/9/2018 12:10 PM
9	0	1/8/2018 11:43 AM
10	About 2-3 have some expenses not covered by the site but only one has charged a fee for being a part of a consortium as a requirement of the site	1/5/2018 4:24 PM
11	0	1/4/2018 8:47 PM
12	0	1/4/2018 3:39 PM
13	7	1/4/2018 3:17 PM
14	None	1/4/2018 3:02 PM
15	Zero	1/4/2018 9:54 AM
16	None. We do not accept placement that charge student's fees.	1/3/2018 7:55 PM
17	0	1/3/2018 3:28 PM
18	The school does not have access to this information	1/3/2018 12:42 PM
19	5	1/3/2018 12:26 PM
20	0	1/3/2018 12:02 PM
21	0	1/3/2018 11:44 AM
22	1	1/2/2018 11:39 AM
23	0	12/28/2017 1:05 PM
24	2	12/21/2017 6:51 PM
25	0	12/21/2017 10:53 AM
26	5	12/21/2017 8:58 AM
27	0	12/20/2017 10:11 PM
28	1	12/20/2017 9:13 PM
29	none	12/20/2017 3:50 PM
30	0	12/20/2017 11:09 AM
31	0	12/19/2017 8:33 PM
32	0	12/19/2017 8:17 PM

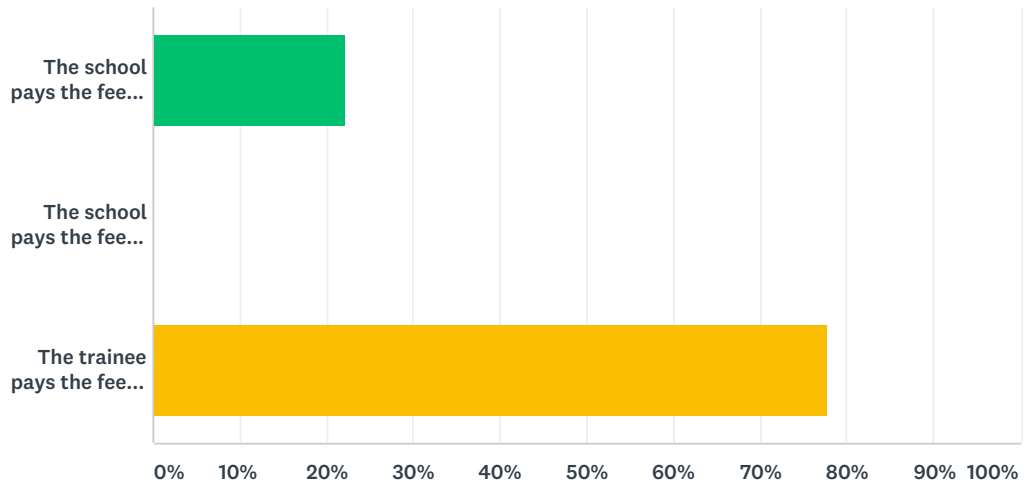
School Survey: Trainee Fees for Required Practicum Experience

SurveyMonkey

33	0	12/19/2017 4:34 PM
34	0	12/19/2017 4:03 PM
35	none; we do not contract with agencies that charge training fees	12/19/2017 3:40 PM
36	0	12/19/2017 2:50 PM
37	None.	12/19/2017 2:39 PM
38	0	12/19/2017 2:16 PM
39	0	12/19/2017 12:55 PM
40	0	12/19/2017 12:22 PM
41	1 (that I am aware of.). The trainees at schools are volunteers, but are not charged for their supervision. They have completed all courses for School Counselors to become credential Ed other than their Culminating Activity.	12/19/2017 11:23 AM
42	3	12/19/2017 11:16 AM
43	0	12/19/2017 11:12 AM
44	0	12/19/2017 10:55 AM
45	0	12/19/2017 10:54 AM
46	0	12/19/2017 10:47 AM
47	0	12/19/2017 10:33 AM
48	2	12/19/2017 10:26 AM
49	4	12/19/2017 10:13 AM
50	1	12/19/2017 10:12 AM
51	0	12/19/2017 9:55 AM
52	0	12/19/2017 9:25 AM
53	0	12/19/2017 9:20 AM

Q4 If a fee is charged by the practicum site, how is it paid?

Answered: 18 Skipped: 35



ANSWER CHOICES	RESPONSES	
The school pays the fee, with zero cost to the trainee.	22.22%	4
The school pays the fee, and it is passed along to the trainee indirectly via tuition or other degree program costs	0.00%	0
The trainee pays the fee directly to the practicum site.	77.78%	14
TOTAL		18

Q5 Please estimate the percentage of your program's trainees in practicum who pay fees to their practicum site.

Answered: 53 Skipped: 0

#	RESPONSES	DATE
1	0	1/15/2018 9:48 AM
2	N/A	1/10/2018 4:04 PM
3	0	1/10/2018 9:06 AM
4	n/a	1/9/2018 9:56 PM
5	Zero	1/9/2018 5:13 PM
6	0	1/9/2018 3:06 PM
7	0 the faculty won't let them. Sites have to waive fees for us	1/9/2018 2:52 PM
8	0	1/9/2018 12:10 PM
9	0	1/8/2018 11:43 AM
10	Less than 1%	1/5/2018 4:24 PM
11	0	1/4/2018 8:47 PM
12	0	1/4/2018 3:39 PM
13	75%	1/4/2018 3:17 PM
14	As far as I know, there are none that do this	1/4/2018 3:02 PM
15	Zero	1/4/2018 9:54 AM
16	None. They do pay a clinical fee for malpractice through the university. About 450 dollars total but this does not go to the practicum site.	1/3/2018 7:55 PM
17	0	1/3/2018 3:28 PM
18	The school does not have access to this information	1/3/2018 12:42 PM
19	2%	1/3/2018 12:26 PM
20	0	1/3/2018 12:02 PM
21	0	1/3/2018 11:44 AM
22	10	1/2/2018 11:39 AM
23	0	12/28/2017 1:05 PM
24	5%	12/21/2017 6:51 PM
25	0	12/21/2017 10:53 AM
26	10%	12/21/2017 8:58 AM
27	0	12/20/2017 10:11 PM
28	2%	12/20/2017 9:13 PM
29	0	12/20/2017 3:50 PM
30	0	12/20/2017 11:09 AM
31	0	12/19/2017 8:33 PM
32	0	12/19/2017 8:17 PM
33	0	12/19/2017 4:34 PM

34	0	12/19/2017 4:03 PM
35	0%	12/19/2017 3:40 PM
36	0	12/19/2017 2:50 PM
37	0	12/19/2017 2:39 PM
38	0	12/19/2017 2:16 PM
39	0	12/19/2017 12:55 PM
40	0	12/19/2017 12:22 PM
41	20%	12/19/2017 11:23 AM
42	1	12/19/2017 11:16 AM
43	0	12/19/2017 11:12 AM
44	0% (we do not allow site that charge students)	12/19/2017 10:55 AM
45	0 - we don't allow them do go to sites that charge; it's exploitative	12/19/2017 10:54 AM
46	0	12/19/2017 10:47 AM
47	0	12/19/2017 10:33 AM
48	this year 1 student	12/19/2017 10:26 AM
49	5%	12/19/2017 10:13 AM
50	1	12/19/2017 10:12 AM
51	0	12/19/2017 9:55 AM
52	0	12/19/2017 9:25 AM
53	0	12/19/2017 9:20 AM

Q6 Does your school or program have any policies regarding practicum sites charging trainee fees? Please explain.

Answered: 51 Skipped: 2

#	RESPONSES	DATE
1	unknown	1/15/2018 9:48 AM
2	N/A	1/10/2018 4:04 PM
3	Yes, we do not support or promote practicum sites charging students.	1/10/2018 9:06 AM
4	no, but we would be highly reluctant to allow a student to go to a site that charged the student a fee to be trained	1/9/2018 9:56 PM
5	Not allowed	1/9/2018 5:13 PM
6	Students do not incur any additional fees while they are in practicum. Any trainings that are required are paid for by the practicum site.	1/9/2018 3:06 PM
7	yes, the full faculty consistently votes to not allow trainees to pay for any required supervision or training. If the student wants extra trainings they may pay.	1/9/2018 2:52 PM
8	We do not currently have a policy, since we have not had sites require this. If they did, most likely we would not approved them as a site.	1/9/2018 12:10 PM
9	Yes, it is not allowed.	1/8/2018 11:43 AM
10	No specific policies but some sites don't have the required supervision and students need to pay an off-site supervisor and we require the BBS letter for outside supervisors	1/5/2018 4:24 PM
11	We do not use or endorse them. Or we work out a deal that our students do not pay.	1/4/2018 8:47 PM
12	Yes, we do not permit Trainees to pay for supervision. At the present time, all of our approved training sites do not charge a fee for training.	1/4/2018 3:39 PM
13	No	1/4/2018 3:17 PM
14	We would not want our students to go somewhere that had a fee requirement, thus we never have promoted this and never encouraged it.	1/4/2018 3:02 PM
15	We do not place trainees at sites who charge.	1/4/2018 9:54 AM
16	Yes. We would not accept them. Students already pay a lot to go to school and thus we try to find placement sites that pay them (not too many do).	1/3/2018 7:55 PM
17	No	1/3/2018 3:28 PM
18	The school is not involved with any site policies regarding sites charging trainee fees.	1/3/2018 12:42 PM
19	no	1/3/2018 12:26 PM
20	No. Not an issue for us.	1/3/2018 12:02 PM
21	Our practicum sites do not charge trainees for fees. Neither do we allow our trainees to be paid by practicum sites during their training.	1/3/2018 11:44 AM
22	no	1/2/2018 11:39 AM
23	Yes. We dont partner if there are fees.	12/28/2017 1:05 PM
24	We inform the students ahead of time that the agencies charge fees and the amount that they charge. We do not encourage students to be placed at these sites, but we allow them to make their own choice.	12/21/2017 6:51 PM
25	No	12/21/2017 10:53 AM
26	We strongly discourage against placements that charge trainees.	12/21/2017 8:58 AM
27	no, trainees make their own arrangements for practicum	12/20/2017 10:11 PM

28	No policies but we do not encourage it or seek out and maintain agencies that charge fees.	12/20/2017 9:13 PM
29	no. We've never had this issue come up.	12/20/2017 3:50 PM
30	Not that I know of. This has never been relevant to our training sites.	12/20/2017 11:09 AM
31	No, but we would discourage placement at any site which charged a fee.	12/19/2017 8:33 PM
32	No	12/19/2017 4:34 PM
33	We do not allow our students to attend sites that charge them. That is not ok to do to people who are giving their services to them for little or no pay.	12/19/2017 4:03 PM
34	Our program will not contract with agencies charging trainee fees.	12/19/2017 3:40 PM
35	We don't accept practicum sites that charge training fees.	12/19/2017 2:50 PM
36	Yes, it is indicated in our clinical affiliation agreement (contract) which is signed by site and university.	12/19/2017 2:39 PM
37	No official policy, but we would avoid such by recommending trainees go elsewhere for experience.	12/19/2017 2:16 PM
38	We will not work with sites that charge trainees.	12/19/2017 12:22 PM
39	No.	12/19/2017 11:23 AM
40	None, we provide the student information on the sites that do and do not charge equally and it is their choice to work with their DOT to pursue the site of their choosing at their own expense.	12/19/2017 11:16 AM
41	No an official policy, but we would not partner with a site that charged a fee to our students	12/19/2017 11:12 AM
42	Yes. We do not approve sites that charge students fees.	12/19/2017 10:55 AM
43	Yes, we don't allow them to go to sites that charge. They are giving free work to the site. Free supervision is their fair pay in return.	12/19/2017 10:54 AM
44	We would not use a site in which we would have to pay them to have a trainee receive their training there.	12/19/2017 10:47 AM
45	We will not send students to these sites. Sites benefit from having trainees.	12/19/2017 10:33 AM
46	no	12/19/2017 10:26 AM
47	The university no longer approves practicum sites that charge fees. We have three agencies on the approved practicum site list that were contracted before this policy was created and these agencies are still available for MFT students from our university. The agencies that charge fees tend to be in the Los Angeles area and we are reviewing the need to continue with these agencies or drop them from the list.	12/19/2017 10:13 AM
48	We strongly advise students from choosing the site, but due to reputation of the site and promixity to campus, students from time to time have selected this site.	12/19/2017 10:12 AM
49	We do not partner with any sites that charge our trainees fees.	12/19/2017 9:55 AM
50	Most agencies either pay for background clearances, etc. or need qualified trainees, so fees are not charged. The school/college has policies regarding fees for other programs not leading to the LPCC. Usually, it's standard of practice in the area that fees are not charged.	12/19/2017 9:25 AM
51	We would not approve a site that charged fees to its trainees.	12/19/2017 9:20 AM

Q7 For each of your practicum sites that directly charge trainees a fee, please list the name of the site, each type of fee it charges trainees, and the amount. (For example: Site X - Training Fee \$100 per month, Supervision Fee \$100 per month)

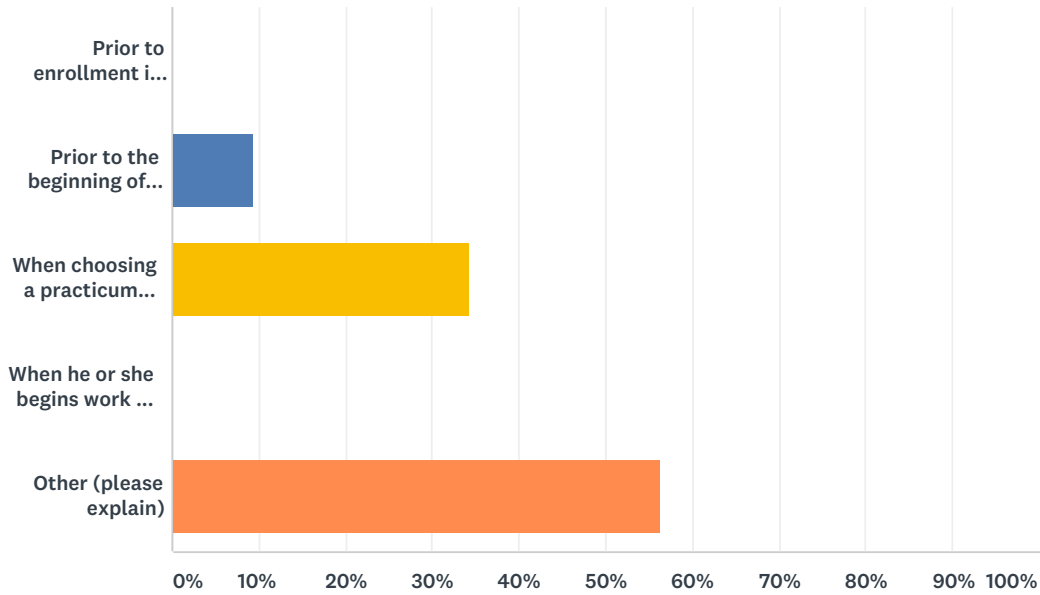
Answered: 37 Skipped: 16

#	RESPONSES	DATE
1	none	1/15/2018 9:48 AM
2	N/A	1/10/2018 4:04 PM
3	N/A	1/10/2018 9:06 AM
4	n/a	1/9/2018 9:56 PM
5	N/A	1/9/2018 3:06 PM
6	Outreach Concern wanted to charge but we pulled our students until they relented. CIFC in LA charges \$100/month for indiv sup & !00/mo for group sup so we discourage students from going there	1/9/2018 2:52 PM
7	We have had sites charge trainees if they want additional supervision above the required amount or if they want to have more clients so increased supervision. For example, one of our students is at Turning Point Center for Families in Costa Mesa and they offer group supervision for no cost. If the trainee desires to have individual supervision they must pay a supervision fee. I do not know the amount they charge. There have been a few other sites in the past that have a similar arrangement, but we do not currently have students at those sites.	1/9/2018 12:10 PM
8	0	1/8/2018 11:43 AM
9	None of the sites are set up that way that I know about. We have a couple of sites without the required supervision and if a student were to choose that site they know up front they are to secure supervision and we have some options to assist them if needed. I generally don't encourage students to go to placements without the supervision provided unless it's a unique circumstance.	1/5/2018 4:24 PM
10	(Figures are approximate) CalFam Counseling - \$600 per year Airport Marina Counseling Center - \$600 per year Center for Individual and Family Counseling - \$1,000 per year West Valley Counseling Center - \$1,200 per year San Fernando Valley Counseling Center - \$500 per year Counseling Partners of Los Angeles - \$600 per year Southern California Counseling Center - \$800 year	1/4/2018 3:17 PM
11	NA	1/3/2018 7:55 PM
12	n/a	1/3/2018 3:28 PM
13	The school does not have access to this information.	1/3/2018 12:42 PM
14	Airport Marina Counseling Center training fee \$75?per month Counseling West training fee \$60? per month Family Service Agency of Burbank training fee \$75? per month The Maple Counseling Center supervision fee \$?? Southern Ca Counseling Center training fee \$60?per month	1/3/2018 12:26 PM
15	N/A	1/3/2018 12:02 PM
16	n/a	1/3/2018 11:44 AM
17	Community Counseling Education Center - Training fee	1/2/2018 11:39 AM
18	Na	12/28/2017 1:05 PM
19	Counseling West \$500.00 flat administrative fee Relational Center \$250.00/month	12/21/2017 6:51 PM
20	Site in Santa Cruz - \$900 overall Multiple sites in Los Angeles - \$100/week or \$500/month	12/21/2017 8:58 AM
21	na	12/20/2017 10:11 PM
22	I do not have this information at this time.	12/20/2017 9:13 PM

23	DNA	12/20/2017 3:50 PM
24	NA	12/19/2017 2:50 PM
25	n/a	12/19/2017 2:39 PM
26	NA	12/19/2017 12:22 PM
27	San Fernando Valley Counseling Center. No training fee (that I am aware of) and \$80/Mon for supervision.	12/19/2017 11:23 AM
28	Site X-Training Fee 75\$ per month Site XY-Training Fee 150\$ per month	12/19/2017 11:16 AM
29	N/A	12/19/2017 11:12 AM
30	N/A	12/19/2017 10:55 AM
31	N/A	12/19/2017 10:54 AM
32	N/A	12/19/2017 10:33 AM
33	Airport Marina training fee 1,000.00/2 year	12/19/2017 10:26 AM
34	Airport Marina Counseling Center - students are required to complete a 36 hour, 12 week training prior to commencing the practicum entitled "Step by Step". The training costs \$1000 and is not covered by the agency. South Bay Center for Counseling - Students are required to pay a monthly \$75 "commitment fee" for the duration of practicum experience; this is used to cover the cost of training and supervision. Southern California Counseling Center - This agency requires a \$70 per month administrative fee and require a 2 year commitment from the student The Center for Individual and Family Counseling - This site requests a 15 month commitment and there is a \$100 per month fee for group supervision	12/19/2017 10:13 AM
35	Turning Point Center for Families - \$25 per Individual Supervision Hour. Group Supervision is provided at no charge.	12/19/2017 10:12 AM
36	N/A	12/19/2017 9:55 AM
37	N/A	12/19/2017 9:25 AM

Q8 If the trainee must pay a fee directly to the practicum site, when is he or she informed?

Answered: 32 Skipped: 21



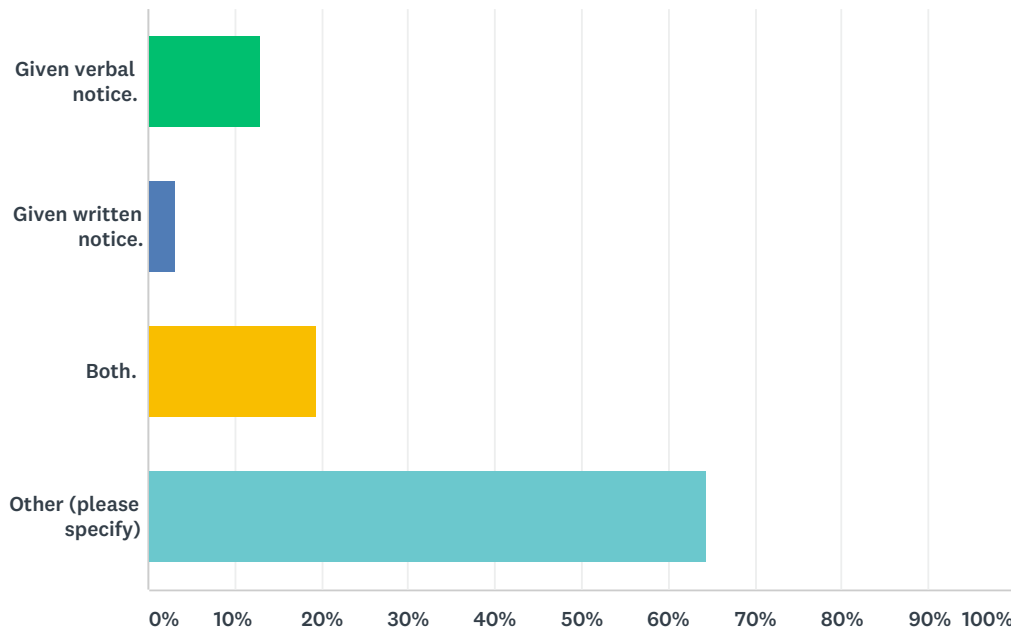
ANSWER CHOICES	RESPONSES
Prior to enrollment in the degree program.	0.00% 0
Prior to the beginning of practicum coursework.	9.38% 3
When choosing a practicum site.	34.38% 11
When he or she begins work at the practicum site.	0.00% 0
Other (please explain)	56.25% 18
TOTAL	32

#	OTHER (PLEASE EXPLAIN)	DATE
1	N/A	1/10/2018 4:04 PM
2	N/A	1/10/2018 9:06 AM
3	n/a	1/9/2018 9:56 PM
4	N/A	1/9/2018 3:06 PM
5	na	1/8/2018 11:43 AM
6	If a student desired to work at an agency charging a fee they would need to understand it is not endorsed by school and a choice the student is making alone to pay	1/4/2018 8:47 PM
7	During the interview process at the agency	1/4/2018 3:17 PM
8	NA	1/3/2018 7:55 PM
9	NA	1/3/2018 12:02 PM
10	n/a	1/3/2018 11:44 AM
11	We dont	12/28/2017 1:05 PM

12	na	12/20/2017 10:11 PM
13	DNA	12/20/2017 3:50 PM
14	Trainees at our university don't pay fees to practicum sites	12/19/2017 2:50 PM
15	One year before practicum placement the student is given information on the Practicum Experience in a series of Practicum Preparation Workshops, ie Fall 2017 information is given to prepare for Fall 2018 Practicum I start date.	12/19/2017 11:16 AM
16	N/A	12/19/2017 10:55 AM
17	N/A	12/19/2017 10:33 AM
18	N/A	12/19/2017 9:25 AM

Q9 If the trainee must pay a fee directly to the practicum site, how is he or she informed?

Answered: 31 Skipped: 22



ANSWER CHOICES	RESPONSES
Given verbal notice.	12.90% 4
Given written notice.	3.23% 1
Both.	19.35% 6
Other (please specify)	64.52% 20
TOTAL	31

#	OTHER (PLEASE SPECIFY)	DATE
1	N/A	1/10/2018 4:04 PM
2	N/A	1/10/2018 9:06 AM
3	N/A	1/9/2018 3:06 PM
4	I do not know	1/9/2018 12:10 PM
5	na	1/8/2018 11:43 AM
6	worked out individually, and transparently with site	1/4/2018 8:47 PM
7	NA	1/3/2018 7:55 PM
8	The school does not have access to this information.	1/3/2018 12:42 PM
9	N/A	1/3/2018 12:02 PM
10	n/a	1/3/2018 11:44 AM
11	Student interviews and chooses site if accepted	1/2/2018 11:39 AM
12	We dont	12/28/2017 1:05 PM

13	I lost this information on the approved site list. Agencies would have their own process that varies.	12/21/2017 6:51 PM
14	na	12/20/2017 10:11 PM
15	DNA	12/20/2017 3:50 PM
16	Trainees don't pay fees to practicum sites	12/19/2017 2:50 PM
17	N/A	12/19/2017 10:55 AM
18	N/A	12/19/2017 10:33 AM
19	We list it on the agency page in our database	12/19/2017 10:26 AM
20	N/A	12/19/2017 9:25 AM

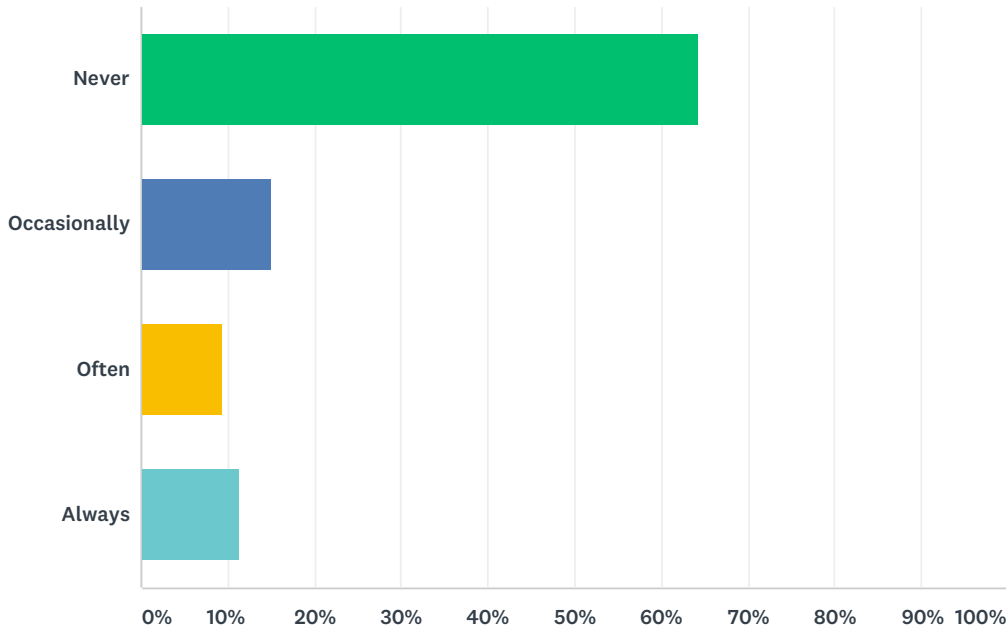
Q10 Of your practicum sites that charge trainee fees, do they offer any alternatives if the trainee is unable to pay? If so, please describe.

Answered: 33 Skipped: 20

#	RESPONSES	DATE
1	N/A	1/10/2018 4:04 PM
2	N/A	1/10/2018 9:06 AM
3	n/a	1/9/2018 9:56 PM
4	N/A students do not pay any fees.	1/9/2018 3:06 PM
5	don't know because we "head that off at the pass" by not allowing our students to be charged. If they want our trainees, they have to absorb the cost, not our students	1/9/2018 2:52 PM
6	N/A	1/9/2018 12:10 PM
7	na	1/8/2018 11:43 AM
8	No	1/5/2018 4:24 PM
9	Our students do not pay through an agreement with the school	1/4/2018 8:47 PM
10	Center for Individual and Counseling get a discount by providing office work.	1/4/2018 3:17 PM
11	NA	1/3/2018 7:55 PM
12	n/a	1/3/2018 3:28 PM
13	The school does not have access to this information.	1/3/2018 12:42 PM
14	no	1/3/2018 12:26 PM
15	N/A	1/3/2018 12:02 PM
16	n/a	1/3/2018 11:44 AM
17	I believe they offer discount for Spanish speaking trainees	1/2/2018 11:39 AM
18	We dont have fee sites	12/28/2017 1:05 PM
19	Not that I know of.	12/21/2017 6:51 PM
20	No alternatives given.	12/21/2017 8:58 AM
21	na	12/20/2017 10:11 PM
22	I do not know as we move away from any agency wanting to charge trainees.	12/20/2017 9:13 PM
23	DNA	12/20/2017 3:50 PM
24	NA	12/19/2017 2:50 PM
25	Not that I am aware of.	12/19/2017 11:23 AM
26	unsure	12/19/2017 11:16 AM
27	N/A	12/19/2017 10:55 AM
28	N/A	12/19/2017 10:54 AM
29	N/A	12/19/2017 10:33 AM
30	not to my knowledge	12/19/2017 10:26 AM
31	Not that I am aware of.	12/19/2017 10:13 AM
32	Yes the site offers 1 unit (2hrs) of group supervision at no charge.	12/19/2017 10:12 AM
33	N/A	12/19/2017 9:25 AM

Q11 How often do trainee fees impact where your program places trainees?

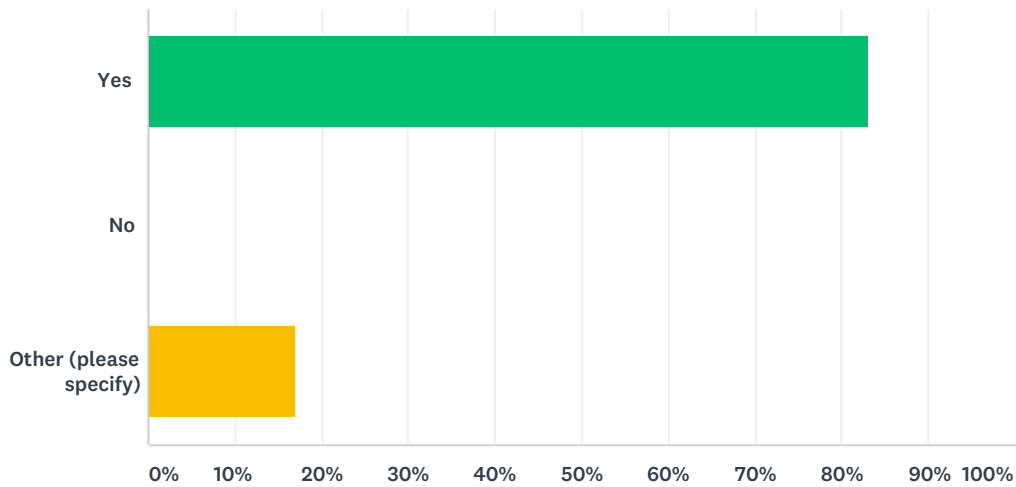
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	64.15%	34
Occasionally	15.09%	8
Often	9.43%	5
Always	11.32%	6
TOTAL		53

Q12 Do your students have the option to work for a practicum site that does not charge them fees?

Answered: 53 Skipped: 0

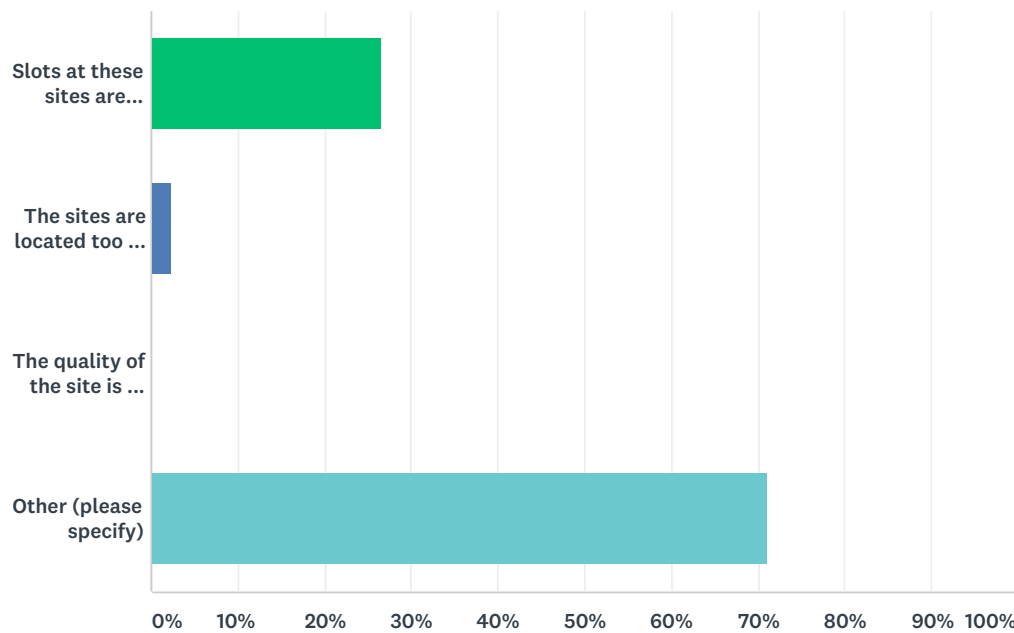


ANSWER CHOICES	RESPONSES	
Yes	83.02%	44
No	0.00%	0
Other (please specify)	16.98%	9
TOTAL		53

#	OTHER (PLEASE SPECIFY)	DATE
1	N/A	1/10/2018 4:04 PM
2	It's their only option!	1/9/2018 5:13 PM
3	None of our agencies require trainees to pay fees	1/4/2018 3:02 PM
4	A student can obtain pay (within legal limits) like a stipends etc. They cannot work as an employee.	1/3/2018 7:55 PM
5	Student's in this M.A. Counseling Psychology Program independently choose a site for placement. The school does not place trainees at sites.	1/3/2018 12:42 PM
6	None of our sites charge fees.	1/3/2018 12:02 PM
7	Yes but there are significant delays and difficulties finding placements in certain areas that do not charge. For example, in Los Angeles, charging is the norm.	12/21/2017 8:58 AM
8	not applicable	12/19/2017 3:40 PM
9	Always; We will not have students placed at these sites	12/19/2017 10:33 AM

Q13 What barriers might students encounter if they seek to work at a practicum site that does not charge fees?

Answered: 45 Skipped: 8



ANSWER CHOICES	RESPONSES	
Slots at these sites are limited and highly competitive.	26.67%	12
The sites are located too far away.	2.22%	1
The quality of the site is in question.	0.00%	0
Other (please specify)	71.11%	32
TOTAL		45

#	OTHER (PLEASE SPECIFY)	DATE
1	N/A	1/10/2018 4:04 PM
2	None	1/10/2018 9:06 AM
3	We only have students at sites that do not charge fees	1/9/2018 9:56 PM
4	N/A	1/9/2018 3:06 PM
5	None, in Orange County it is not customary to charge, so it's not a drawback for our students	1/9/2018 2:52 PM
6	N/A	1/9/2018 12:10 PM
7	NA	1/8/2018 11:43 AM
8	We have a lot of high quality practicum sites which don't charge fees, so students have many options without much barrier. If it's a certain population they want to work with that only has no supervisor provided then one barrier to a site not charging would be not having the type of experience they hoped for.	1/5/2018 4:24 PM
9	In the LA region, there are ample opportunities to work for quality sites that do not charge fees	1/4/2018 8:47 PM
10	None.	1/4/2018 3:17 PM

11	Since there are many options for student trainees, we recommend they apply early in the year.	1/4/2018 3:02 PM
12	Since we do not place students at sites who might charge a fee, there are no barriers.	1/4/2018 9:54 AM
13	Usually, this demonstrates the site is truly interested in training a student and putting energy into their growth. There are no barriers - I see it as a barrier if they charge fees.	1/3/2018 7:55 PM
14	The school does not have access to this information since students interview with many sites and select a site by choice.	1/3/2018 12:42 PM
15	There are few barriers. We have 74 affiliated sites, only 5 of which charge fees.	1/3/2018 12:26 PM
16	No barriers...all our students are placed.	1/3/2018 12:02 PM
17	n/a	1/3/2018 11:44 AM
18	Student's have many options of site. Most are unpaid though	1/2/2018 11:39 AM
19	We organize these seats and assure there are enough.	12/28/2017 1:05 PM
20	I find that students who have difficulty making positive first impressions feel limited and may opt for a site they pay; most Approved sites do not charge and students are not affected.	12/21/2017 6:51 PM
21	None	12/20/2017 9:13 PM
22	DNA	12/20/2017 3:50 PM
23	Not applicable	12/20/2017 11:09 AM
24	None, I don't know of any that do charge.	12/19/2017 8:33 PM
25	not applicable	12/19/2017 3:40 PM
26	Should be able to choose multiple: A & B	12/19/2017 2:16 PM
27	No barriers. Our sites seek out our students.	12/19/2017 12:55 PM
28	None that I'm aware of ... didn't know sites charged fees	12/19/2017 11:12 AM
29	Time that is required to be at the site and location to home or school. Full-time working students need sites with late evening hours and/or weekend options- these are not as common.	12/19/2017 10:47 AM
30	We have had no problem placing students at sites that do not charge fess, however we are a small program (12) with a highly selective admissions process and thus have excellent trainee practicum applicants.	12/19/2017 10:33 AM
31	none	12/19/2017 10:26 AM
32	There are no barriers or disadvantages that I am aware of. The agencies that charge a fee are typically as difficult or more difficult to get into. They do not take more trainees and students are usually unhappy about paying. The agencies that charge fees are usually the last choice not the first. Students feel taken advantage of; they do not believe it is worth the money and there are ethical concerns. The University retains agencies that charge fees only to provide more options to students but we discourage using these agencies. As noted we will likely be dropping agencies that charge from our approved practicum site list.	12/19/2017 10:13 AM

Q14 Of your practicum sites that charge a fee, in which counties are they located?

Answered: 34 Skipped: 19

#	RESPONSES	DATE
1	N/A	1/10/2018 4:04 PM
2	N/A	1/10/2018 9:06 AM
3	All of our students are at site in Humboldt County	1/9/2018 9:56 PM
4	N/A	1/9/2018 3:06 PM
5	LA	1/9/2018 2:52 PM
6	Orange and LA	1/9/2018 12:10 PM
7	NA	1/8/2018 11:43 AM
8	San Diego	1/5/2018 4:24 PM
9	There are few in LA County	1/4/2018 8:47 PM
10	L.A.	1/4/2018 3:17 PM
11	NA	1/3/2018 7:55 PM
12	n/a	1/3/2018 3:28 PM
13	Students in this M.A. Counseling Psychology Program come from varying counties throughout CA, the United States, and other countries such as Canada, Mexico, Japan, Singapore, and Taiwan.	1/3/2018 12:42 PM
14	Los Angeles County	1/3/2018 12:26 PM
15	N/A	1/3/2018 12:02 PM
16	n/a	1/3/2018 11:44 AM
17	Santa Barbara	1/2/2018 11:39 AM
18	Na	12/28/2017 1:05 PM
19	LA	12/21/2017 6:51 PM
20	Los Angeles County and Orange County Santa Cruz County	12/21/2017 8:58 AM
21	na	12/20/2017 10:11 PM
22	Santa Clara County	12/20/2017 9:13 PM
23	DNA	12/20/2017 3:50 PM
24	does not apply	12/19/2017 4:03 PM
25	NA	12/19/2017 2:50 PM
26	Los Angeles	12/19/2017 11:23 AM
27	Los Angeles	12/19/2017 11:16 AM
28	N/A	12/19/2017 10:55 AM
29	N/A	12/19/2017 10:54 AM
30	N/A	12/19/2017 10:33 AM
31	los angeles	12/19/2017 10:26 AM
32	Los Angeles County	12/19/2017 10:13 AM
33	Orange	12/19/2017 10:12 AM

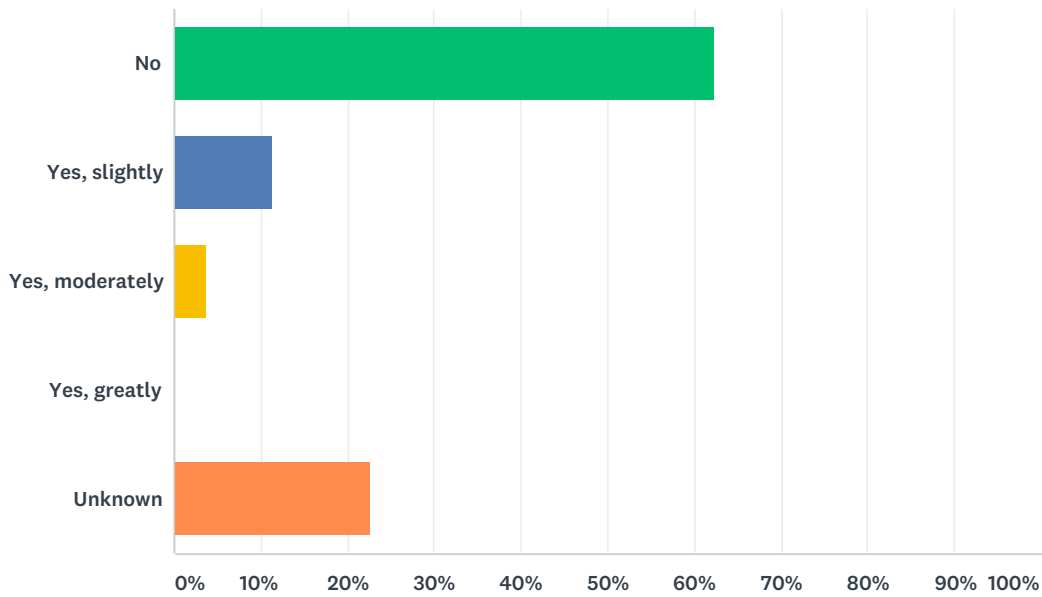
34

N/A

12/19/2017 9:25 AM

Q15 Has your school seen an increase in the number of practicum sites that charge fees to work there, as compared to the past?

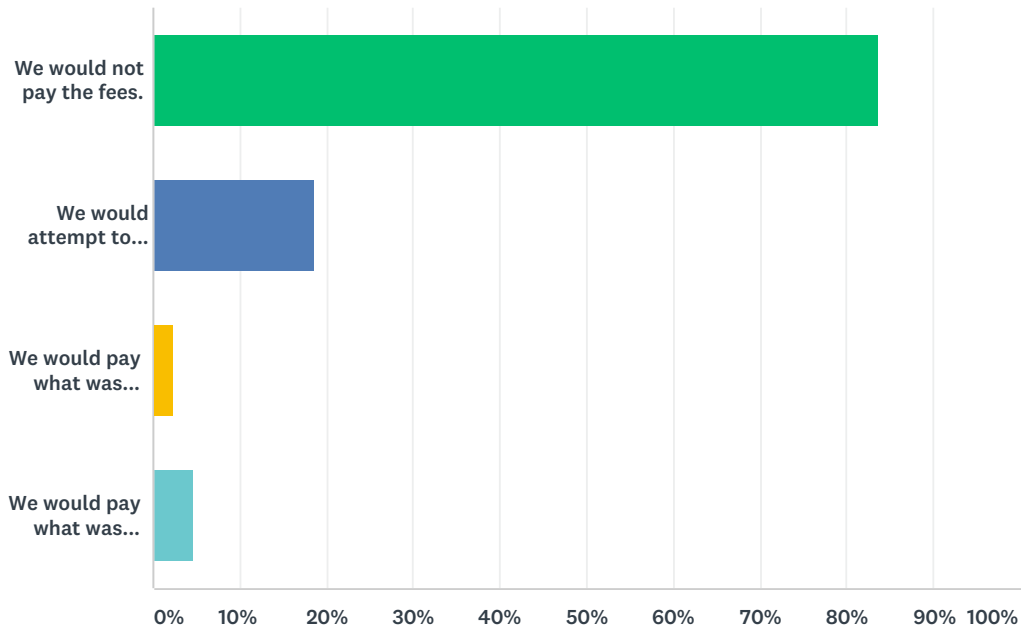
Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	62.26%	33
Yes, slightly	11.32%	6
Yes, moderately	3.77%	2
Yes, greatly	0.00%	0
Unknown	22.64%	12
TOTAL		53

Q16 If agencies that currently charge fees to trainees were to instead ask that your university pay the agency to cover those costs, what would your response likely be? (Please select all that apply.)

Answered: 43 Skipped: 10



	RESPONSES	
We would not pay the fees.	83.72%	36
We would attempt to negotiate a fair and reasonable amount.	18.60%	8
We would pay what was requested and absorb the cost.	2.33%	1
We would pay what was requested, and pass the cost along to the student.	4.65%	2

Q17 If your school pays fees to a practicum site in lieu of the trainees paying the site directly, please describe how this works (is it passed along, absorbed, etc.), and list the average amount paid by the school for each student.

Answered: 32 Skipped: 21

#	RESPONSES	DATE
1	N/A	1/10/2018 4:04 PM
2	N/A	1/10/2018 9:06 AM
3	n/a	1/9/2018 9:56 PM
4	N/A	1/9/2018 3:06 PM
5	N/A	1/9/2018 2:52 PM
6	N/A	1/9/2018 12:10 PM
7	We don't encounter these types of sites.	1/8/2018 11:43 AM
8	We paid a consortium fee of about \$25 that was required and usually paid for by the student, but the school just absorbed the fee. That site doesn't exist anymore since it was bought by another agency.	1/5/2018 4:24 PM
9	not done	1/4/2018 8:47 PM
10	n/a	1/4/2018 3:17 PM
11	NA	1/3/2018 7:55 PM
12	n/a	1/3/2018 3:28 PM
13	This would be a decision that is considered after careful review at a Board level and exceeds my expertise and position.	1/3/2018 12:42 PM
14	NA	1/3/2018 12:26 PM
15	N/A	1/3/2018 12:02 PM
16	n/a	1/3/2018 11:44 AM
17	n/a	1/2/2018 11:39 AM
18	Na	12/28/2017 1:05 PM
19	I see this as a dual relationship. Students interview and compete for Placement. If one university pays and another does not, there is a bias for hiring trainees	12/21/2017 6:51 PM
20	N/A	12/21/2017 8:58 AM
21	na	12/20/2017 10:11 PM
22	Na	12/20/2017 9:13 PM
23	DNA	12/20/2017 3:50 PM
24	Our school doesn't pay fees to practicum sites	12/19/2017 2:50 PM
25	Not applicable	12/19/2017 11:23 AM
26	N/A	12/19/2017 10:55 AM
27	N/A	12/19/2017 10:54 AM
28	N/A	12/19/2017 10:33 AM
29	too early to comment on this.	12/19/2017 10:26 AM

30	The university does not pay fees. The agency is usually getting free help; it is a win/win situation.	12/19/2017 10:13 AM
31	We do not do this.	12/19/2017 10:12 AM
32	N/A	12/19/2017 9:25 AM

Q18 Do you have any other thoughts on this topic that you would like to share?

Answered: 41 Skipped: 12

#	RESPONSES	DATE
1	There is no remuneration associated with students' services provided at agencies.	1/10/2018 4:04 PM
2	I am very glad that our students do not need to pay for practicum experience.	1/9/2018 9:56 PM
3	We have never contracted with any agency that would charge a trainee a fee.	1/9/2018 5:13 PM
4	No, just curious if sites are planning to charge students to complete practicum in the near future?	1/9/2018 3:06 PM
5	Students work for free doing the labor sites need to survive. That should be enough, without charging them fees. I think this is part of the labor board issue that you can't charge an apprentice for what is needed to do the job (i.e., supervision & trainings). The site does not need to offer costly trainings; associates can get them later on. As a State school, the only one training LMFT/LPCCs in OC, we protect our students from extra fees. That's a culture, and can be fostered.	1/9/2018 2:52 PM
6	I do have concerns about sites who only offer individual supervision if the trainee pays for it. We often discuss the pros and cons with the student and site about this and encourage the student to consider other sites. We have on-campus counseling clinics for our students to practice so the number of externships we have each year is limited and this doesn't seem to be a big problem for us. However, I believe if BBS instituted regulations around this, it could be beneficial for training practitioners.	1/9/2018 12:10 PM
7	na	1/8/2018 11:43 AM
8	In San Diego we don't really have many sites that have a practicum fee	1/5/2018 4:24 PM
9	My university strongly feels that students should not be paying a fee and consequently does not place students in those agencies to support this practice. Luckily we live in a LA where there are ample other choices	1/4/2018 8:47 PM
10	The program listed as CalFam above is our on-site community mental health program. We see clients on a sliding scale that goes down to \$5. The \$200 per semester we charge our trainees doesn't begin to cover our costs. Our counseling center loses about \$300,000 per year, and is underwritten by the university. We also pay our supervisors below-market for their services. The people who would be hurt by eliminating these supervision fees would be the public - the consumer - who would not be able to afford the increase in rates for mental health services.	1/4/2018 3:17 PM
11	It is unfortunate, in my opinion, if sites charge student's fees. The cost of education is already out of site. After they graduate, we tell them to get a job and not pay for supervision.	1/3/2018 7:55 PM
12	No	1/3/2018 3:28 PM
13	This survey is not asking questions that can be adequately answered by the Counseling Program staff/ directors, etc. who are speaking on behalf of the student/ trainees who attend the program. Keep in mind that monthly site fees often include ongoing theoretical trainings, and/ or access to highly qualified supervisors in a structured atmosphere with the assurance of an ongoing client base. Students seem willing to pay monthly for trainee positions at organized sites that offer these services. Consider that this questionnaire is too broad in its focus. All training sites are not the same or equivalent as training centers. Students in this school's program seek out experienced clinicians as mentors and supervisors, because they typically model a high level of legal and ethical behavior while providing a stimulating field experience. The school appreciates the work that you are doing here. Thank you.	1/3/2018 12:42 PM
14	Of the sites listed, I am troubled only by Family Services of Burbank which receives considerable public funds from the City of Burbank. The other sites accept no public funds.	1/3/2018 12:26 PM
15	No	1/3/2018 12:02 PM
16	Not at this time.	1/3/2018 11:44 AM
17	n/a	1/2/2018 11:39 AM

18	We might need to pay fees at some point as supervision costs, rent and other expenses that agencies bear are related. It is a trickle down effect of globalization and disruptive tech.	12/28/2017 1:05 PM
19	Trainees already pay universities for their education and universities are the primary gatekeeper. Agencies that charge trainees are not treating their trainees as employees/volunteers. It becomes a different power dynamic that is unhealthy for training, client care and gatekeeping of the profession. Trainees cannot be both a volunteer and a payor.	12/21/2017 6:51 PM
20	Charging for supervision is akin to charging an office worker for the use of his/her computer. Our code of ethics requires a level of altruism and trainees need supervision in order to get licensed. Each practitioner had to follow the same path and should be willing to invest in the future of our profession.	12/21/2017 8:58 AM
21	no	12/20/2017 10:11 PM
22	Trainees should not pay any fees.	12/20/2017 9:13 PM
23	I had no idea that there were sites that charged fees.	12/20/2017 3:50 PM
24	I don't think our university would pay a fee.	12/20/2017 11:09 AM
25	It seems deplorable that an agency would charge an intern (pre degree) to work there. These are students that work very hard for little to no compensation. Agency slots that do not charge are very competitive, but our students do well. I think if a school typically placed students where they have to pay that should be covered by the university AND clearly stated in their materials when students consider those programs Let me know if I can help more with this. Glenn	12/19/2017 4:03 PM
26	Practicum sites receive many benefits from trainees seeing clients. Trainees and schools shouldn't need to pay training fees to a site.	12/19/2017 2:50 PM
27	Borders on exploitation as it is when students don't get paid for their work (in many cases) when the agency makes money off them, and to me crosses the line to imagine them paying to work somewhere, even if they are in training.	12/19/2017 2:16 PM
28	We have a list of Approved Practicum Sites and I would not have a site that charges a fee listed.	12/19/2017 12:55 PM
29	We believe it is unethical for a trainee to be required to pay for the privilege of working. Sites that require trainees pay should not be eligible to supervise trainees.	12/19/2017 12:22 PM
30	I'm going to forward this to our much larger MFT program traineeship coordinator. (55 new students annually with 16 in-house: Mitchell Family Counseling Center and Strengths United and the rest external sites). Contact is Dana.Stone@csun.edu.	12/19/2017 11:23 AM
31	Sites should not charge trainees a fee, this is insanity and not practiced in other states.	12/19/2017 11:16 AM
32	Sites should not charge fees, while yes there is a cost to supervising students, the students are also providing a service that is much higher in value	12/19/2017 11:12 AM
33	The cost of providing Clinical Supervision should be borne by the agency/site.	12/19/2017 10:55 AM
34	I think it is unethical of sites to charge students to do volunteer work that benefits the sites.	12/19/2017 10:54 AM
35	I am shocked that there are practicum sites that would charge students for training especially when those sites are often already making profit off grants or the payment of clients. This is an interesting topic that in my 15 years of working for an MFT program I have never come across.	12/19/2017 10:47 AM
36	This is a disturbing trend. My guess if practicum sites are beginning to charge fees, they believe that trainees are a net cost versus benefit to them. County agencies continue to view trainees as a potential applicant pool for future hires and either pay a stipend or at least do not charge fees for training.	12/19/2017 10:33 AM
37	For the site that charges 1,000.00 it is a 2 year program that offers specific trainings which are beneficial to the students development. I support that.	12/19/2017 10:26 AM
38	I feel that charging MFT students a fee should be against BBS regulations. It seems unethical to charge for free help. The agency does not pay the student for the work they provide clients; the clients receive services that are funded in some way. The cost of supervision is an expense but it allows the agency to use free labor. I also feel that making students pay for training on top of tuition for school is sending the wrong message. It socializes the student to devalue their work. It is unprofessional.	12/19/2017 10:13 AM
39	Students already pay so much in fees. It feels wrong to have sites charge students to work for them for no cost.	12/19/2017 10:12 AM

40	It is unethical for sites to charge a fee to trainees.	12/19/2017 9:55 AM
41	N/A	12/19/2017 9:25 AM

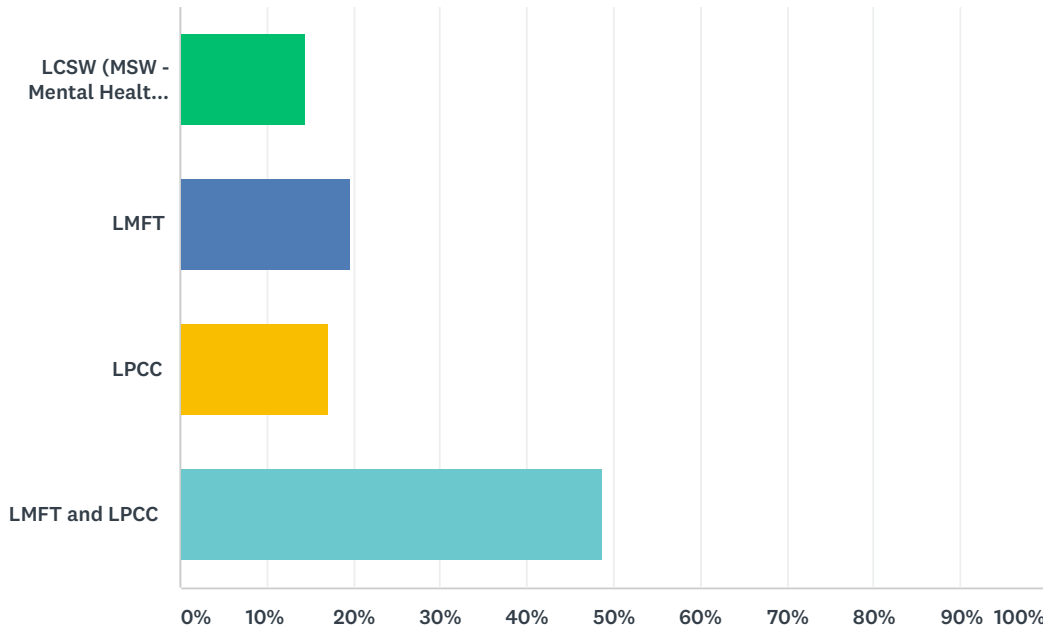
ATTACHMENT C, IV



III. 2017 Practicum/Fieldwork Placements for Students Survey

Q1 What license type(s) are being pursued by the students in your degree program?

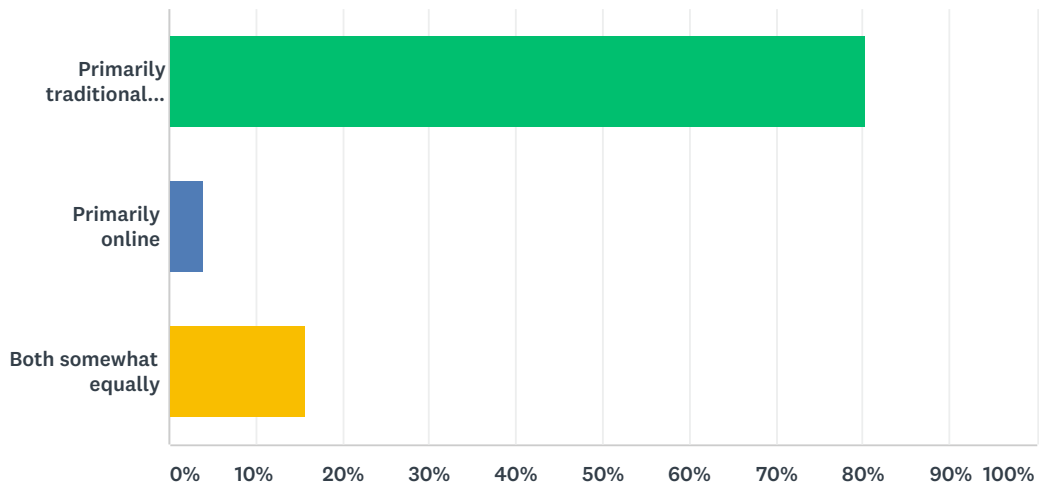
Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES	
LCSW (MSW - Mental Health Concentration)	14.47%	11
LMFT	19.74%	15
LPCC	17.11%	13
LMFT and LPCC	48.68%	37
TOTAL		76

Q2 Is your school's program primarily delivered in a traditional classroom setting, primarily online, or both?

Answered: 76 Skipped: 0

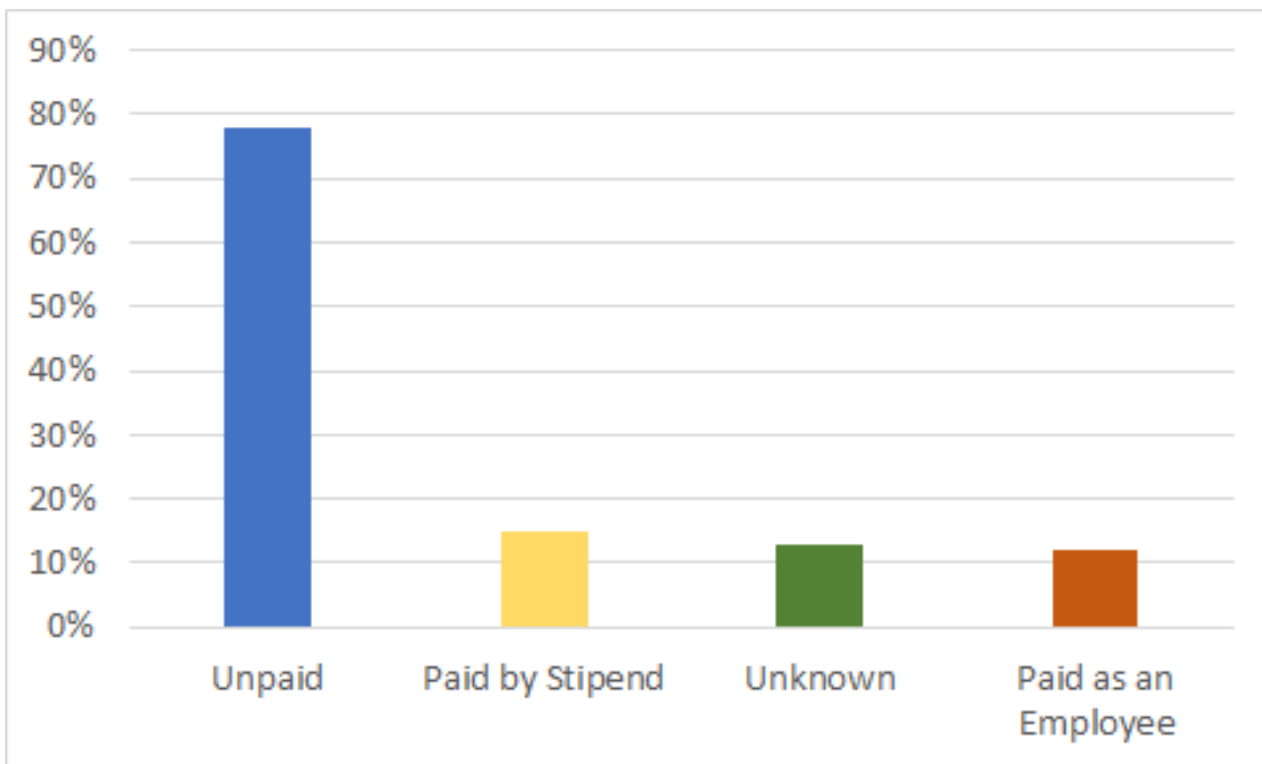


ANSWER CHOICES	RESPONSES	
Primarily traditional classroom	80.26%	61
Primarily online	3.95%	3
Both somewhat equally	15.79%	12
TOTAL		76

Q3 Approximately what percentage of your students are paid during their practicum or field study placement?

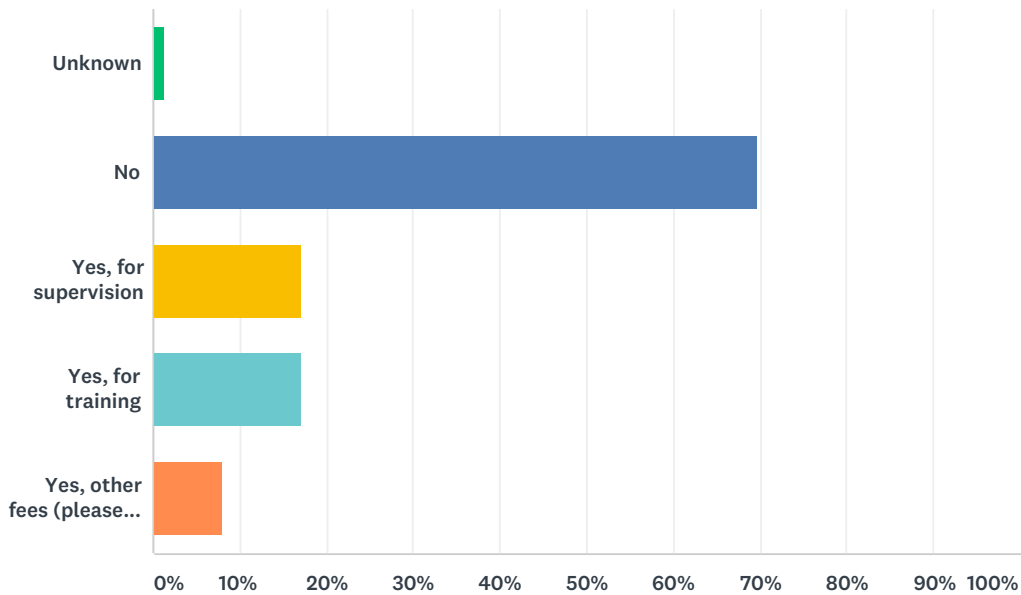
Answered: 76 Skipped: 0

ANSWER CHOICES	RESPONSES	
% Unpaid	Average - 78%	74
% Paid by stipend	Average - 15%	44
% Paid as employee	Average - 12%	49
% Unknown	Average - 13%	12



Q4 Do any of your practicum or field study sites require students to pay fees directly to the site? (Mark all that apply)

Answered: 76 Skipped: 0

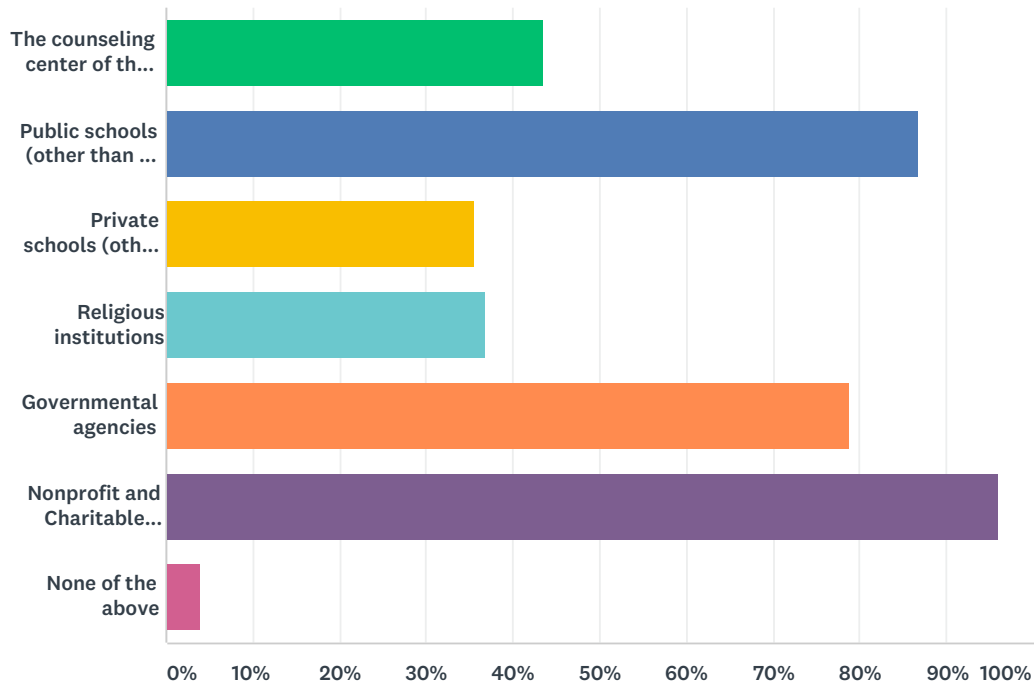


ANSWER CHOICES	RESPONSES
Unknown	1.32% 1
No	69.74% 53
Yes, for supervision	17.11% 13
Yes, for training	17.11% 13
Yes, other fees (please specify what the other fees pay for)	7.89% 6
Total Respondents: 76	

#	YES, OTHER FEES (PLEASE SPECIFY WHAT THE OTHER FEES PAY FOR)	DATE
1	livescan	9/14/2017 1:40 PM
2	Additional supervision beyond the minimum requirement	9/13/2017 5:53 PM
3	Fingerprints, etc	8/17/2017 4:54 PM
4	fingerprinting, shot records.	8/1/2017 11:27 AM
5	This only takes place for the infrequent training institute that an occasional student really wants to study at. Very rare though.	7/28/2017 8:59 AM
6	one site only	7/27/2017 9:38 AM

Q5 Are your students performing clinical services (assessment, diagnosis, and/or treatment) while placed in any of the following setting types? (Mark all that apply)

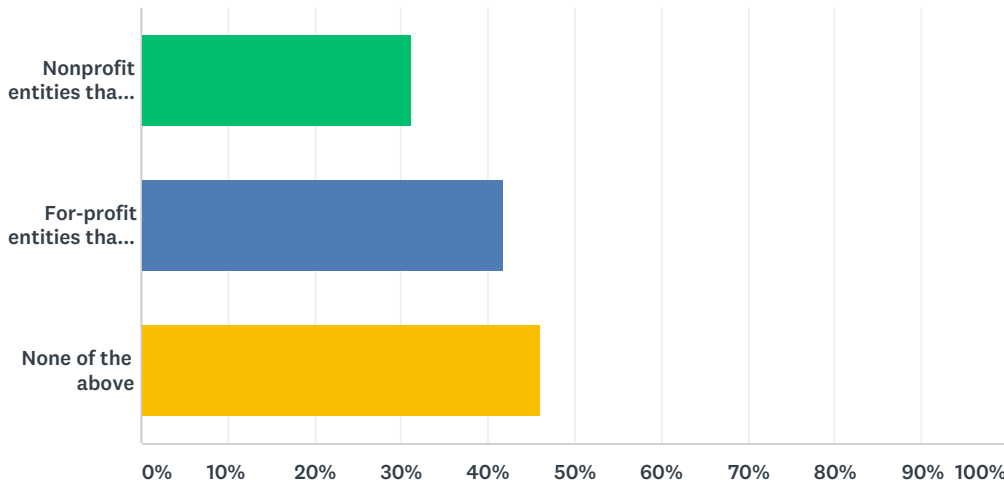
Answered: 76 Skipped: 0



The counseling center of the college where degree is being pursued	43.42%	33
Public schools (other than the college where degree is being pursued)	86.84%	66
Private schools (other than the college where degree is being pursued)	35.53%	27
Religious institutions	36.84%	28
Governmental agencies	78.95%	60
Nonprofit and Charitable entities (registered as a 501(c)(3))	96.05%	73
None of the above	3.95%	3
Total Respondents: 76		

Q6 Are your students performing clinical services (assessment, diagnosis, and/or treatment) while placed in any of the following setting types? (Mark all that apply)

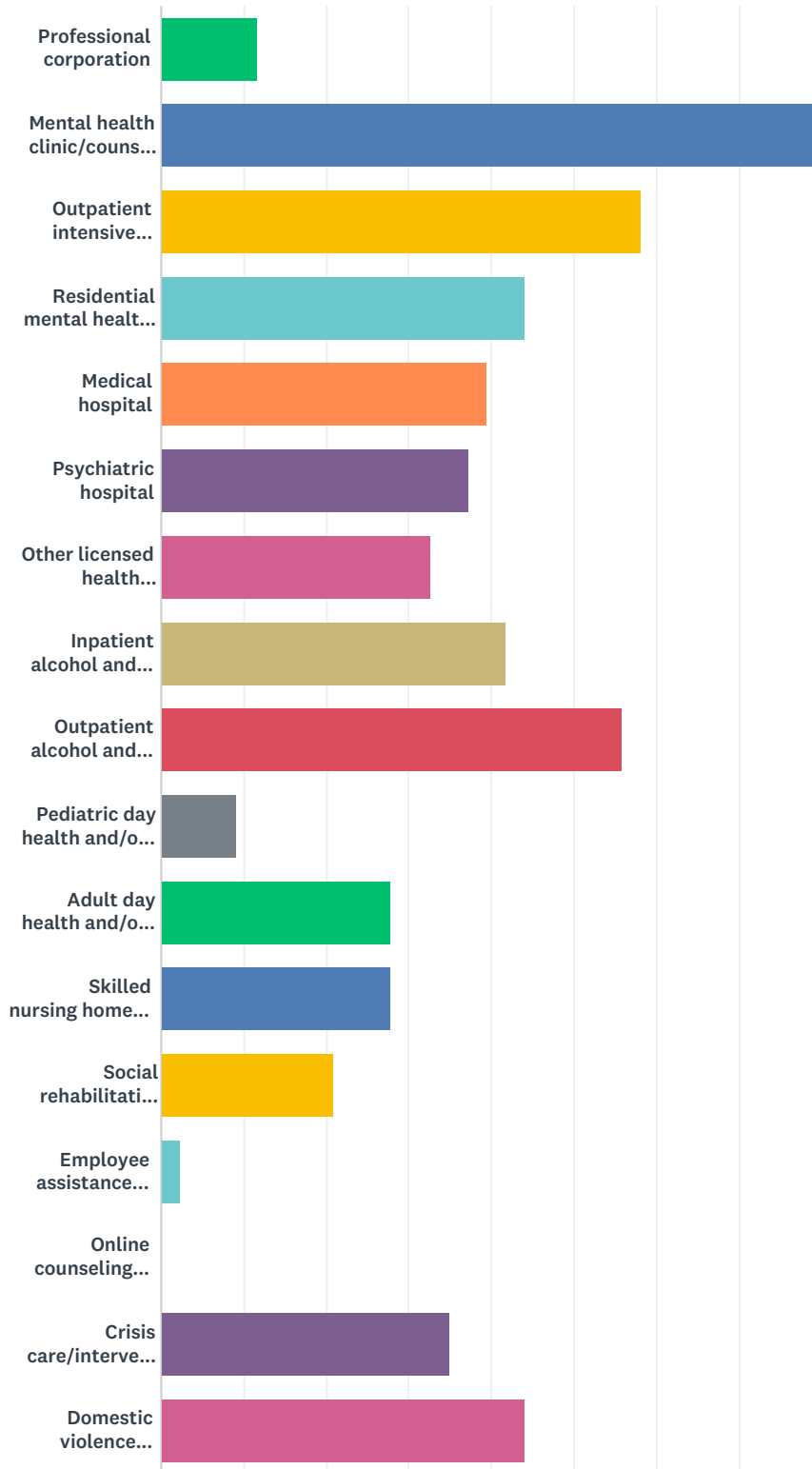
Answered: 74 Skipped: 2

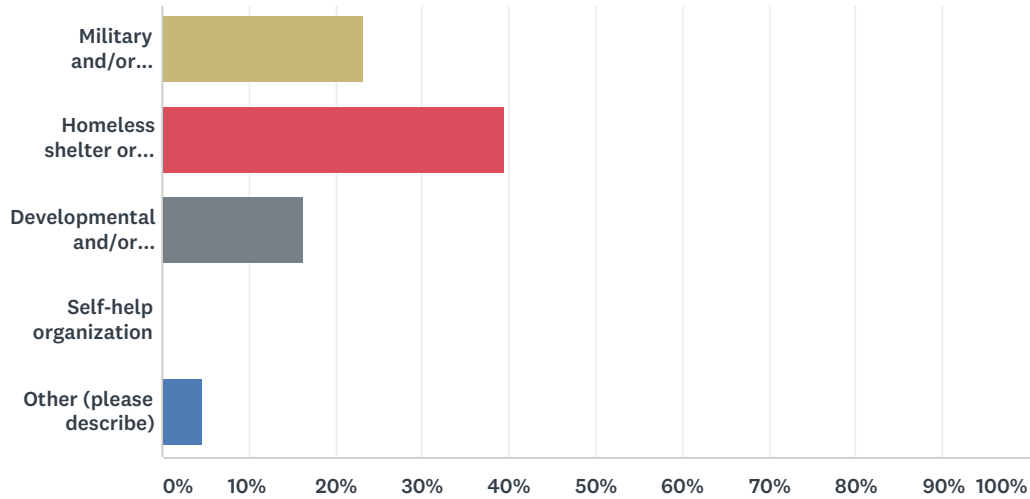


ANSWER CHOICES	RESPONSES
Nonprofit entities that are NOT registered as a 501(c)(3)	31.08% 23
For-profit entities that are not a private practice	41.89% 31
None of the above	45.95% 34
Total Respondents: 74	

Q7 If you selected either of the following setting types in Question 6, please select the facility or program types that best describe those entities. (Mark all that apply)- Nonprofit entities that are NOT registered as a 501(c)(3)- For-profit entities that are not a private practice

Answered: 43 Skipped: 33



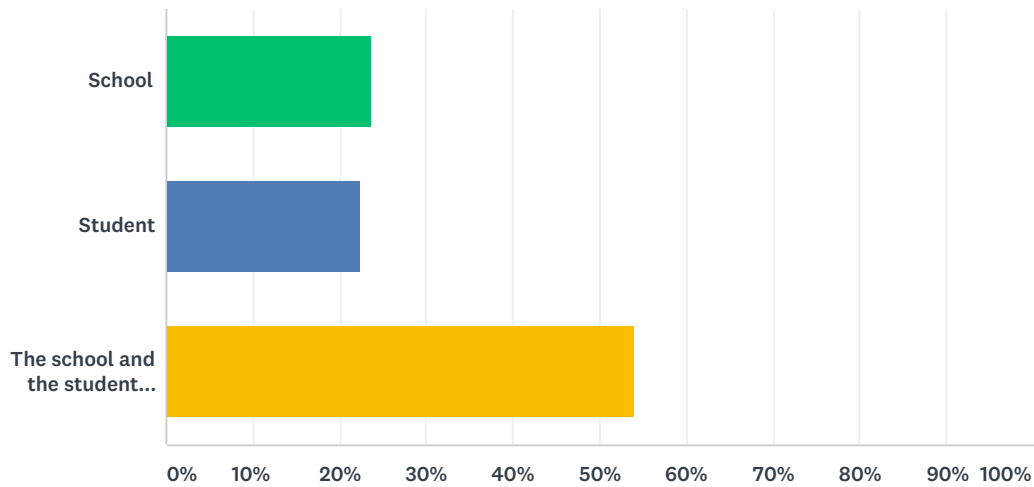


ANSWER CHOICES	RESPONSES	
Professional corporation	11.63%	5
Mental health clinic/counseling center	79.07%	34
Outpatient intensive mental health treatment center	58.14%	25
Residential mental health treatment center	44.19%	19
Medical hospital	39.53%	17
Psychiatric hospital	37.21%	16
Other licensed health facilities	32.56%	14
Inpatient alcohol and drug treatment center	41.86%	18
Outpatient alcohol and drug treatment center	55.81%	24
Pediatric day health and/or respite care facility	9.30%	4
Adult day health and/or respite care facility	27.91%	12
Skilled nursing home or assisted living facility	27.91%	12
Social rehabilitation facility	20.93%	9
Employee assistance program	2.33%	1
Online counseling clinic	0.00%	0
Crisis care/intervention program	34.88%	15
Domestic violence program	44.19%	19
Military and/or veteran's service program	23.26%	10
Homeless shelter or service program	39.53%	17
Developmental and/or Intellectual disability program	16.28%	7
Self-help organization	0.00%	0
Other (please describe)	4.65%	2
Total Respondents: 43		

#	OTHER (PLEASE DESCRIBE)	DATE
1	State correctional facilities licensed by the state	9/18/2017 1:42 PM
2	County facility, which I assume is not a 501(c)(3) entity	7/27/2017 2:04 PM

Q8 Is the school primarily responsible for finding a placement, or is the student?

Answered: 76 Skipped: 0



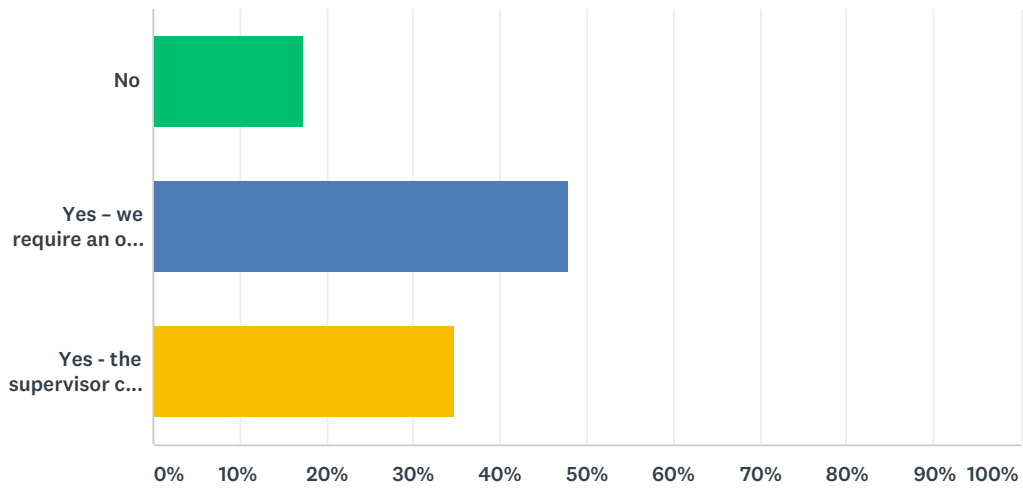
ANSWER CHOICES	RESPONSES
School	23.68% 18
Student	22.37% 17
The school and the student collaborate to find a site (Please explain):	53.95% 41
TOTAL	76

THE SCHOOL AND THE STUDENT COLLABORATE TO FIND A SITE (PLEASE EXPLAIN)*:

1	As the External field coordinator, when needed I sit down with the students to discover their areas of interest and areas of expertise. Once identified I can direct them to some of our approved sites that could meet their needs.	<p>*All of these responses (1-6) are <u>representative</u> of the 41 comments received that explain how the student/school collaboration works</p>
2	Our program has a structured field placement program with over 100 relationships with community institutions, agencies, and programs. We insure that our sites meet accreditation and licensure standards and provide field placement training fairs, and act as a liaison with site supervisors. We also provide advising and support while student is seeking a field placement. Students ultimately secure the placement via interview, etc. however, we provide structured direction, and are accountable for insuring the sites meets our standards.	
3	The school maintains an ongoing list of approved sites. A student may find a new site, and request for the site to be reviewed for approval.	
4	Our school has partnerships with select sites that attend our practicum fair. Students are only allowed to apply to these sites (unless there are extenuating circumstances). After interviews, students and sites rank their preferences. Then through an equitable matching process done by the Director of Clinical Training, students are informed of their placement. Generally all students are placed, but if for some reason a student is not matched, the Director of Clinical Training takes on the responsibility of placing the student.	
5	The student selects multiple sites that are then approved by the program for interview. When the student is offering a placement, the program approves the placement by contacting the agency. This is a collaborative process with all parties involved.	
6	It is primarily the student's responsibility but the school has a number of collaborative relationships with a number of settings. We invite setting representatives to come present their setting. When students are initially unsuccessful securing a placement, we get involved in trying to facilitate a placement.	

Q9 Does the school require a supervisor who is a licensed mental health professional to supervise the experience?

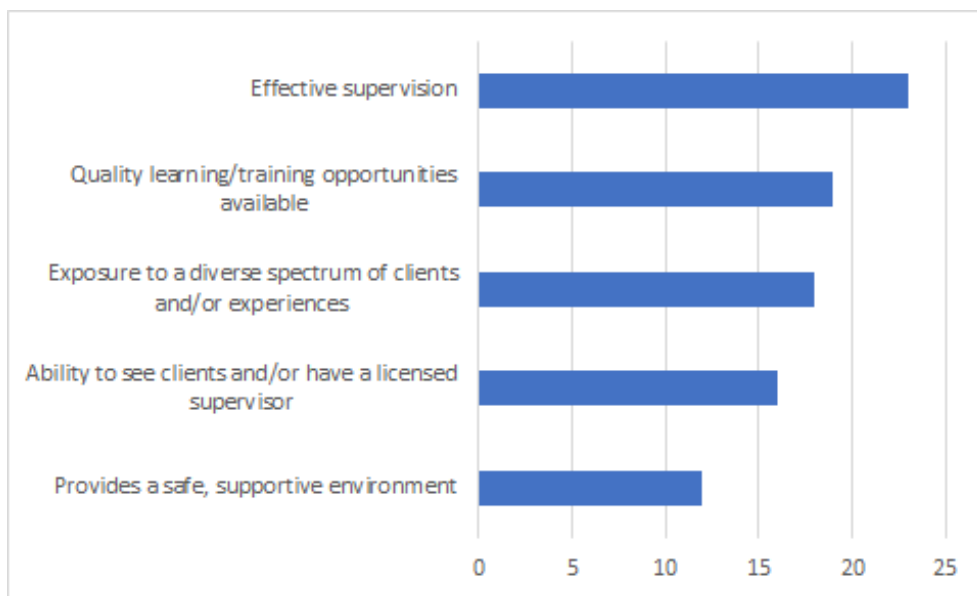
Answered: 75 Skipped: 1



ANSWER CHOICES	RESPONSES	
No	17.33%	13
Yes – we require an ON SITE supervisor	48.00%	36
Yes - the supervisor can be OFF SITE	34.67%	26
TOTAL		75

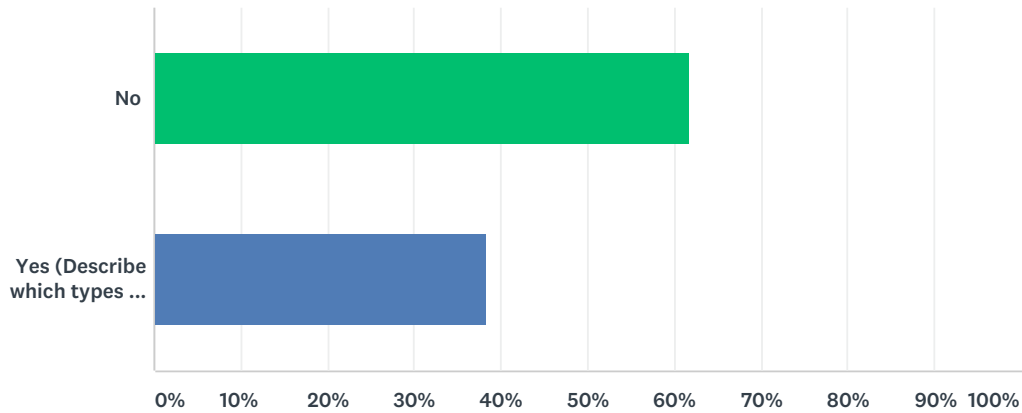
Q10 Other than meeting legal requirements, what are the most important characteristics or qualities of a suitable practicum or fieldwork setting?

Answered: 69 Skipped: 7



Q11 Are there certain types of settings that are allowed by law, but that you or your school feels are generally not suitable placement settings for students?

Answered: 73 Skipped: 3



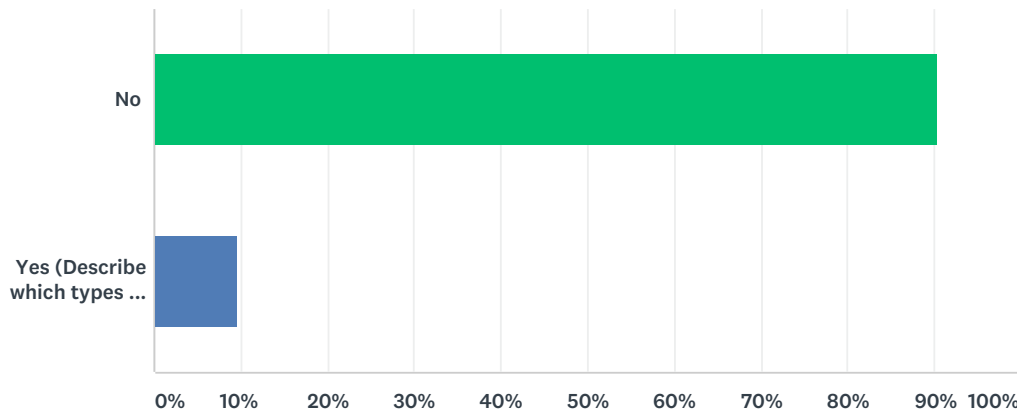
ANSWER CHOICES	RESPONSES
No	61.64% 45
Yes (Describe which types of settings and why)	38.36% 28
TOTAL	73

#	YES (DESCRIBE WHICH TYPES OF SETTINGS AND WHY)	DATE
1	Sometimes agencies are experiencing staff turnover and agency culture upheavals that make them a challenging placement option for student interns.	10/3/2017 12:04 PM
2	Agencies that do not provide adequate weekly supervision, do not allow audio-recording of counseling sessions, or do not facilitate the development of a caseload/clients for the trainee; in addition, agencies that do not provide opportunities for assessment, intervention and treatment planning (formally or informally) are not suitable placements for our students.	9/24/2017 6:14 PM
3	Crisis centers because students get a very limited scope of experience and do not often get a chance to work with a client on a long-term basis.	9/19/2017 6:31 PM
4	ABA sites- because it does not seem to fit "therapy". Some Substance Abuse placements that are not well equipped for good clinical training.	9/19/2017 5:46 PM
5	Private practice/therapy	9/18/2017 2:38 PM
6	unstable organizational administration with high turn-over among personnel and supervisors; organization mission that is not culturally inclusive	9/18/2017 12:29 PM
7	We need sites that allow our students to video/audio to meet external accreditation standards.	9/16/2017 10:27 AM

8	As an MFT program, we desire for our students to gain more couples, family and child hours as well as to receive a wide range of training and experience. Therefore, we no longer send students to sites that are too clinically narrow in their specialty or focus. For example, pregnancy clinics, drug rehab, assisted living facilities, group therapy only, equine therapy, etc. Generally, these settings tend to offer individual therapy or group therapy. And while these settings equip our students with excellent skills, such skills are often too specific and not easily transferable to a more general setting. In the past, a few of our students have had negative experiences with what we call the "factories." These are sites that provide the minimum training, supervision, structure, and support in order to have as many clients as possible, generally in large school systems. Trainees are expected to carry large client loads with insufficient support, which often leads to apathy and burnout. We prefer to work with sites that invest in the development and growth of our trainees. In the past, we have also had a few situations where a site asked a student to take unethical actions. We of course pulled the trainee out of such sites.	9/16/2017 12:32 AM
9	Online therapy of an sort.	9/14/2017 1:29 PM
10	Just sites who do not provide adequate supervision and training or who provide a very negative work environment where trainees do not feel valued or respected.	9/14/2017 11:59 AM
11	In home treatment centers.	9/14/2017 6:28 AM
12	We are concerned about placing students at private, for-profit facilities, especially recovery centers. Due to the nature of these sites, we have had experiences where students were being put in unethical and, at times, illegal situations. It appears that students were being used as "free-labor" and not being trained to be competent and skilled clinicians.	9/13/2017 11:50 PM
13	School settings that only provide 15 minute counseling sessions. Not sufficient for any real treatment, and not adequate for student training needs.	9/13/2017 11:00 AM
14	For-profit Alcohol & Drug treatment facilities, because so many of them (with rare exception) do not do adequate treatment, but focus on client fees/reimbursements.	8/15/2017 7:56 PM
15	Placements that do not have enough supervisory oversight within the social work discipline; anything that is in violation of our social work code of ethics	8/3/2017 6:33 PM
16	We have movd towards not allowing students to drive clients in their car while on placement.	8/2/2017 1:34 PM
17	Applied Behavioral Therapy, sites that only provide group therapy.	8/1/2017 3:47 PM
18	IOP - too profit oriented	7/31/2017 6:06 PM
19	Those that discriminate based on Title IX on the federal ed. code.	7/31/2017 3:39 PM
20	Schools that do not have school counselors who have the traits mentioned above	7/28/2017 1:45 PM
21	We had a problem with a site, before, as they seemed to be violating ethical standards, so we took the site off of our approved list of sites. We also took another site off of our approved list because it seemed that our students were receiving inadequate supervision.	7/27/2017 2:04 PM
22	Inpatient mental health—unless there is an exceptionally well-trained student. Most are simply not ready even with strong supervision.	7/27/2017 11:42 AM
23	Settings that expect greater than 50% of client contact in the home; settings that expect students to regularly drive long distances; settings that provide individual counseling only	7/27/2017 11:01 AM
24	Severely traumatized client populations or populations with severe mental illnesses, unless we have a supervisor that has significant training and who will provide significant professional development and support for the student/intern.	7/27/2017 8:58 AM
25	Lack of sufficient training/supervision, extended distance from school location that would deter student due to far commute between school and placement, client referrals are low for student to meet graduation practicum hours requirement	7/27/2017 1:41 AM
26	ones that are very specific in terms of clientele that does not allow student to do much therapy (e.g., treatment for autism; psychiatric facilities for seriously mentally ill)	7/26/2017 9:59 PM
27	Private practice office. Individual clinical practice for profit.	7/26/2017 5:53 PM
28	Students are discouraged from doing a placement where longer-term therapy is not available for example short-term treatment facility	7/26/2017 4:35 PM

Q12 Are there any settings not currently allowed by law that you or your school feels may be suitable placements for students?

Answered: 72 Skipped: 4



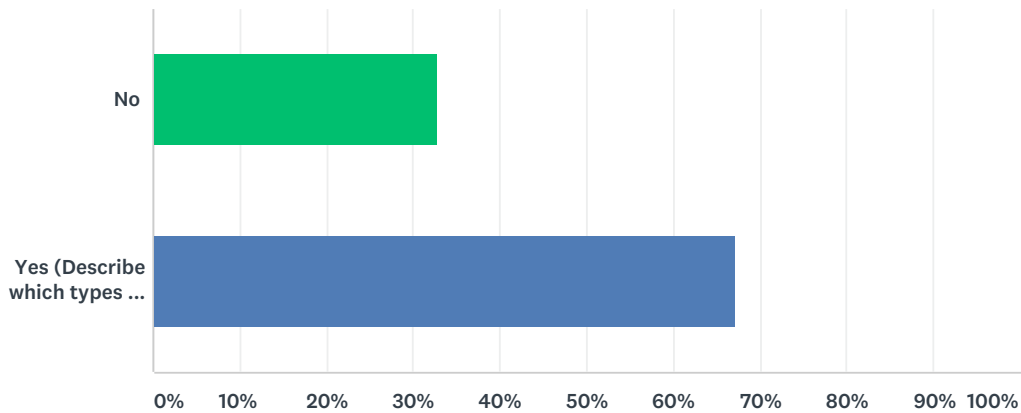
ANSWER CHOICES	RESPONSES
No	90.28% 65
Yes (Describe which types of settings and why)	9.72% 7
TOTAL	72

#	YES (DESCRIBE WHICH TYPES OF SETTINGS AND WHY)	DATE
1	Yes. I do not see the value of prohibiting private practice settings.	9/26/2017 4:47 PM
2	I think it is important to recognize that while the law explicitly states the field placements need to cover assessment, diagnoses, treatment planning, prognosis, etc., there are some sites that provide rich clinical experiences but the formal use of diagnostic categories and assessments may not be used; the DSM in particular, is not necessarily valued across agencies and while it may be useful for reimbursements and important to know, some agencies focus more on the functional implications and the client's experience versus diagnostic categories. I think these components of the law are quite medical model oriented, and if we are moving towards a mental health recovery paradigm, it is important to consider how this framework fits or does not fit within these required practice areas. In addition, college counseling students - depending on the college - may have more opportunities to provide brief, mental health interventions, that are important skills for behavioral healthcare; in addition, they are often the 1st people that college students connect with and share concerns, difficulties, etc. While college settings (outside of their counseling and psych services) may not be in traditional clinical environments, the application of mental health screening and interventions are indeed important and can in fact facilitate access, persistence, and graduation. Finally, agencies that specifically serve persons with disabilities (e.g., department of rehabilitation) are also often not considered traditional clinical environments; however, rehabilitation counselors must be trained as counselors, and in these contexts provide eligibility, assessment, interventions, treatment planning and goals setting for sure; their roles and functions include equal parts of counseling, case management, and advocacy, all of which is critical to being a counselor today. In short, I think these contexts (school, DOR, college settings) can meet the LPCC requirements for sure; it just depends on the specific context within these settings.	9/24/2017 6:14 PM
3	Agencies or clinics that are owned by healthcare professionals	9/13/2017 5:53 PM
4	A for-profit community treatment center that truly focuses on community mental health, but does not have an alcohol & drug treatment license (therefore not legal now). I'm thinking of Telecare, that serves MHSA clients, but we can't send students there.	8/15/2017 7:56 PM

5	Since the definition of private practice includes any corporation/business that is owned by a therapist, there are some sites which are not typical private practice settings, but are still not allowed. For example, corporations that offer a variety of services (behavioral therapy, assessment, individual therapy, etc.), but happen to be owned by someone who was or is a therapist.	8/1/2017 3:47 PM
6	Private charter schools may be fine. We would like to be allowed to explore them more.	7/28/2017 1:45 PM
7	I'm sure there are--but, I can't think of any right now.	7/27/2017 8:58 AM

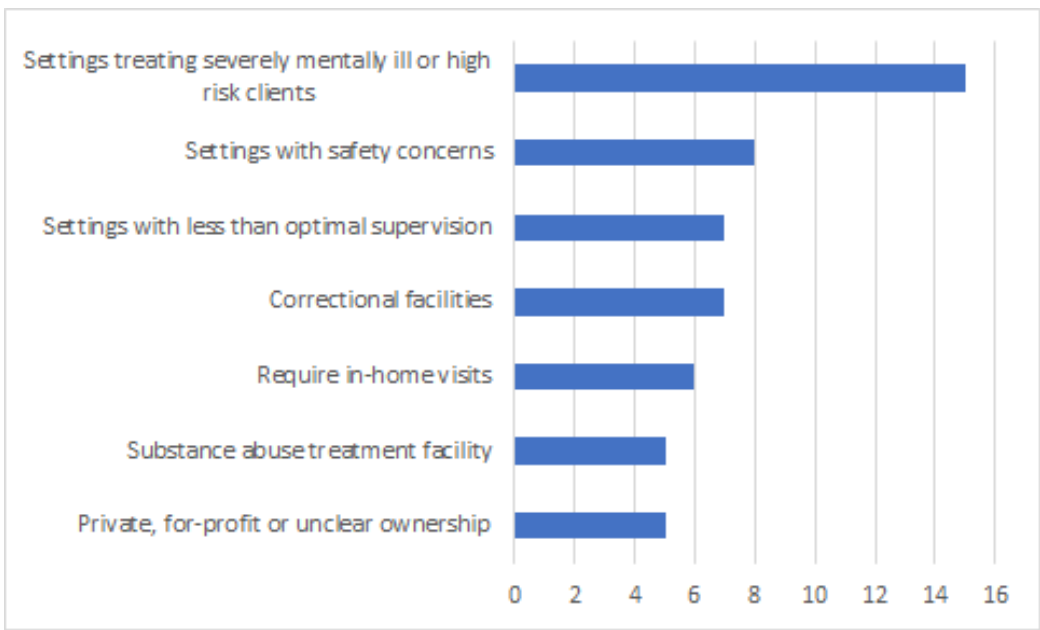
Q13 Are there certain types of settings where you believe it is necessary to use extra precaution when placing students?

Answered: 73 Skipped: 3



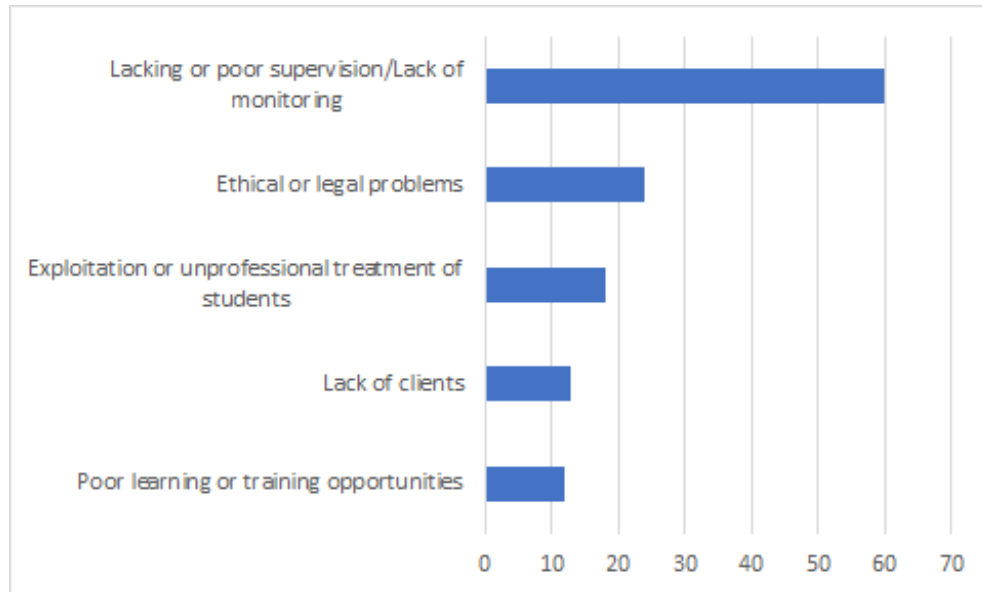
ANSWER CHOICES	RESPONSES	
No	32.88%	24
Yes (Describe which types of settings and why/what those extra precautions may be)	67.12%	49
TOTAL		73

#	YES (DESCRIBE WHICH TYPES OF SETTINGS AND WHY/WHAT THOSE EXTRA PRECAUTIONS MAY BE)	DATE
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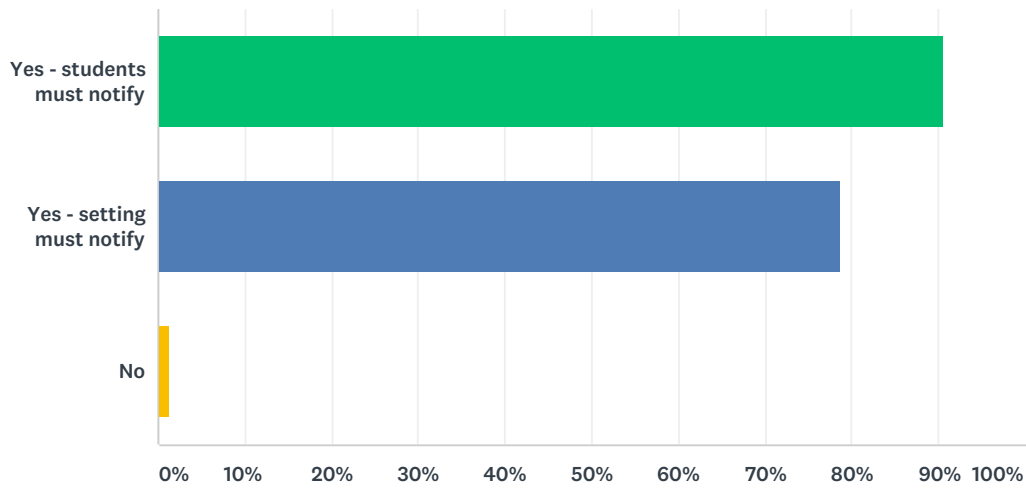
Q14 What are some of the factors that may lead you to decide against (or discontinue) placing students at a site?

Answered: 72 Skipped: 4



Q15 Do you require students or the setting to notify the school when there are difficulties at the work site?

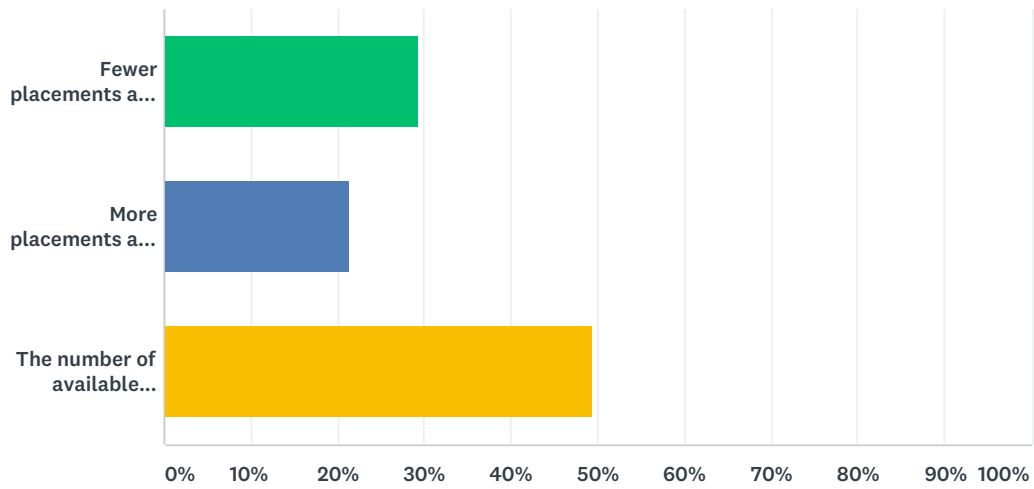
Answered: 75 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes - students must notify	90.67% 68
Yes - setting must notify	78.67% 59
No	1.33% 1
Total Respondents: 75	

Q16 How would you characterize the availability of placements for your students?

Answered: 75 Skipped: 1



ANSWER CHOICES	RESPONSES	
Fewer placements are available than are needed	29.33%	22
More placements are available than are needed	21.33%	16
The number of available placements are sufficient	49.33%	37
TOTAL		75

Q17 Approximately what percentage of your students continue on at their site after graduation?

Answered: 72 Skipped: 4

**Average of 32%
Continue at Site
after Graduation**

Q18 What types of questions or issues have you encountered when attempting to apply BBS requirements in the selection of student placements?

Answered: 57 Skipped: 19

#	RESPONSES	DATE
1	So far, no main issues. Many sites utilized are not clinical in nature so BBS requirements do not apply.	10/6/2017 2:21 PM
2	MSW students do not accrue licensure hours while interning.	10/3/2017 12:04 PM
3	Making sure the agency understands what a qualified supervisor is.	9/27/2017 9:39 AM
4	Some supervisors are not familiar with the BBS paperwork expectations or regulations. Most agencies will not allow video taping of the supervisee's work which I believe is doing a disservice to both the supervisee and the clients.	9/26/2017 3:43 PM
5	I think the most pressing larger issue is how to insure mental health recovery approach is learned within a medical model context (e.g., DSM, "treatment" etc.). The MH Recovery model moves away from this language, is person-centered, etc. In addition, integrated behavioral health settings - particularly within primary care, are more often brief interventions and screens; this is an important area of training for students as there is a large behavioral health care workforce need; I think the LPCC has the potential to be the law that is grounded on a more progressive framework versus the traditional medical model; yet the language remains consistent with that model.	9/24/2017 6:14 PM
6	None	9/22/2017 8:47 AM
7	Not being clear about for-profit entities and if BBS would be willing to accept the sites. It would be helpful if BBS could publish a list of approved sites for practicum and internship. Issues with having a non-site therapist providing supervision. Not having an LPCC supervise our students - instead having to rely on LCSW, LMFTs and psychologists who may not practice from the same paradigm. How to deal with sites not allowing taping of session- how do we properly evaluate proficiency of our students without adequate evidence.	9/19/2017 6:31 PM
8	N/A	9/18/2017 2:38 PM
9	We follow the BBS requirements in a diligent manner and only work with sites that do as well. This process has worked well for our students.	9/18/2017 1:42 PM
10	Students often don't know how to find placements; and especially as a small school, we don't have ongoing placement relationships with organizations.	9/18/2017 1:25 PM
11	Group supervision requirement; number of children and family traineeship hours.	9/18/2017 12:29 PM
12	Confusion from site supervisors about mandatory 6 hour supervisor training and the ration of supervision needed for trainees	9/18/2017 10:12 AM
13	none at the moment	9/16/2017 10:27 AM
14	Poor quality of supervision. Could BBS require more training for supervisors? Also, not enough sites provide couples therapy, particularly since there is little to no funding through DMH for couples therapy. How can BBS encourage more sites to offer couples therapy so that students are not forced to go into private practice settings to provide couples therapy?	9/16/2017 12:32 AM
15	none	9/15/2017 9:14 AM
16	adequate supervision	9/14/2017 2:04 PM
17	Questions trainees paying for supervision.	9/14/2017 12:53 PM
18	none	9/14/2017 11:59 AM
19	none	9/14/2017 9:41 AM
20	None	9/14/2017 7:09 AM

21	Some of the areas of the BBS regulations that recently have come into question with training placements are: 1) the averaging of direct-client-contact hours and clinical supervision; 2) the number of supervision sessions an appropriately licensed professional can provide, 3) whether or not students can be required to pay for their training experience; 4) clarification of client-centered-advocacy; 5) clarification of a community mental health setting.	9/13/2017 11:50 PM
22	Supervisors that have been licensed for at least 2 years with the CE requirements	9/13/2017 9:50 PM
23	Making sure their supervisor has a clinical license and have been for atleast 2 years.	9/13/2017 8:50 PM
24	What is considered psychotherapy (e.g. psychoeducation, skills-based treatments, gathering information for intake over the phone, life coaching, etc.?). Several places desire students to perform in-home therapies alone and our program does not allow this. However, they say other programs allow their students to do so no problem. We see this is as a liability for beginning therapists to be alone either at-home or in an office with clients conducting therapy.	9/13/2017 5:53 PM
25	none	9/13/2017 4:35 PM
26	paperwork..sites are unsure of all of what is needed at times. Most often, they are familiar with the amount of supervision hours and type that should be provided.	9/8/2017 6:27 PM
27	can they use their current job as a trainee placement	8/15/2017 7:56 PM
28	Complaints about private practice settings. Even potential supervisors have difficulty discerning what an appropriate placement is, sometimes settings don't know if they are considered a private practice.	8/9/2017 9:22 AM
29	the students are pre-degree and therefore we do not utilize BBS requirements for placement	8/3/2017 6:33 PM
30	The issue is always making sure that the supervisor is eligible to sign off on ours, and the supervisor understands those requirements. We The issue is always making sure that the supervisor is eligible to sign off on ours, and the supervisor understands those requirements.	8/2/2017 1:34 PM
31	It is pretty clear	8/2/2017 10:47 AM
32	Determining what exactly constitutes a private practice (according to the law), and what exactly constitutes a "setting must lawfully and regularly provide mental health counseling or psychotherapy."	8/1/2017 3:47 PM
33	We need clarification if BBS requires the 280 hours to be supervised by a Licensed Individual or not? Can this be made clearer???	8/1/2017 3:03 PM
34	usually asking about supervision-client ratio and if supervision has to be delivered in the same week.	8/1/2017 11:27 AM
35	none	7/31/2017 6:06 PM
36	None.	7/31/2017 3:39 PM
37	usually only supervisor availability.	7/30/2017 10:50 PM
38	I wish BBS knew more about school counseling. We have students getting their PPS and LPCC at the same time and they are allowed to count both hours as the same (i.e., double dip). This makes no sense.	7/28/2017 1:45 PM
39	none; more difficulty adhering to institution guidelines, which are more stringent	7/28/2017 1:20 PM
40	An example would be a corporation that runs many mental health programs, and the programs are not corporations in and of themselves	7/28/2017 12:13 PM
41	Is a career center an appropriate clinical counseling site	7/28/2017 10:16 AM
42	Most sites and supervisors are very aware of the issues. New sites need help understanding the rules and regulations	7/28/2017 8:59 AM
43	Some sites we have taken off of our list cannot provide our students with sufficient enough therapy hours; another site did not provide adequate supervision hours.	7/27/2017 2:04 PM
44	What are the qualifications of the site supervisor? Will students have a variety of experiences that will help them grow as a counselor? Will there be sufficient support for a student at that site?	7/27/2017 12:58 PM
45	Supervision expectations. Educational preparation of PCC students (vs. MFT or SW).	7/27/2017 11:42 AM
46	none	7/27/2017 11:17 AM

47	What type of license does the supervisor need to have?	7/27/2017 11:01 AM
48	None that I can think of.	7/27/2017 10:07 AM
49	none	7/27/2017 9:38 AM
50	Our biggest challenges is fulfilling the requirements that our university requires--developing 4-way and field site agreements between our students, program, university and site.	7/27/2017 8:58 AM
51	None of which I am aware.	7/27/2017 8:02 AM
52	None	7/27/2017 7:02 AM
53	many sites ask for a fiscal year commitment (July to July), but we do not have practicum classes during the summer. This is a problem for some sites because the law states students must be in class when they see clients.	7/26/2017 9:59 PM
54	None to date.	7/26/2017 9:54 PM
55	N?A our students are not trained to get their LCSW. Obtaining LCSW is a separate process and the student will have their MSW already by the time they apply for LCSW.	7/26/2017 5:53 PM
56	Na	7/26/2017 4:41 PM
57	none	7/26/2017 4:35 PM

Q19 Additional Comments:

Answered: 30 Skipped: 46

#	RESPONSES	DATE
1	Wasn't sure if some of our settings (e.g. state hospitals, some in-patient hospitals) were 501 (c) 3 entities. A box "unknown" for #6 would have been helpful	10/6/2017 2:21 PM
2	Since the enactment of the ACA, there have fewer sites available because what trainees used to be able to do is not allowed under ACA.	9/27/2017 9:39 AM
3	I think the counselor workforce needs are changing and integrated behavioral health is a primary workforce need; the university and faculty need to continue to have latitude in determining the quality of the placements, particularly with respect to insuring our students are trained in the mental health recovery model, gain disability competence, and learn case management and advocacy skills as these are key functions of counselors today.	9/24/2017 6:14 PM
4	None	9/22/2017 8:47 AM
5	N/A	9/18/2017 2:38 PM
6	The M.A. Counseling Psychology Program adheres to the BBS MFT and LPCC statutes, rules, and regulations.	9/18/2017 1:42 PM
7	We have concerns about sites encouraging students to do more telemedicine and counting those as direct client hours. It is impossible to distinguish these under Option A. There are some sites that ask students to do phone intakes and count those hours as direct hours; however, we do not believe that phone intakes require the kind of clinical skills that face-to-face therapy requires. Also, there are serious concerns about Option A hours reporting. While the form has been nicely simplified, it now lacks transparency. Too many hours are grouped together, so supervisors can no longer tell if a student's hours are reported accurately.	9/16/2017 12:32 AM
8	thank you	9/15/2017 9:14 AM
9	none	9/14/2017 9:41 AM
10	There was a time when the BBS regulations more specifically defined traineeship placement requirements (i.e., a government entity; a school, college, or university; a nonprofit and charitable corporation; a licensed health facility, social rehabilitation or community treatment facility, a pediatric day health and respite care facility, or a licensed alcoholism/drug abuse recovery/treatment facility, as defined in the Health and Safety Code of California). We continue to seek these classifications for our training placements (with occasional exceptions). We would support the reconsideration of these, or similar, criteria to better clarify appropriate settings for clinical trainees.	9/13/2017 11:50 PM
11	We recommend that the BBS require the trainee to submit a copy of the agreement between the program and the external site placement when submitting hours to show proof the program has approved the site and for the student to practice there. It has come to our attention on various occasions that students are working or doing clinical work at a site without the program's knowledge and are applying those hours toward their license. Our program has refined our policies to reinforce the requirement that the site must be approved by the program, but if students did not report it, many sites are not knowledgeable that this is a requirement or are not following it. If the BBS required submission of proof of the agreement, this would verify that the school did allow that student to perform clinical work at that site and obtain hours toward licensure.	9/13/2017 5:53 PM
12	Thank you for putting this survey together.	9/13/2017 4:35 PM
13	NA	9/8/2017 6:27 PM
14	thanks for doing this!!	8/15/2017 7:56 PM
15	It would be very helpful to broaden and define what constitutes an appropriate placement setting.	8/9/2017 9:22 AM
16	For #17, most practicum sites do not offer paid positions after graduation. For #3, the students who are paid as an employee just happened to already work at the site as an employee and were able to add on their trainee responsibilities.	8/1/2017 3:47 PM

17	We need clarification if BBS requires the 280 hours to be supervised by a Licensed Individual or not? Can this be made clearer???	8/1/2017 3:03 PM
18	There are available placements however many are looking for bilingual trainees.	8/1/2017 11:56 AM
19	n/a	7/31/2017 6:06 PM
20	NA	7/30/2017 10:50 PM
21	Learn about school counseling and the ASCA National Model.	7/28/2017 1:45 PM
22	Thank you for seeking our feedback on this survey and for your continued support and guidance!!	7/28/2017 12:13 PM
23	Thank you for looking into this!	7/27/2017 12:58 PM
24	Please keep striving to respond to intern applicants via email promptly. Alums share this is still an issue. Thx for all the BBS does with the small staff provided.	7/27/2017 11:42 AM
25	2. Question #2 above: Is your school's program primarily delivered in a traditional classroom setting, primarily online, or both? Isn't appropriate for our program. Our program is held in the community at community-based settings, we only have one class formally on campus each semester.	7/27/2017 8:58 AM
26	None	7/27/2017 8:02 AM
27	Students must get legally mandated supervision at their site, and they must take practicum classes. It is not practical to require students to be in class for the entire duration of their internship. Why can students see clients in the summer when they are not in class, if they plan to take practicum again in the fall, when students who don't want to continue with practicum in the fall are not supposed to see clients during the summer? There is no difference between those students' situations when they are at their sites in the summer but not taking class. As long as they have fieldwork class during the academic year and they receive the BBS-mandated supervision at their site for all clients, students should be able to see clients during the summers. Not being allowed to by the current law is a hardship. Smaller programs cannot afford to have a practicum class during the summer. Students can't afford to pay for the extra class.	7/26/2017 9:59 PM
28	None.	7/26/2017 9:54 PM
29	BBS should do more to restrict those on line training programs that do not even require to see their students face to face. Not even once.	7/26/2017 5:53 PM
30	Na	7/26/2017 4:41 PM

ATTACHMENT C, V



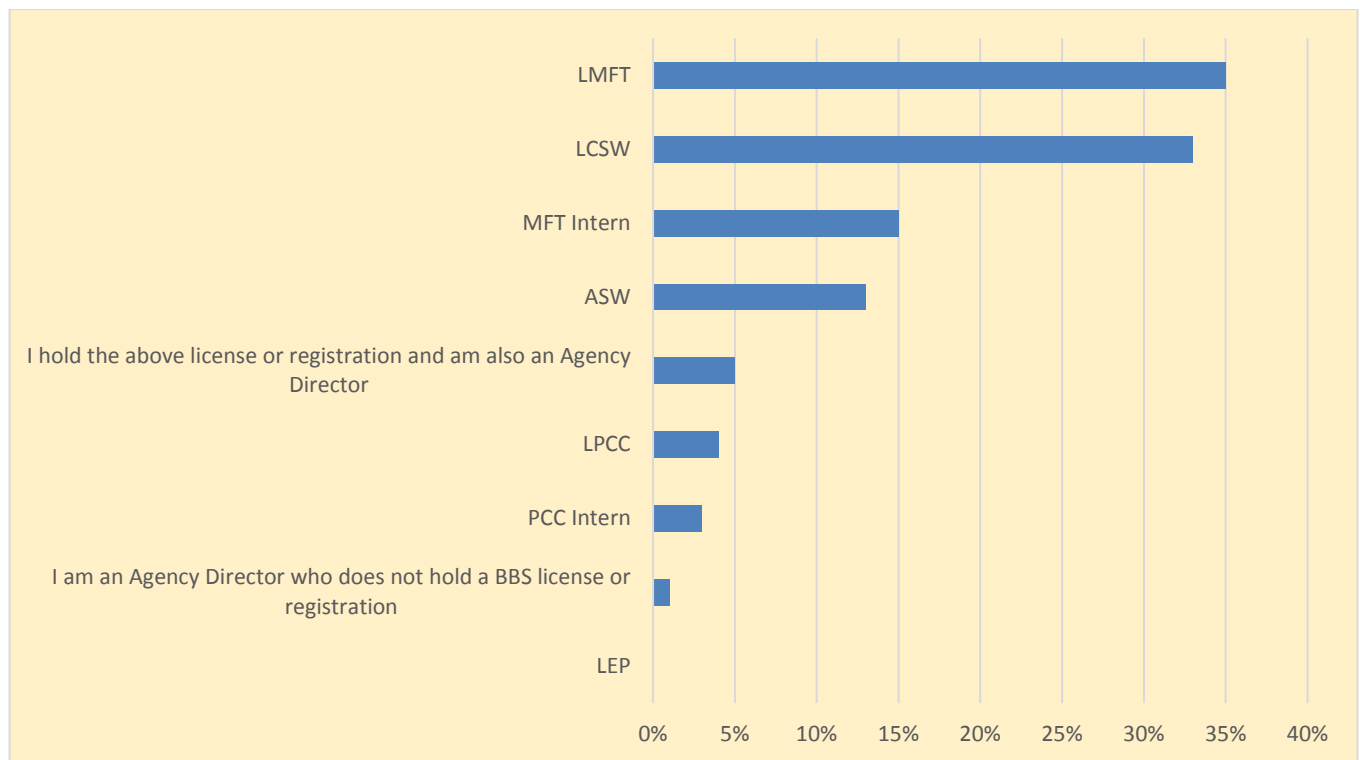
IV. 2017 Work Setting Survey

BBS EXEMPT SETTINGS SURVEY RESPONSES

1,383 Total Respondents
as of 02/15/2018

1. What type of license or registration do you hold with the BBS? *(Mark all that apply)*

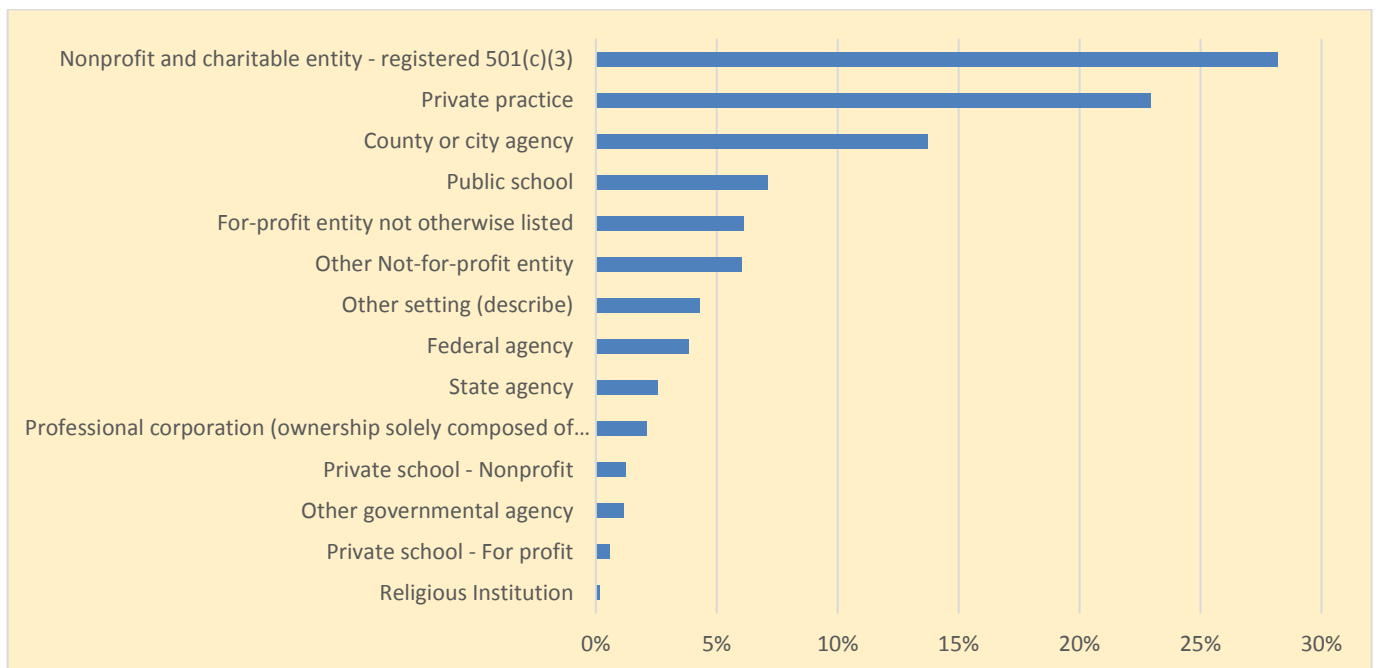
Answer Choices	Percent	Number
LMFT	35%	485
LCSW	33%	461
MFT Intern	15%	206
ASW	13%	181
I hold the above license or registration and am also an Agency Director	5%	64
LPCC	4%	60
PCC Intern	3%	43
I am an Agency Director who does not hold a BBS license or registration	1%	12
LEP	0%	4



2. Which of the following best describes the CURRENT, PRIMARY setting in which you perform one or more of the following?

- Provide clinical services (defined as assessment, diagnosis, and/or treatment);
- Provide clinical supervision; and/or
- Serve as an agency director.

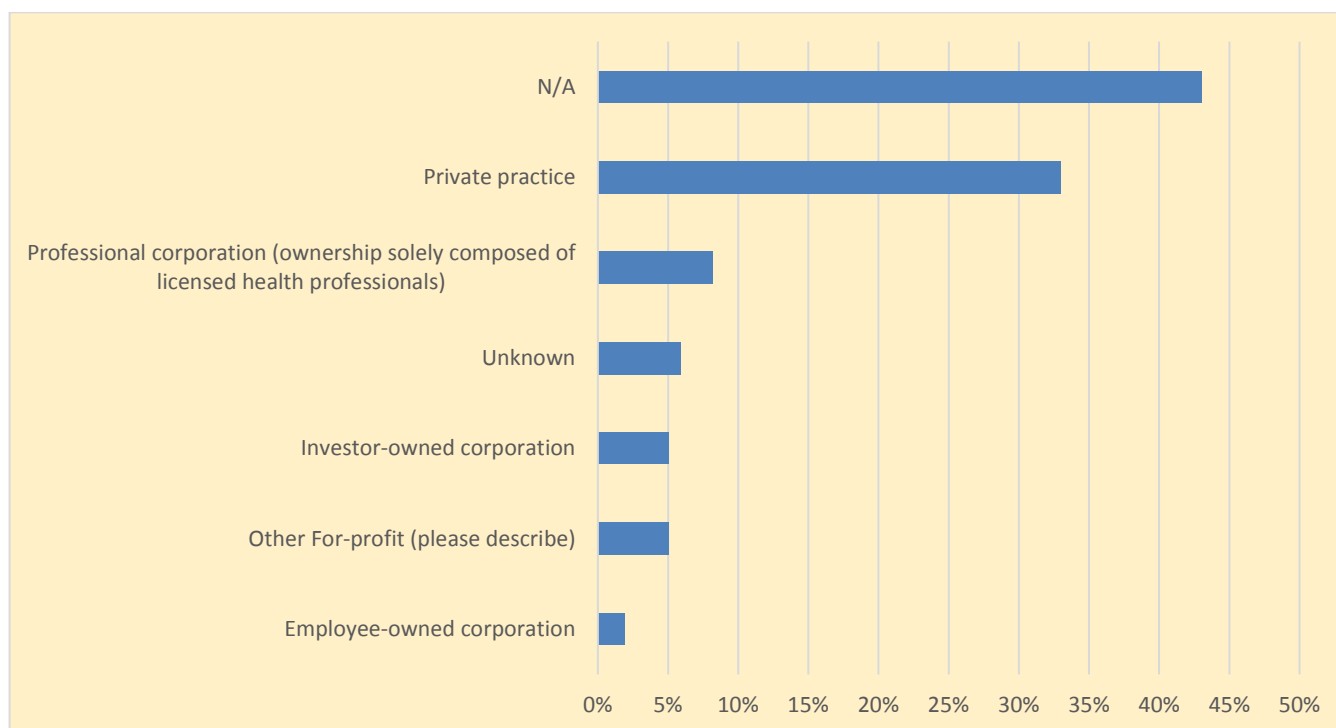
Answer Choices	Percent	Number
Nonprofit and charitable entity - registered 501(c)(3)	28%	388
Private practice	23%	316
County or city agency	14%	189
Public school	7%	98
Other Not-for-profit entity	6%	83
For-profit entity not otherwise listed	6%	84
Federal agency	4%	53
Other setting (describe)	4%	59
State agency	3%	35
Professional corporation (ownership solely composed of licensed health professionals)	2%	29
Private school - For profit	1%	8
Other governmental agency	1%	16
Private school - Nonprofit	1%	17
Religious Institution	0%	2



3. Question Omitted – The question appears to have been misunderstood. It asked, “If you answered “Other Not-for-profit entity” in question 2, please describe the type of nonprofit structure, if known.” Nearly all respondents described the purpose of the setting or the client population, rather than the nonprofit “structure.”

4. If the setting is a for-profit entity, what is the ownership structure? (Mark all that apply)

Answer Choices	Percent	Number
N/A	43%	350
Private practice	33%	268
Professional corporation (ownership solely composed of licensed health professionals)	8%	68
Unknown	6%	49
Other For-profit (please describe)	5%	37
Investor-owned corporation	5%	42
Employee-owned corporation	2%	16

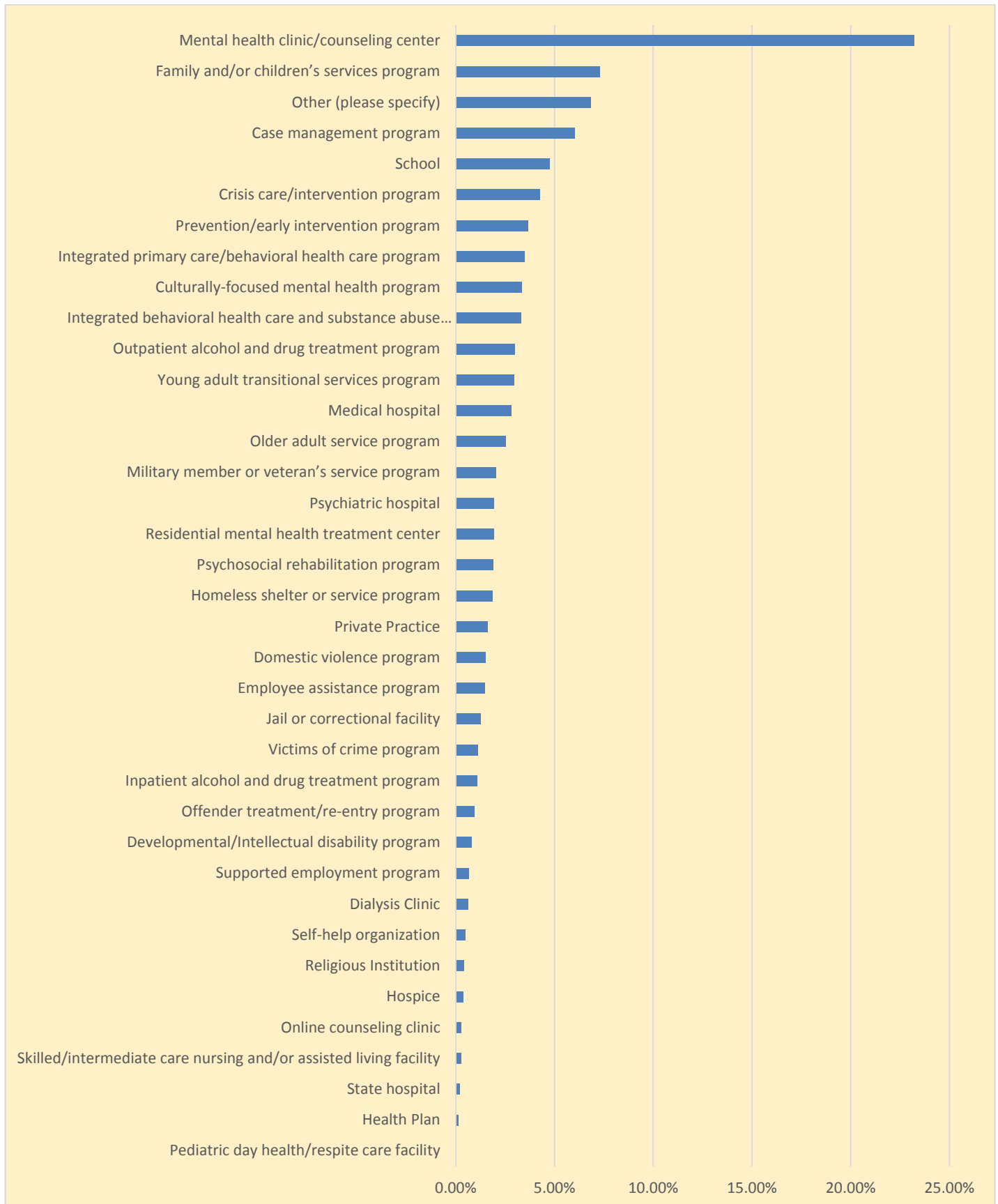


5. What is the main focus/purpose of this setting? (Mark all that apply)

Answer Choices	Responses	
Mental health clinic/counseling center	23.22%	719
Family and/or children's services program	7.30%	226
Other (please specify)	6.85%	212
Case management program	6.01%	186
School	4.75%	147
Crisis care/intervention program	4.26%	132
Prevention/early intervention program	3.65%	113
Integrated primary care/behavioral health care program	3.49%	108
Culturally-focused mental health program	3.33%	103
Integrated behavioral health care and substance abuse treatment program	3.29%	102
Outpatient alcohol and drug treatment program	2.97%	92
Young adult transitional services program	2.94%	91
Medical hospital	2.81%	87
Older adult service program	2.52%	78
Military member or veteran's service program	2.03%	63
Residential mental health treatment center	1.91%	59
Psychiatric hospital	1.91%	59
Psychosocial rehabilitation program	1.87%	58
Homeless shelter or service program	1.84%	57
Private Practice	1.61%	50
Domestic violence program	1.49%	46
Employee assistance program	1.45%	45
Jail or correctional facility	1.26%	39
Victims of crime program	1.10%	34
Inpatient alcohol and drug treatment program	1.07%	33
Offender treatment/re-entry program	0.94%	29
Developmental/Intellectual disability program	0.77%	24
Supported employment program	0.65%	20
Dialysis Clinic	0.61%	19
Self-help organization	0.48%	15
Religious Institution	0.42%	13
Hospice	0.36%	11
Skilled/intermediate care nursing and/or assisted living facility	0.26%	8
Online counseling clinic	0.26%	8
State hospital	0.19%	6
Health Plan	0.13%	4
Pediatric day health/respite care facility	0.03%	1

5. What is the main focus/purpose of this setting? (Mark all that apply)

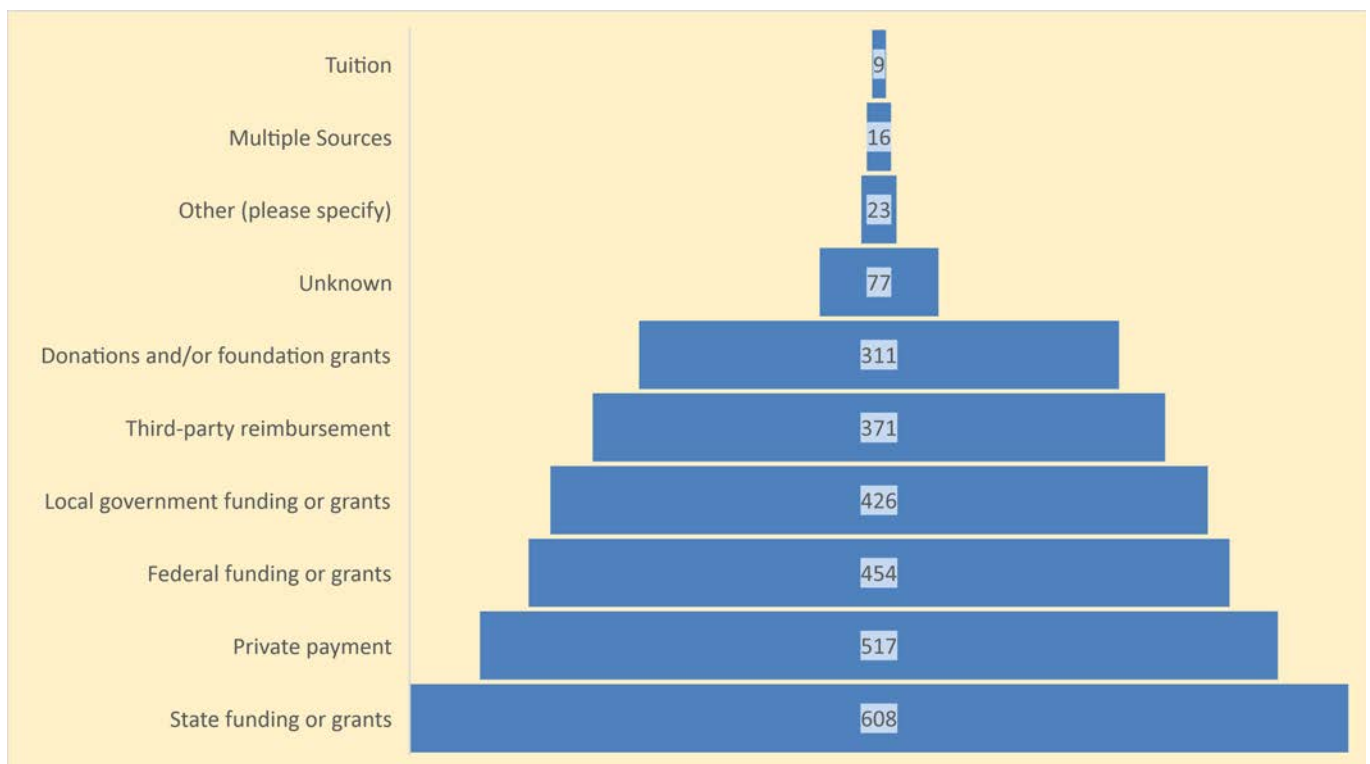
(continued)



6. How is this setting and/or program funded? (Mark all that apply)

Answer Choices	Responses	
Private payment	517	18%
Federal funding or grants	454	16%
Local government funding or grants	426	15%
Third-party reimbursement	371	13%
Donations and/or foundation grants	311	11%
Unknown	77	3%
Other (please specify)	23	1%
Multiple Sources	16	1%
Tuition	9	0%

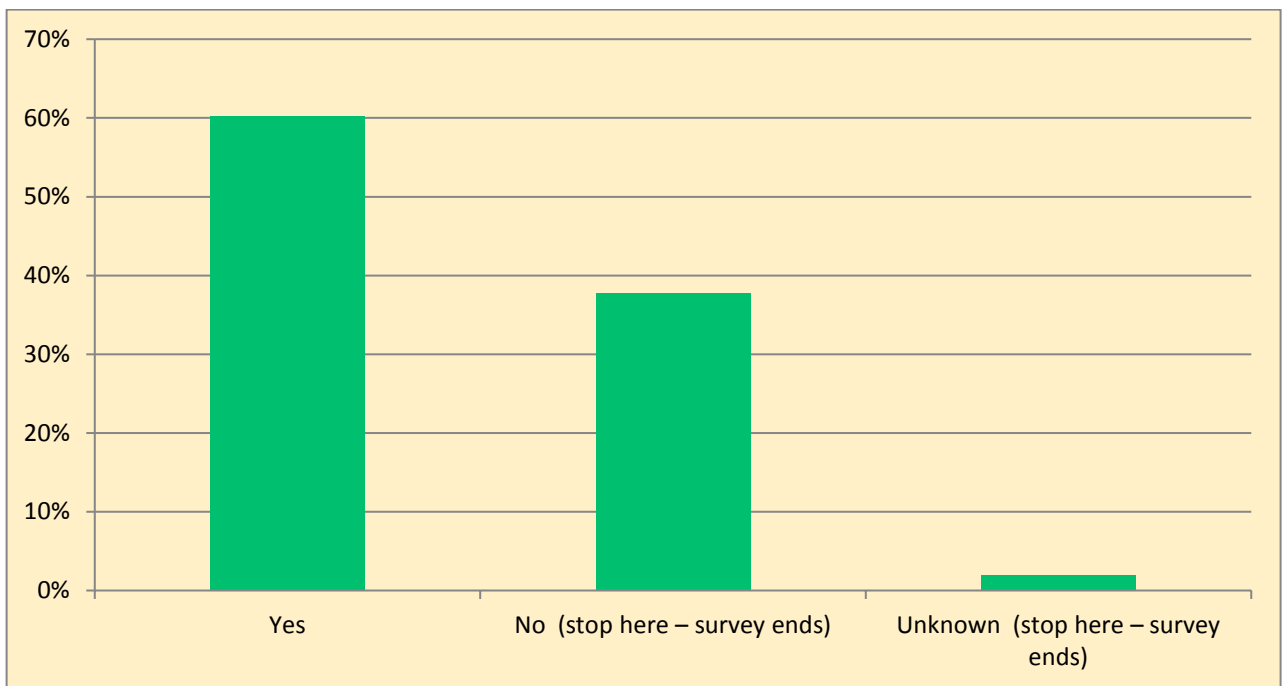
Note: There may be some overlap between the responses for government funding and “Third-party reimbursement” – for example, it was brought to our attention that Medi-Cal could fall under both “State funding” and “Third-party reimbursement”.



7. Is the setting any of the types listed below?

- Public school
- Private school
- Religious institution
- Federal agency
- State agency
- County or city agency
- Other governmental agency
- Nonprofit and charitable entity - registered 501(c)(3)

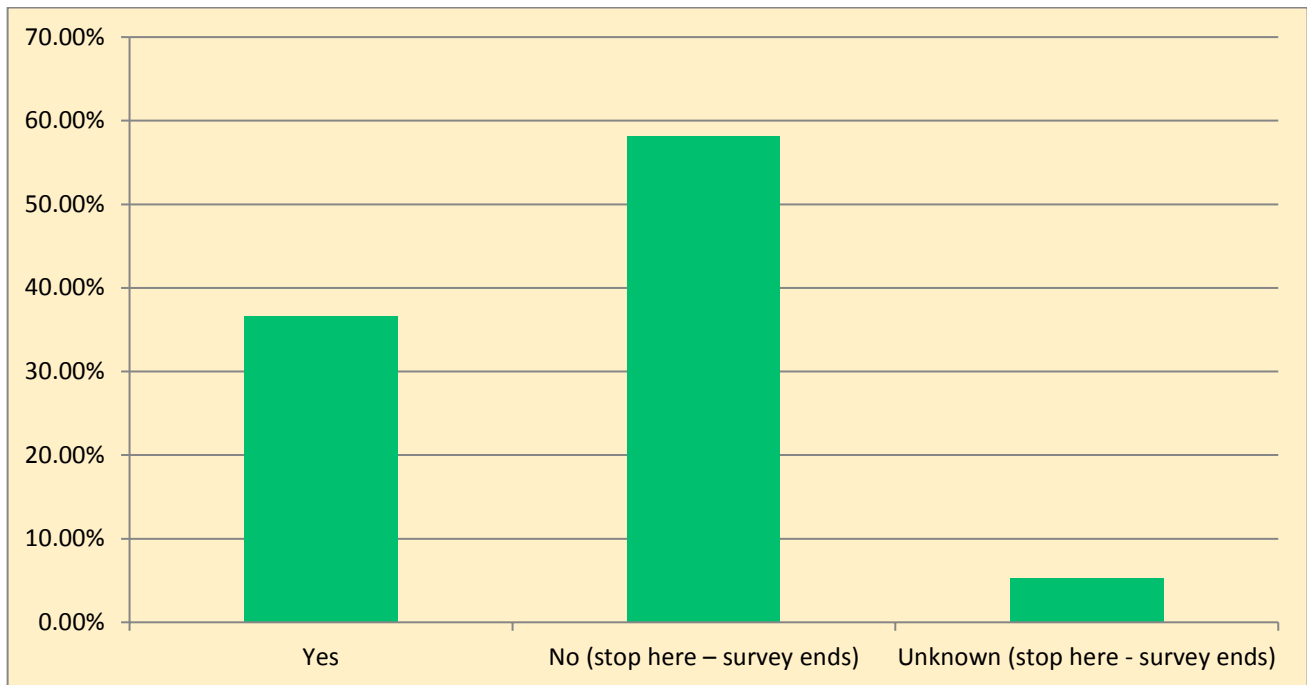
Answer Choices	Responses	
Yes	60%	821
No (stop here – survey ends)	38%	515
Unknown (stop here – survey ends)	2%	27
	Answered	1363



812 respondents continued with the survey

8. If YES to #7: Does the setting or program allow clinical services (assessment, diagnosis and/or treatment) to be provided by employees or volunteers who are not seeking licensure as a mental health professional?

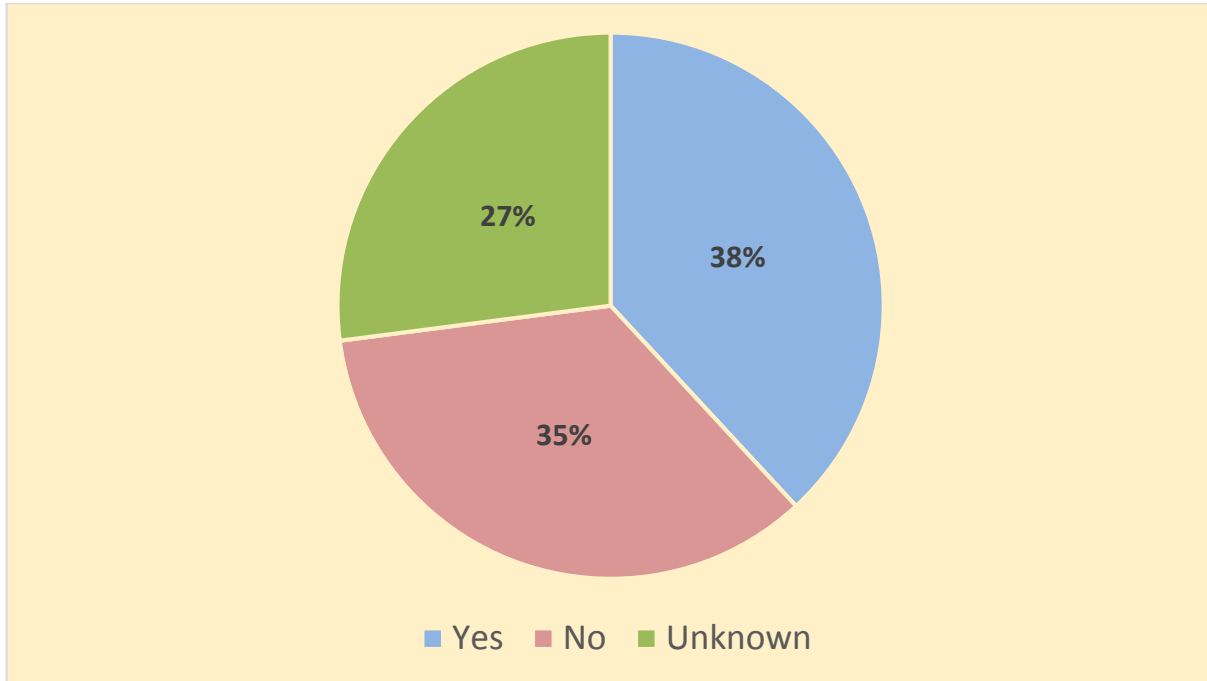
Answer Choices	Responses	
Yes	36%	295
No (stop here – survey ends)	58%	473
Unknown (stop here - survey ends)	5%	44
	Answered	812



244 respondents continued with the survey

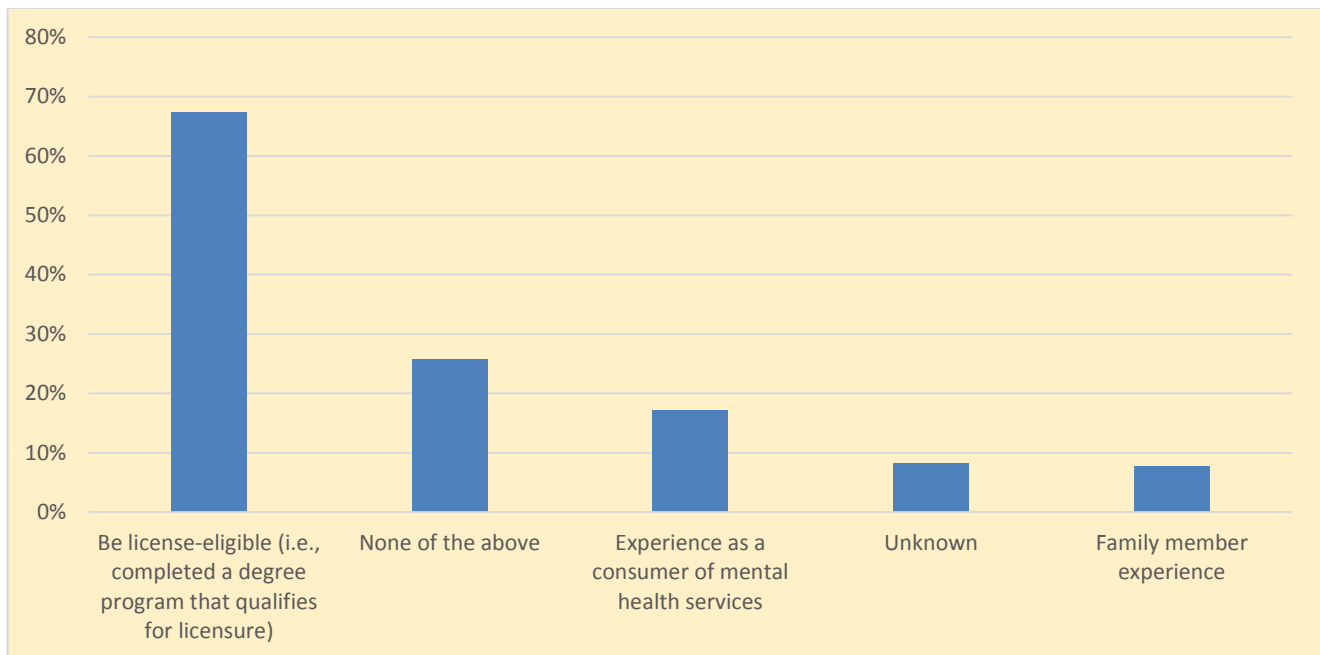
10. Is there a shortage of licensed mental health providers in the region where the setting is located?

Answer Choices	Responses	
Yes	38%	93
No	35%	85
Unknown	27%	66
	Answered	244



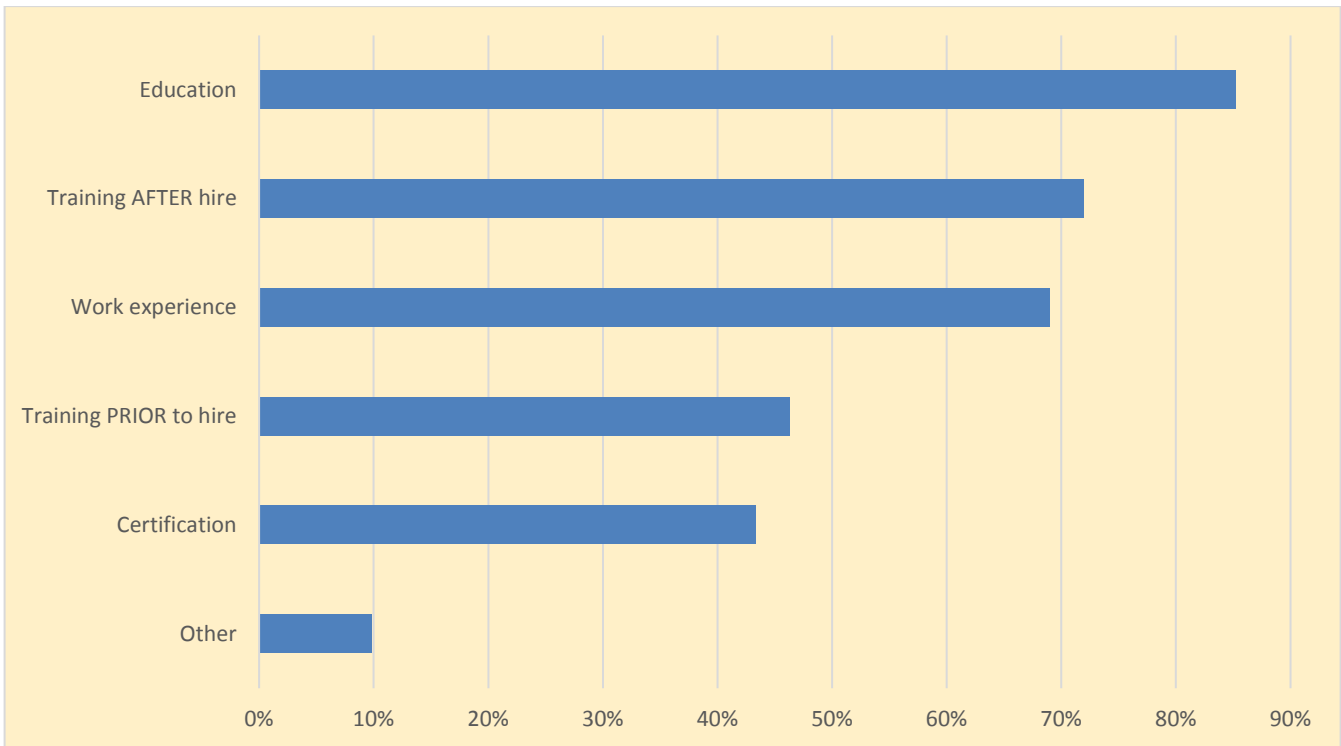
11. What qualifications are required of staff members (including volunteers) who are providing clinical services (assessment, diagnosis and/or treatment) but who may not be seeking licensure as a mental health professional? (Mark all that apply)

Answer Choices	Responses	
Be license-eligible (<i>i.e.</i> , completed a degree program that qualifies for licensure)	67%	157
None of the above	26%	60
Experience as a consumer of mental health services	17%	40
Family member experience	8%	18
Unknown	8%	19



12. What other qualifications are required of staff members (including volunteers) who are providing clinical services, but who may not be seeking licensure as a mental health professional? (Indicate all that apply)

Answer Choices	Responses	
Education	85%	173
Work experience	69%	140
Training AFTER hire	72%	146
Training PRIOR to hire	46%	94
Certification	43%	88
Other	10%	20
	Answered	203



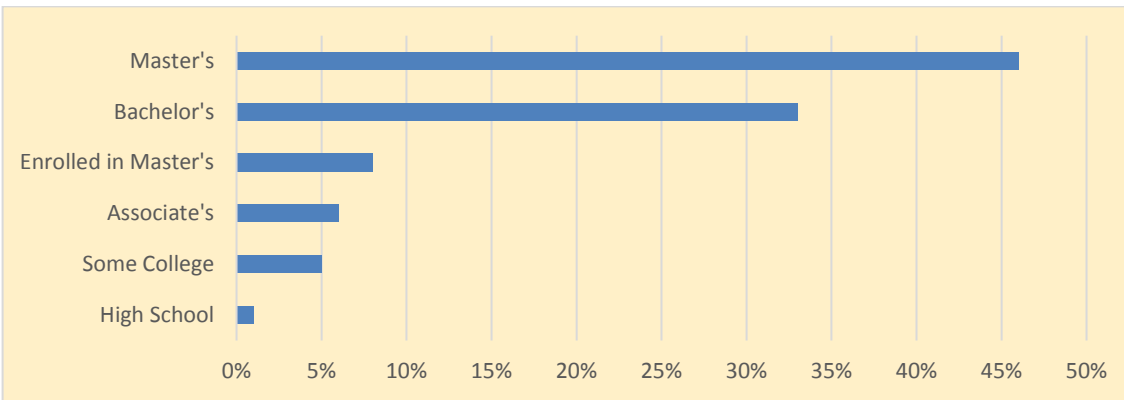
Additional breakdown of responses on next page



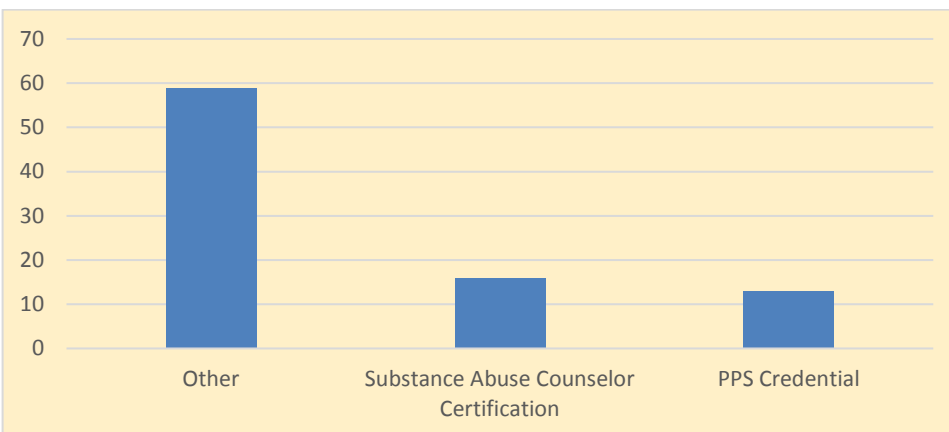
12. What other qualifications are required of staff members (including volunteers) who are providing clinical services, but who may not be seeking licensure as a mental health professional?

(continued)

Of the 180 respondents who indicated that education was required as a qualification, 113 specified the following requirements:		

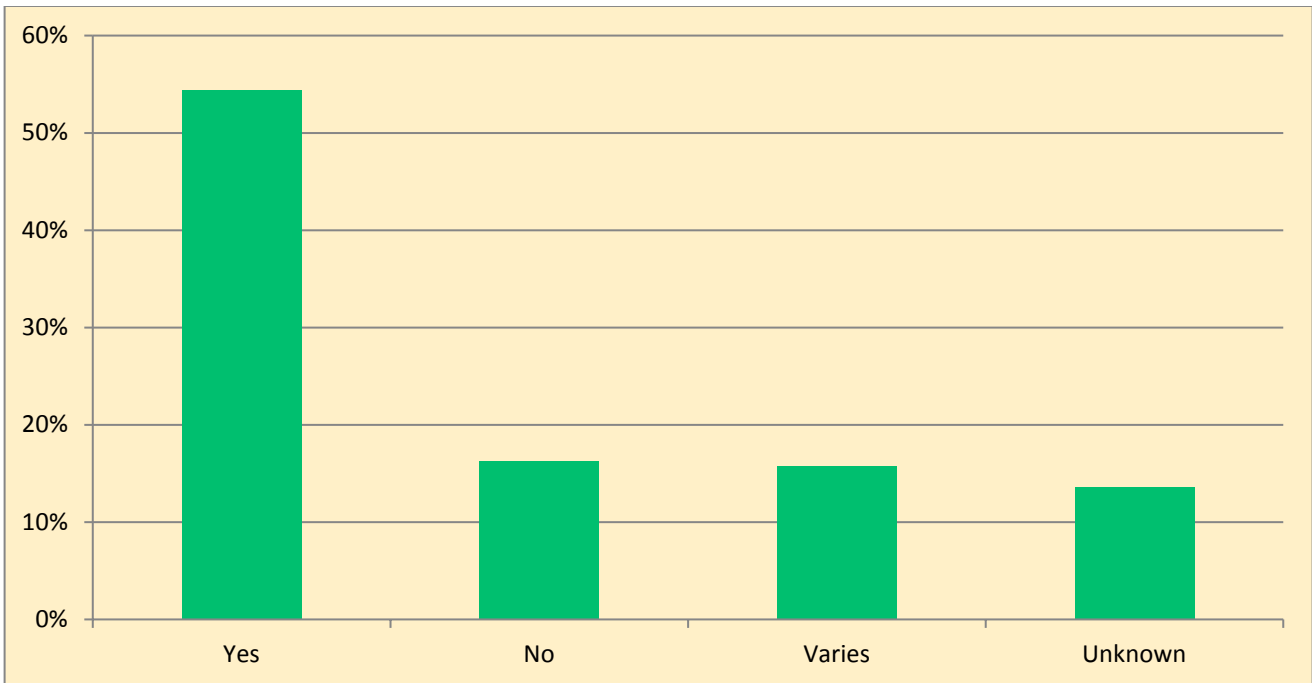


Of the 130 respondents who indicated that certification was required as a qualification, 88 specified the following requirements:	



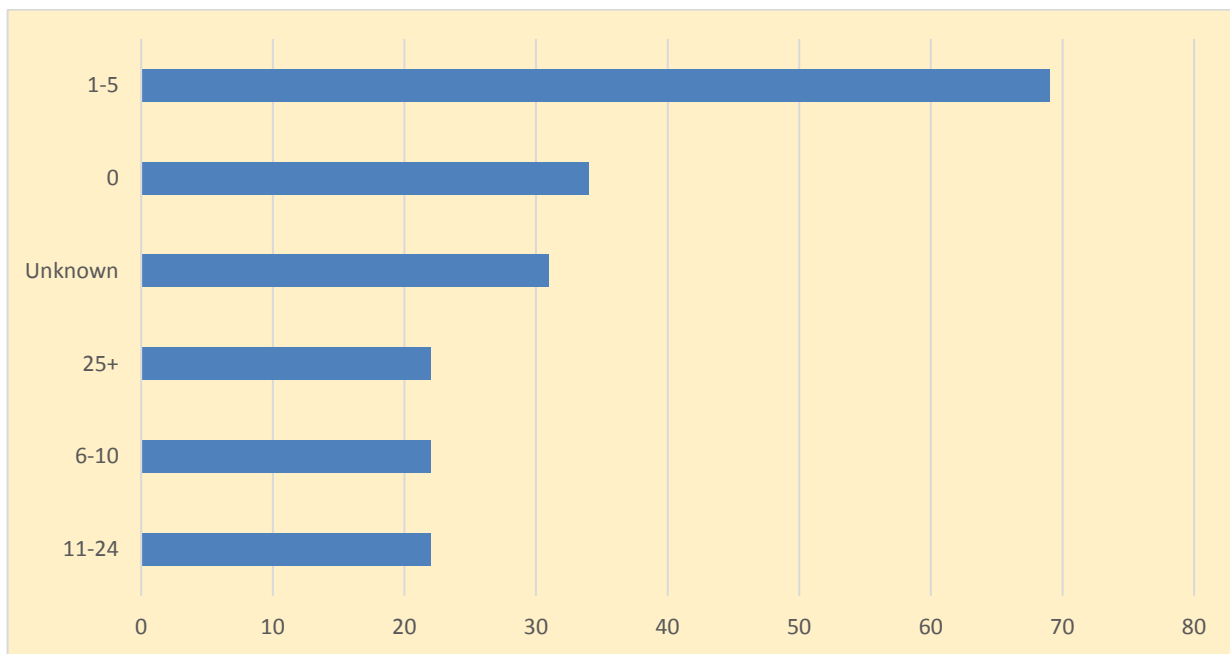
13. Do the clinical services provided by individuals in this setting who may not be seeking licensure as a mental health professional, typically meet the same basic minimum standards as the clinical services provided by licensed mental health professionals? This includes acceptable interventions, compliance with statutory and regulatory requirements, compliance with ethical codes, etc.

Answer Choices	Responses	
Yes	54%	124
No	16%	37
Varies	16%	36
Unknown	14%	31



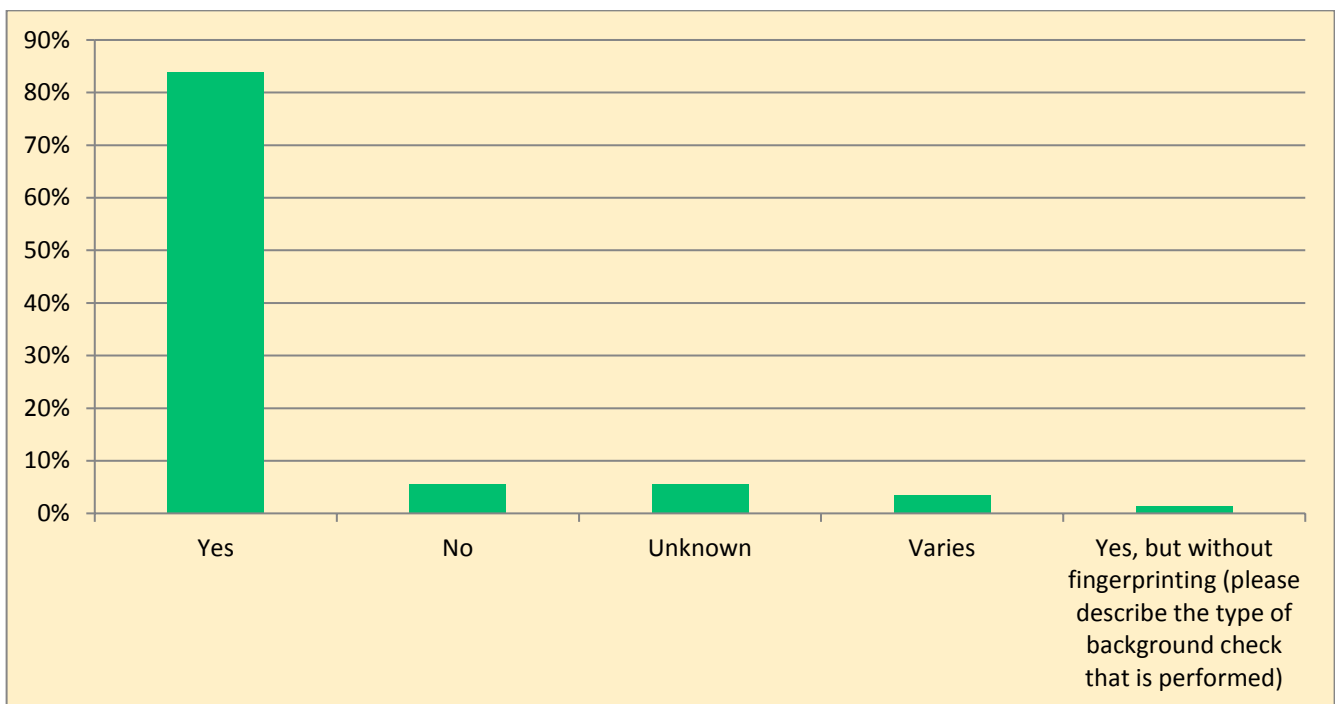
14. Approximately how many individuals who may not be seeking licensure as a mental health professional are providing clinical services in this setting?

Answer Choices	Responses	
25+	11%	22
11-24	11%	22
6-10	11%	22
1-5	35%	69
0	17%	34
Unknown	16%	31



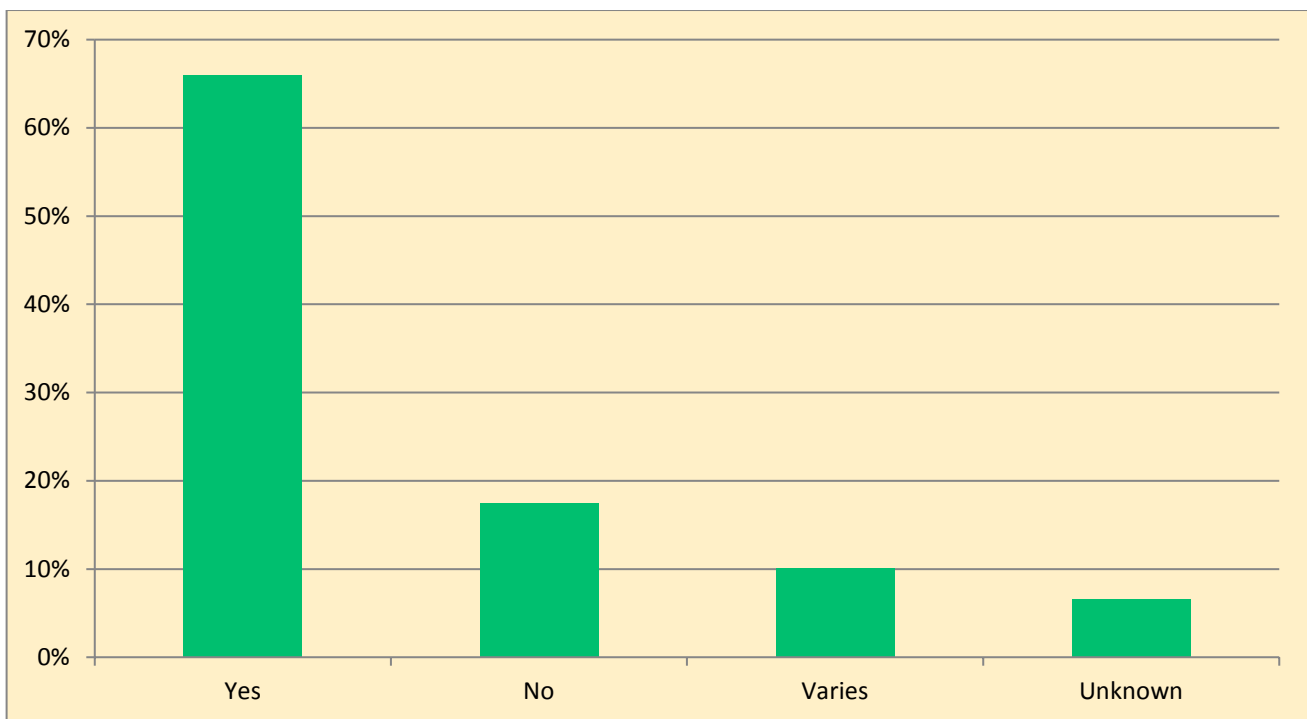
15. Is a background check that includes fingerprinting performed on all individuals who perform clinical services in this setting?

Answer Choices	Responses	
Yes	84%	194
No	6%	13
Unknown	6%	13
Varies	3%	8
Yes, but without fingerprinting <i>(please describe the type of background check that is performed)</i>	1%	3
	Answered	231



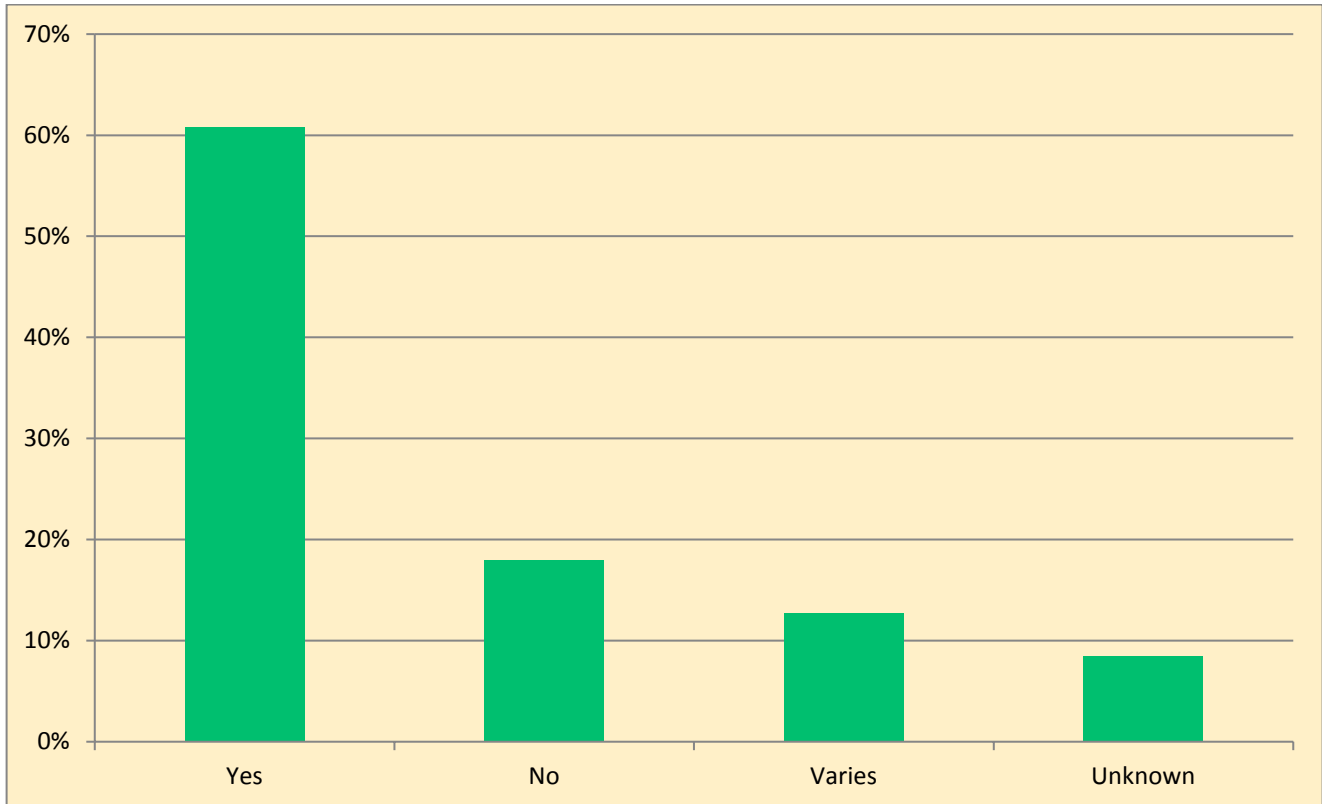
16. Does the setting require a licensed professional (LCSW, LMFT, LPCC, Psychologist, Psychiatrist or Psychiatric Nurse Practitioner) to provide supervision to staff who are performing clinical services, but who may not be seeking licensure as a mental health professional?

Answer Choices	Responses	
Yes	66%	151
No	17%	40
Varies	10%	23
Unknown	7%	15



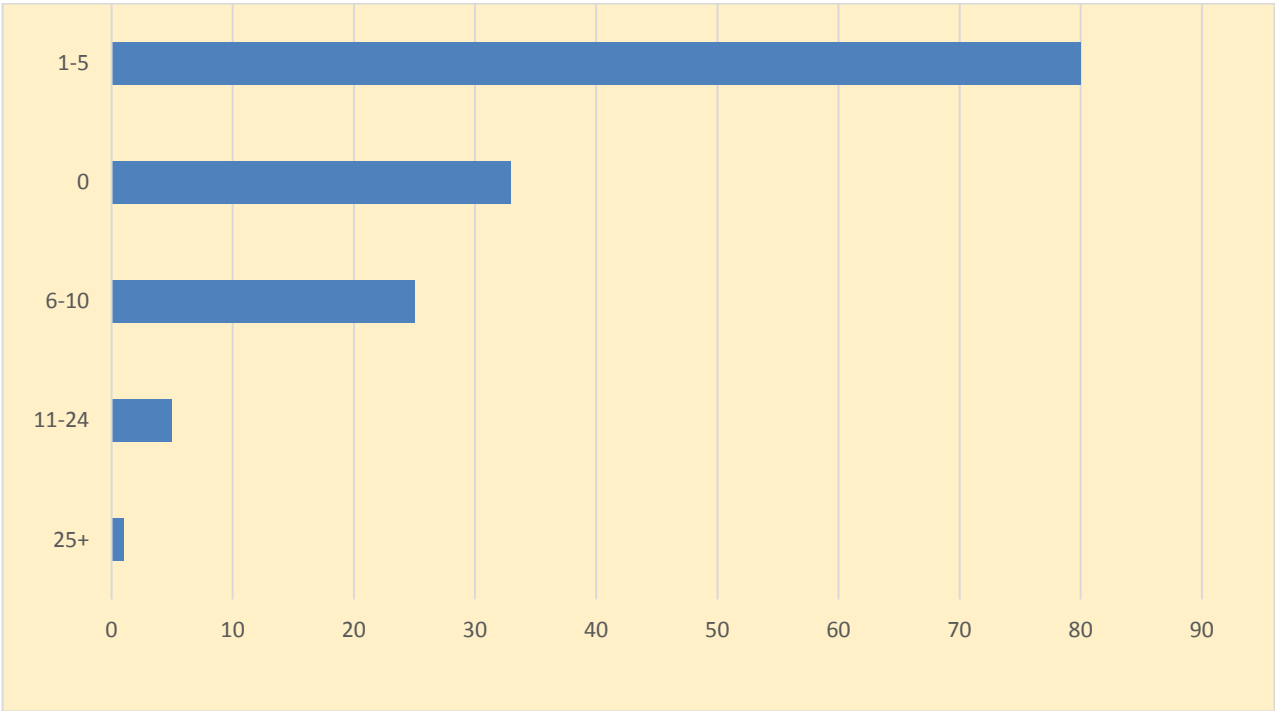
17. If YES to #16: Are the licensed supervisors required to work on site?

Answer Choices	Responses	
Yes	61%	115
No	18%	34
Varies	13%	24
Unknown	8%	16

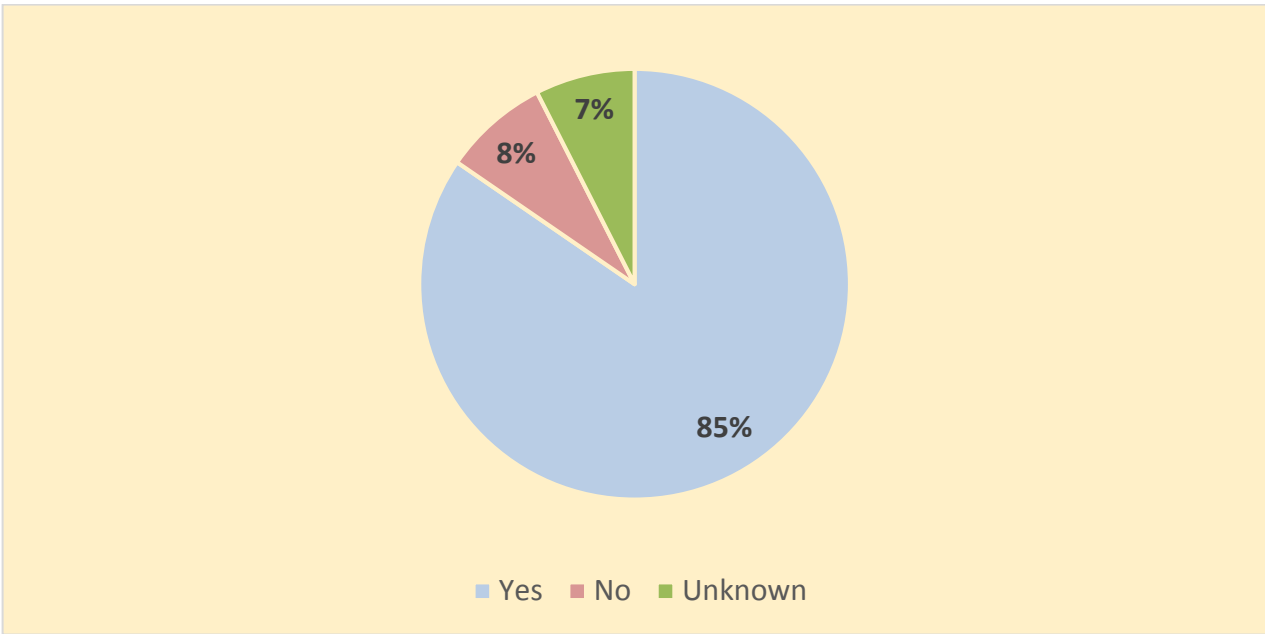


18. Approximately how many individuals who are performing clinical services, but who may not be seeking licensure as a mental health professional, are assigned to each clinical supervisor?

Answer Choices	Responses	
1-5	80	56%
0	33	23%
6-10	25	17%
11-24	5	3%
25+	1	1%

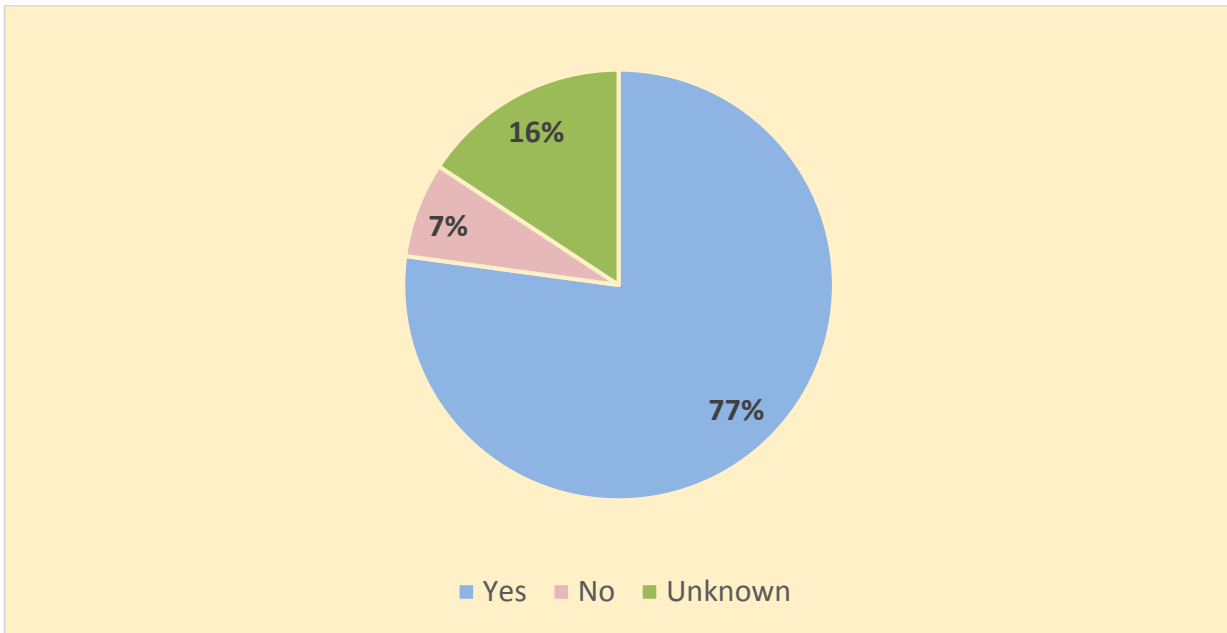


19. Do consumers have a formal mechanism at this setting to have complaints or concerns about the clinical services received or about the therapist addressed?



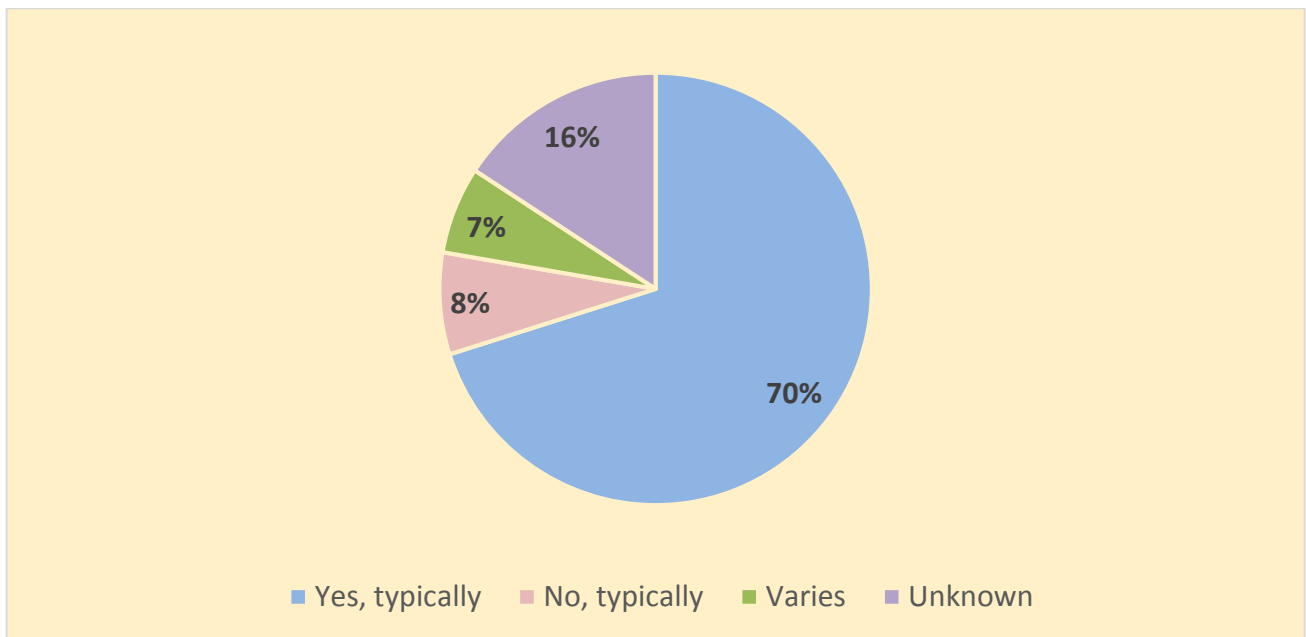
20. If YES to #19: Are all consumers informed about the complaint process?

Answer Choices	Responses	
Yes	77%	162
No	7%	15
Unknown	16%	33



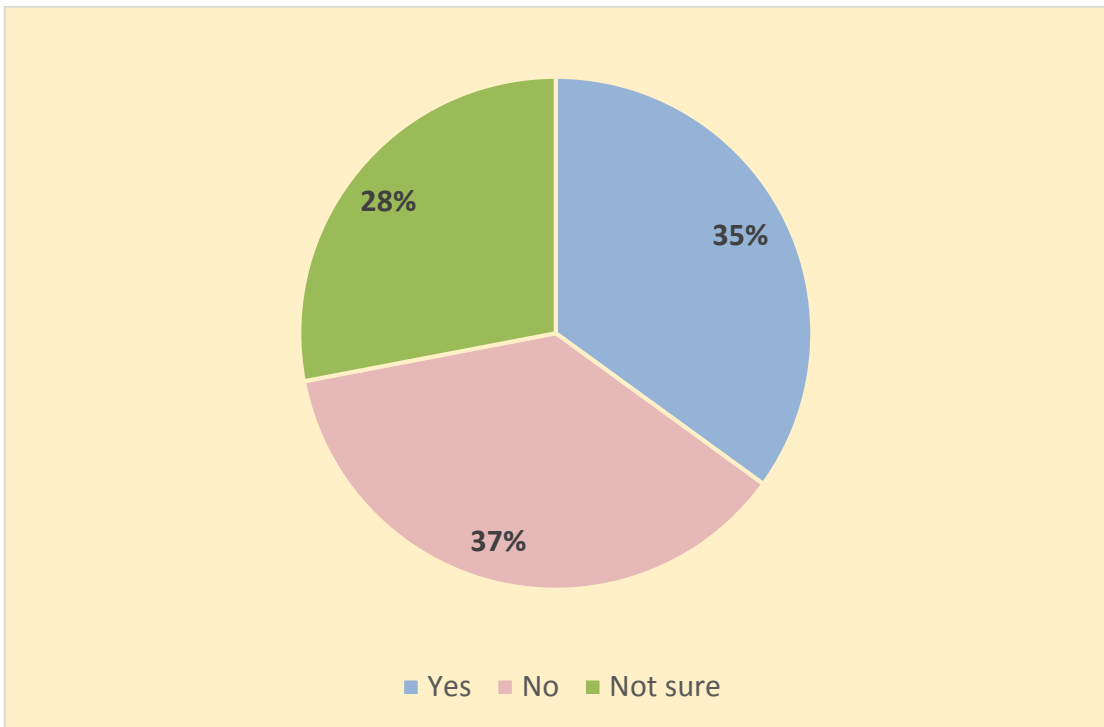
21. If YES to #19: Do you feel that consumer complaints are addressed appropriately?

Answer Choices	Responses	
Yes, typically	70%	147
No, typically	8%	15
Varies	7%	17
Unknown	16%	30



22. Do you believe that certain settings should continue to be exempted from mental health professional licensure requirements? Please explain the reason(s) you selected this answer.

(Note: Exempt settings are defined in BBS law as a school, a governmental entity, or a nonprofit and charitable entity (501(c)(3))



22. Do you believe that certain settings should continue to be exempted from mental health professional licensure requirements? Please explain the reason(s) you selected this answer. (*continued*)

WORD CLOUD BASED ON OPEN-ENDED RESPONSES

Untrained Solid Proper Training Capacity
Quality of Care Appropriately Role Means Clients
Employ Settings Prelicensed and Licensed
Mental Health Low Salaries Licensure
MSW Staff Makes Clinical Applied Pay Aware
Peer Counselors Committed Serve Vulnerable
Credentialed

SELECTED COMMENTS “YES” (settings should continue to be exempted):

1. I think it is ok for some settings to be exempted from licensure requirements, but we have learned through many decades of providing services that it is important that all staff providing mental health services are overseen by licensed mental health professionals. There is too much legal, ethical and clinical risk associated with a lack of professional supervision.
2. Because a lot of the important work is being done by our peer advocates/leaders who have lived experience, but can not afford to or wish not to further their education, and advanced education is a requirement for licensure.
3. Medi-Cal regulations allow for non-licensed, non-registered staff to provide assessment and case management. It is important to allow peer counselors to be part of our system of care. They contributed an important treatment voice in the array of services in the mental health treatment system and will now also be able to contribute in the substance use system of care under the Organized Delivery System.
4. The cost is too high to supervise the requirements for individuals seeking license. The volunteer trainees require 1:5 ratio of supervision the cost for supervisors salary is so high that we can't even break even with volume there help. Certified Counselor's work in conjunction with our mental health professionals - this aides the clients in a balance of experience and education.
5. As long as they are appropriately supervised.

6. Some roles do not require as much clinical expertise and this allows clinicians who are not moving toward licensure a role to play in the profession
7. Unless we create a non-clinical licensure track in California, like many other states have done, I'm thinking specifically of my experience as an LMSW in New York, then we need to allow exempted settings.
8. There is overwhelming need for support services in low income communities and there is not enough funding to meet the needs. 2.) The majority of our licensure track counselors are from more privileged backgrounds (therefore they can afford to attend college and graduate school and complete a lengthy internship). By training paraprofessional counselors we have been able to provide clients with counselors who look like them and have first hand experience and understanding of their communities and cultures. Clients are more comfortable receiving services when they see we employ people from their community. We have better client retention and outcomes and our licensure track counselors receive invaluable knowledge from working side by side with our paraprofessional counselors.
9. Services provided by staff not seeking licensure are invaluable to both client and therapist as in our setting, caseloads are high. With the help of the paraprofessional clients/families learn skills to address symptoms and improve functioning. Many cases do not necessitate therapy but instead rehab services including social skill development, anger management skills, etc which are provided by the rehab staff and allow clinicians to provide more time to high risk clients. The cases rehab provide services to are still assigned to a clinician. Although the clinician does not provide supervision to the rehab staff they do direct treatment interventions and monitor progress of client. Further, clinician and rehab staff are required to consult regarding case a minimum of 1x per quarter but generally this happens more frequently.
10. Credentialed and Certified counselors are well able to provide psycho-education, case management and other services. We cannot fill current openings here due to cost of living and competition with Kaiser (pays approx. 19% more) and other large facilities.
11. There is a shortage of qualified mental health professionals in diverse communities- the need from communities far exceeds the availability of staff that we have available
12. Value if senior peer counseling for some clients in certain circumstances. Most of our services provided by individuals working toward licensure.
13. Some settings are very hard to attract/hire/retain staff. If the staff education level, experience level, and supervision matches those of other employees, it makes perfect sense to help meet the shortage. I tend to self-limit these hires anyway as they are more work (require extra co-signatures and documentation oversight)
14. The county will not pay for licensed professionals or at least nowhere near competitively do there would always be a shortage of people willing to fulfill the role
15. I live in a rural county where it is difficult to find qualified individuals to work with challenging clients
16. Many clinicians have years of experience on the job and are providing excellent services. Moreover, they usually receive the same employer sponsored training as licensed social workers to practice skills in a group setting and to stay current in efficacious treatment modalities. If the laws change, it should be to mandate non profits and government agencies to provide a certain amount of coursework or training to their employees each year, regardless of licensure. What is more concerning is people in

private practice that may be licensed, but have very little oversight. We frequently hear from our patients stories about their interactions with therapists that seem to personal, such as therapists not allowing to end therapy when the client is ready or talking about their own personal problems during the session.

17. Our paraprofessional counselors live in their communities and know the population they serve. They are trusted, well trained and supervised
18. Staffing would be impossible if all staff were required to be licensed; 2) Peer staff provide a very important and valuable component of the program -- particularly offering service provision that is relevant and important to clients
19. We have been operating for over 46 years and have been able to provide services to so many people who might otherwise not be able to afford care. For many years, all counseling was provided by paraprofessionals (peer counselors). Along with the trainees and interns, they serve a vital role in the operation of our agency.
20. Getting licensed is an expensive and a long process that takes the average person 6 years. This field needs more licensed mental health workers but graduate school is not accessible to everyone particularly people of color. In part I am glad that you don't need a graduate degree to work in mental health but I do think in our current system pairs often the most acute clients are treated by the least trained professionals. Licensed therapists in community mental health like myself become directors and the client work is done by those without a license. Low salaries keep this pattern in place.

SELECTED COMMENTS “NO” (settings should NOT continue to be exempted):

1. No I do not believe so especially in school settings. License professionals are required to have more experience and training especially the clinical skill set to handle psychosis, eating disorders, alcohol and drug addiction which are becoming even more present in the school settings.
2. We are providing intensive counseling services to students with severe mental health symptoms that are significantly impacting their functioning at school. The individuals that are completing "mental health assessments" are not clinically trained. The individuals running the ERICS program are also not clinically trained and are unaware of legal/ethical/safety implications that come with running a mental health program in the schools. It should be required that anyone working in this program should be clinically trained and hold a current license to provide such services.
3. Clients deserve consistent standard of care, regardless of setting which is related to their ability to pay.
4. Licensure requirements ensure that basic standards and procedures are in place so that clients are able to obtain a certain level of care that are not instituted for non-professionals.
5. Public-consumer protection, quality assurance. We are serving the absolute most vulnerable people when fulfilling our role as clinicians. Direct harm is done to consumers by unprepared well-meaning workers. The client/patient and family thinks they were served by a clinician but in fact their challenges were not addressed by the untrained staff.
6. At least one or more licensed or license eligible person working towards licensure should be required per site if social services, therapy, or counseling is provided.

7. This population deserves the highest quality of care and often lack of education in therapy techniques, intervention and how to ethically engage clients taints the and hinders the process of recovery.
8. The risk of providing ineffective treatment may be greater when the clinicians are not properly trained.
9. I feel that if you are working with individuals (especially children) who are experiencing severe emotional/mental issues you need to have the proper training and experience
10. those without a license are not trained or capable to conduct psychotherapy, group therapy, psychosocial assessments, diagnose, or 5150 when necessary. Those who have an MSW and are being weekly supervised and working toward their license have been trained in theory and practice, abnormal psych., etc. and are competent. Without supervision and at least an MSW they are not competent to conduct ethical, sound clinical treatment. In my setting older employees without an MSW are limited in their scope of practice and do case management only.
11. I believe that all mental health providers should be registered to ensure an adequate level of care
12. Having mixed groups of some non professionals, trainees, interns, and licensed staff has created problems in my school district because the non professionals are not held to the same legal and ethical standards as the prelicensed and licensed staff.
13. Services rendered by untrained employees are vastly different and subpar than those with education and experience
14. No. I think the unlicensed person working in a *clinical* role where *any* personal information is being assessed, evaluated, or utilized within the setting should NOT be permitted. That is, unless the role (such as an "academic counselor" has its OWN code of law and ethics under the entity (such as FERPA). TRAINING needs to address where laws and ethics, including reporting overlap with organizational/entity requirements, and how these are prioritized an implemented.
15. I believe a license should be a requirement for all mental health professionals. It is a certification that shows the minimum standards to practice. Our profession should thrive to reach the highest standards as possible. We are similar to physicians; a physician is not allowed to practice if he/she is not licensed. Why should we be different?
16. I believe that if mental health services are being provided then the people providing those services should meet the industry standard which would include a license. Providing school-based counseling has increasingly become the defacto setting where many children and families are receiving mental health services. It is important that these services be provided by knowledgable, qualified and experienced mental health providers. Unfortunately, the funding for mental health services in the school setting is somewhat limited and these services are provided free of charge to families. This provides wonderful access to mental health services to children and families, but greatly limits what can be provided. If it is mandated that school-based counseling services be provided by licensed professionals, then the way schools are funded for mental health services should also be addressed
17. Its imperative that services provided to consumers are effective and professionally sound. Agencies such as violence intervention program in LA take advantage of underpaid staff and assign unmanageable workloads that lack supervision and ethically sound management and direction without maintaining the sole focus on prioritizing the wellbeing of there consumers. These exemptions propel an ongoing problem with improperly trained and educated individuals causing more harm than good to

consumers, and supervisors that continue to hold licenses despite engaging in illegal unethical and unprofessional clinical practices

18. Licensure assumes an ethical standard and clinical competence
19. Provision of clinical services should be by those who can be held accountable, who have malpractice insurance, are regularly training in ethics, and required to obtain CEU's to remain current in best practices.
20. Quality of care is paramount and can vary widely per families previous reports of experiences in services.

SELECTED COMMENTS “NOT SURE”:

1. I think ensuring quality of care and supervision are the important things to focus on when determining whether or not certain settings should continue to be exempt.
2. There are not enough funds likely to provide all the needed help in county for services. However, there does seem to be a 'lack of demand' for clinical services as when a volunteer or BS/BA degree is doing somewhat equivalent work which depreciates our value. Therefor weakens the need for therapists and decreases wages.
3. I believe that people may be qualified to perform at least some level of clinical services (e.g. case management) without licensure but with relevant training and supervision. If not already present, maybe there should be guidelines or recommendations around training and supervision for staff and volunteers in these exempt settings? I also think it would be important for staff and volunteers in the exempt settings to be aware of the laws and ethics that are the foundation of our work (e.g. NASW Code of Ethics).
4. I think this has created a significant wage gap between licensed and unlicensed professionals, which results in clinicians who are accruing hours towards licensure being almost exclusively limited to working in nonprofit settings as there are very few other job options for clinicians who are not yet licensed (primarily due to the additional supervision requirements for registered but unlicensed staff). However, this allows agencies to provide services at a lower cost than they otherwise would be able to, which allows more clients in need to access services.

23. Is there anything else you would like to add?

Answered	71
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SELECTED RESPONSES PERTINENT TO SURVEY TOPICS

1. Require Master's level training for any clinical work that indicates need for assessment through management of psychosocial issues. Bachelor level staff for supportive roles
2. When services are provided by unlicensed, untrained professionals it often does more harm than good for the clients.
3. Again, if you were to make a mandatory requirement for masters level clinicians only to perform services, then you must also increase the reimbursement rates for non profits.
4. Paraprofessional counselors are doing very important work in some of our most underserved communities and in many cases they are doing work that licensure track counselors cannot do. Paraprofessional counselors are a vital resource to the neediest members of our society.
5. I believe there needs to be a mandate for supervision to be provided for both licensed and unlicensed staff. Too often newbies are left to learn everything the hard way.
6. I have worked in a diverse range of settings such as PHF's, OP MH clinics, with children, adults, families, at risk youth, chronically mentally ill, & substance abusers. In many settings it is an invaluable contribution that is provided by people with a long experience, understanding of the people served in different settings, as well as personal experience as a consumer of MH services. While a license speaks volumes about the hard work required to be designated as a "professional" at times I have witnessed better ideas for treatment from unlicensed individuals in the field. I would go so far as to say the unlicensed professional is a major part of service delivery in the mental health profession that can't be replaced.
7. There is a need to develop standards and training for peer staff. And to train clinical staff on the value and usefulness of using peer staff who often feel devalued. Also, clinical staff often do not understand how to support, train and provide ethical standards for peer staff.

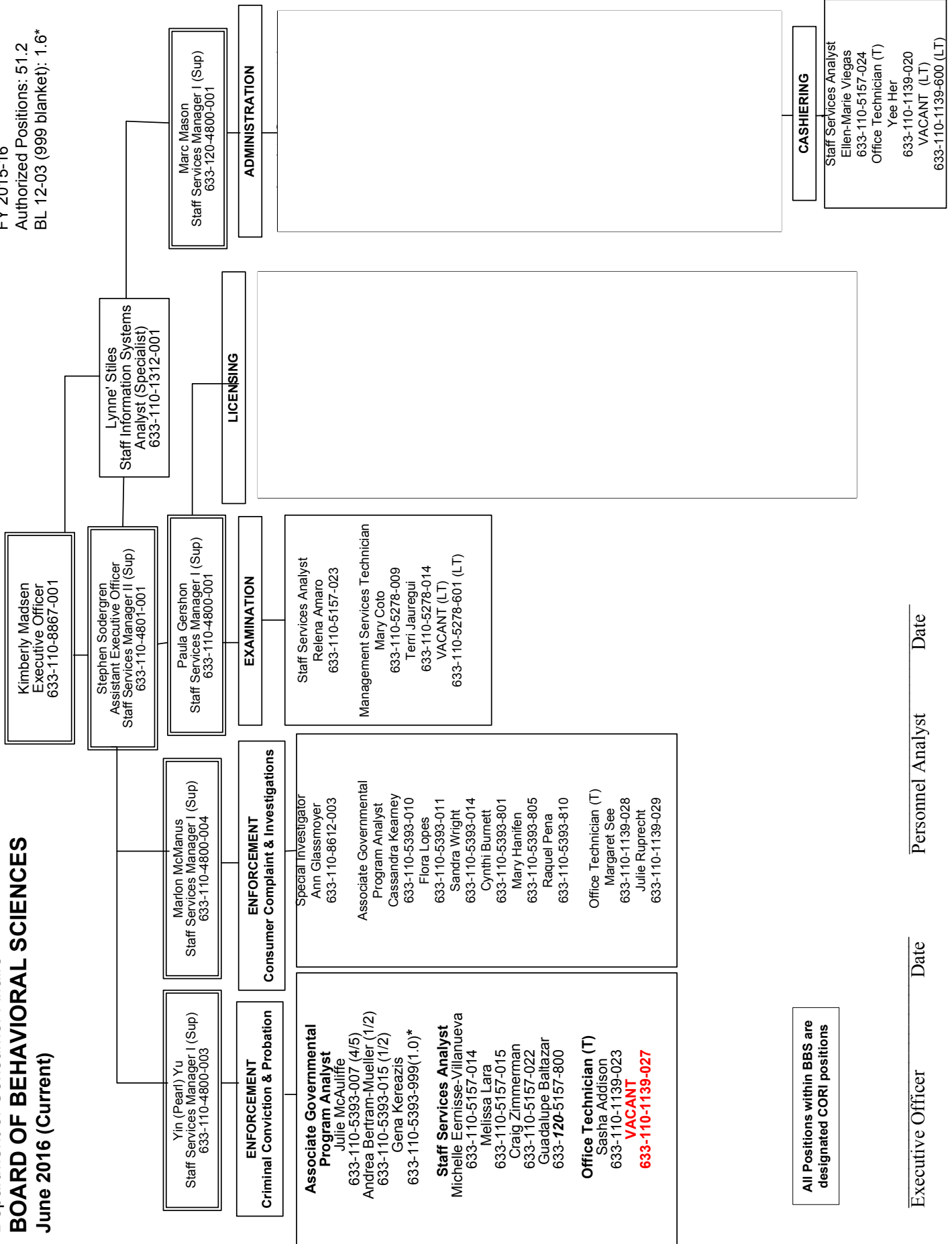
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ATTACHMENT D



Department of Consumer Affairs
BOARD OF BEHAVIORAL SCIENCES
 June 2016 (Current)

FY 2015-16
 Authorized Positions: 51.2
 BL 12-03 (999 blanket): 1.6*

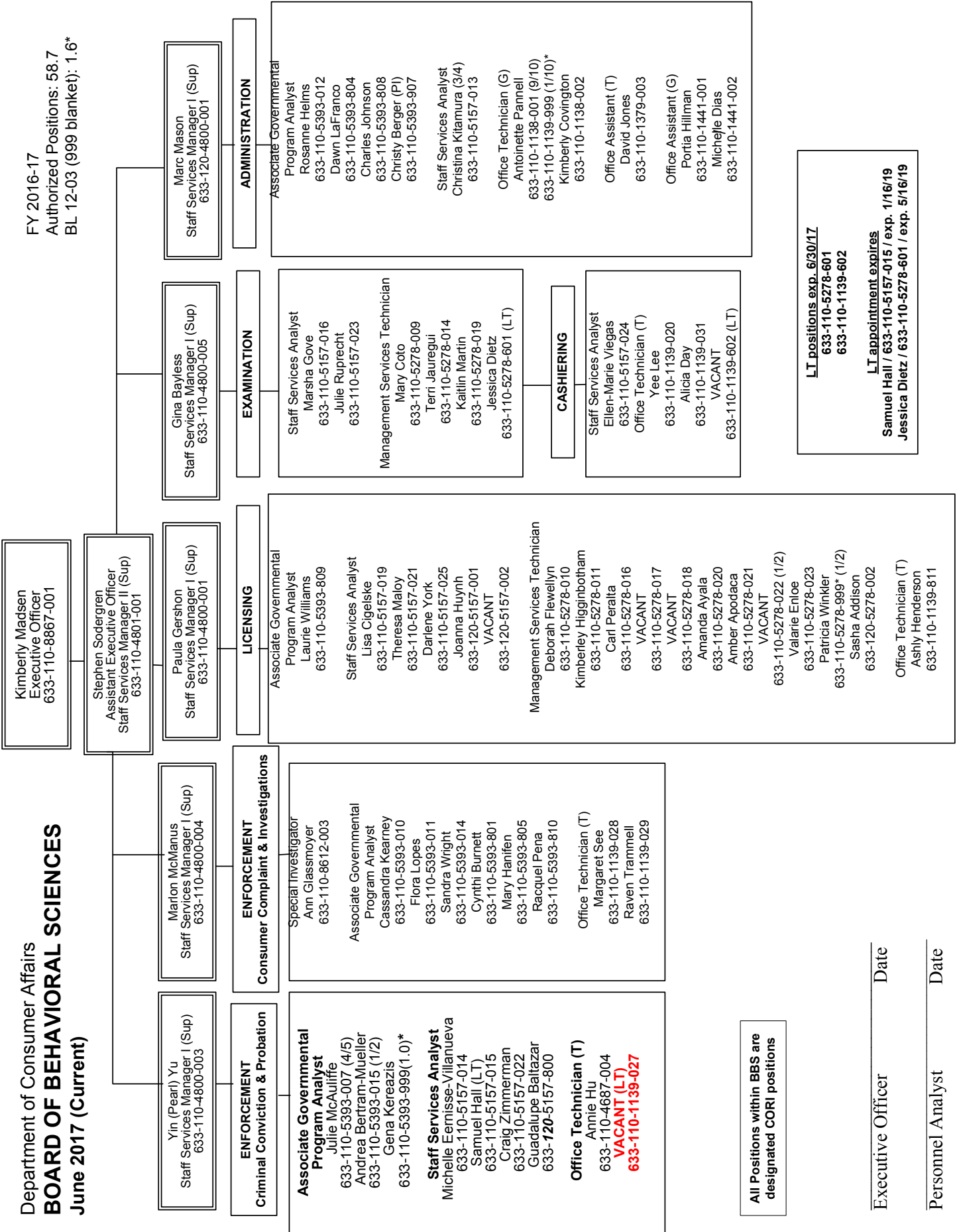


All Positions within BBS are designated CORI positions

Executive Officer _____ Date _____ Personnel Analyst _____ Date _____

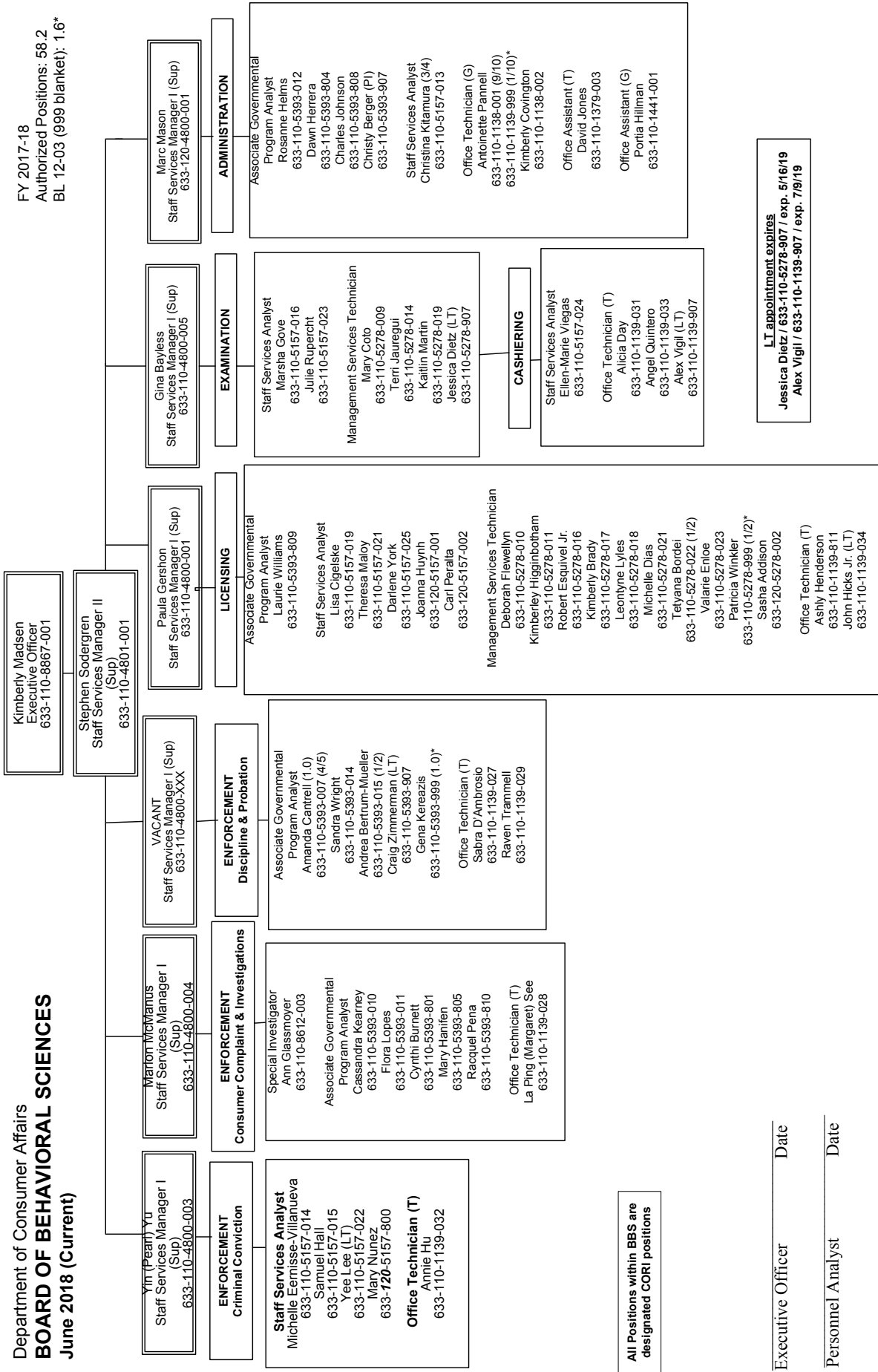
Department of Consumer Affairs
BOARD OF BEHAVIORAL SCIENCES
 June 2017 (Current)

FY 2016-17
 Authorized Positions: 58.7
 BL 12-03 (999 blanket): 1.6*



Department of Consumer Affairs
BOARD OF BEHAVIORAL SCIENCES
 June 2018 (Current)

FY 2017-18
 Authorized Positions: 58.2
 BL 12-03 (999 blanket): 1.6*



All Positions within BBS are designated CORI positions

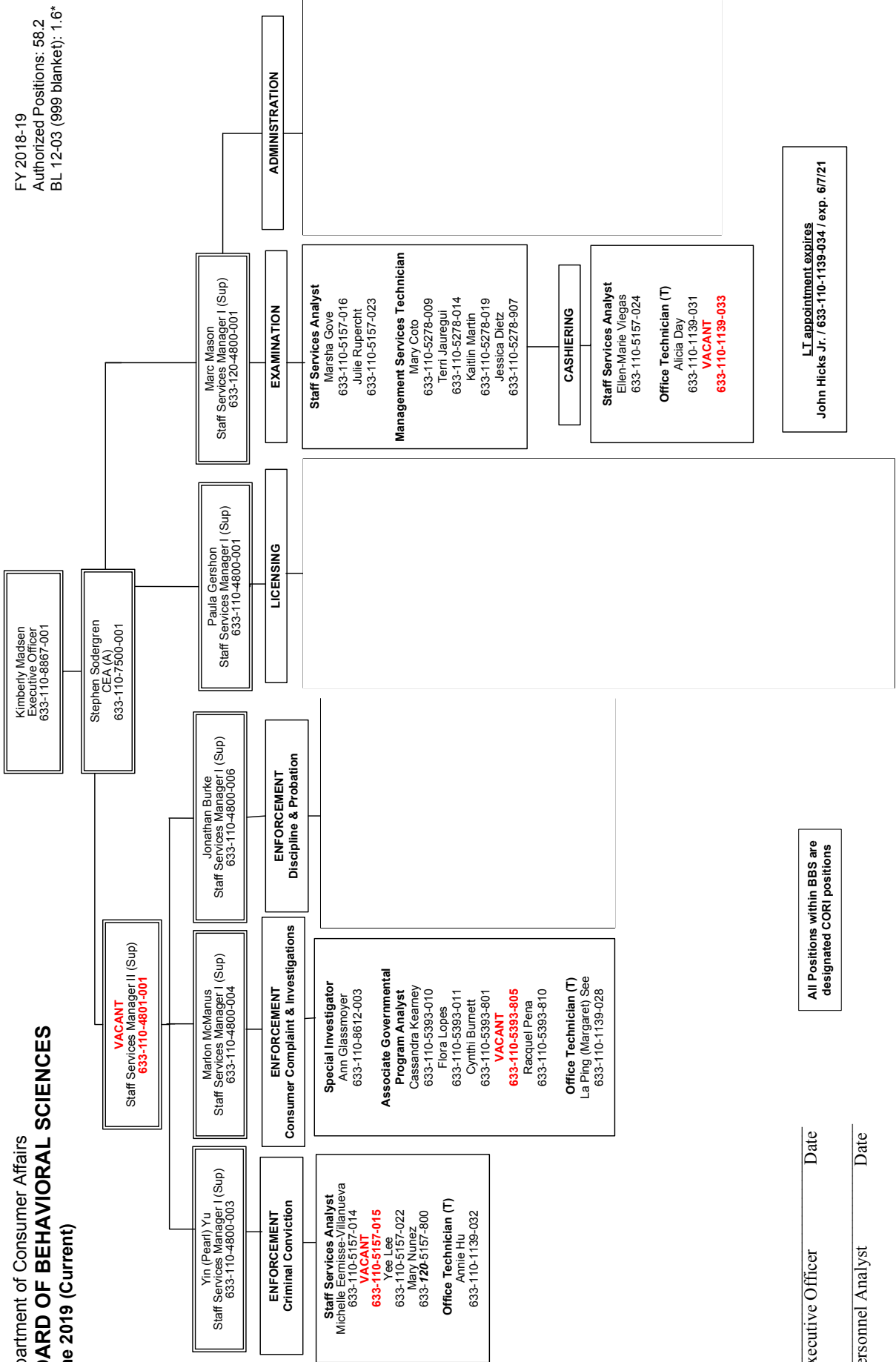
LT appointment expires
 Jessica Dietz / 633-110-5278-907 / exp. 5/16/19
 Alex Vigil / 633-110-1139-907 / exp. 7/9/19

Executive Officer _____ Date

Personnel Analyst _____ Date

Department of Consumer Affairs
BOARD OF BEHAVIORAL SCIENCES
 June 2019 (Current)

FY 2018-19
 Authorized Positions: 58.2
 BL 12-03 (999 blanket): 1.6*



Executive Officer _____ Date _____

Personnel Analyst _____ Date _____

ATTACHMENT E, I

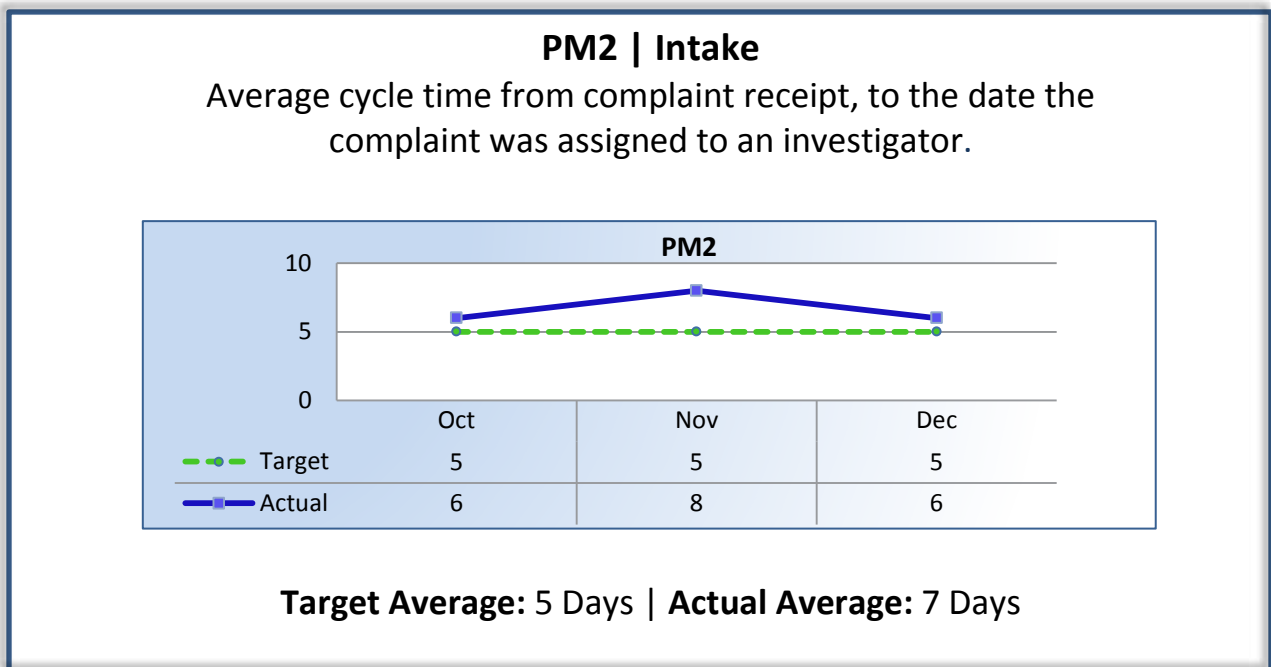
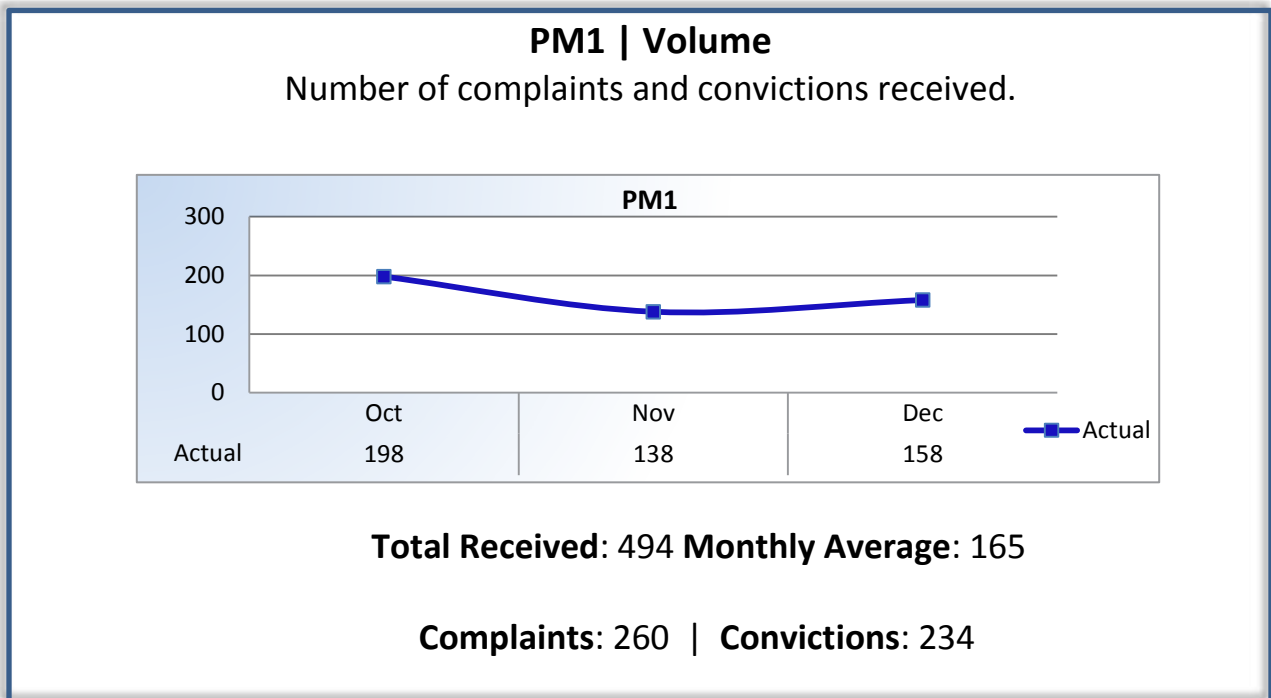


Board of Behavioral Sciences

Performance Measures

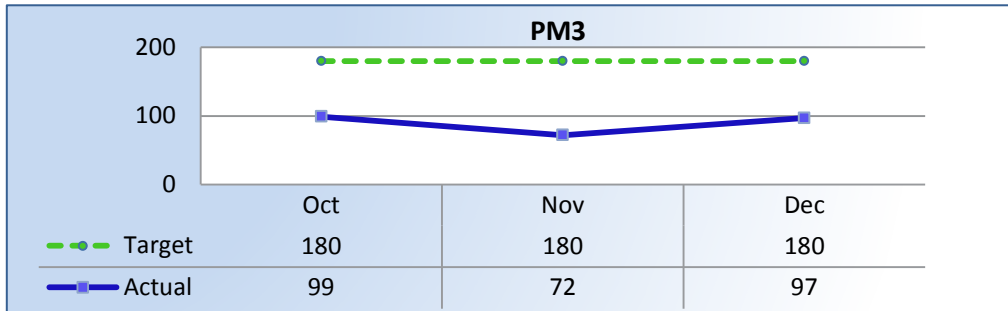
Q2 Report (October - December 2015)

To ensure stakeholders can review the Board’s progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM3 | Intake & Investigation

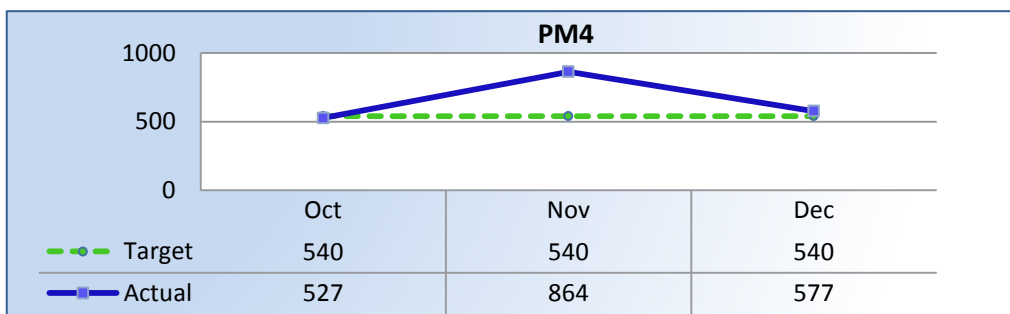
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 180 Days | Actual Average: 90 Days

PM4 | Formal Discipline

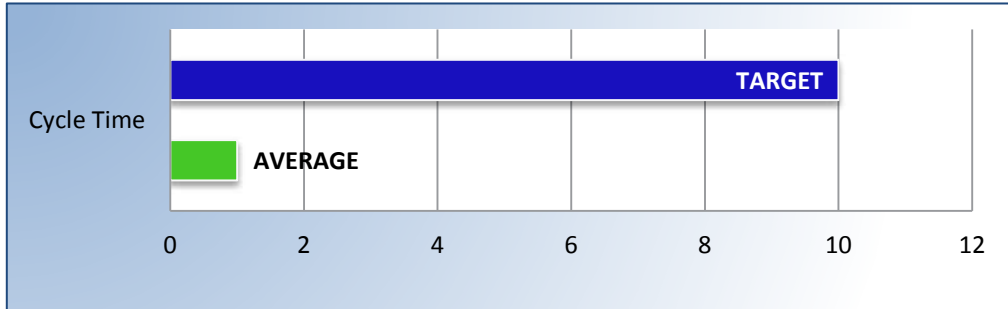
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 684 Days

PM7 | Probation Intake

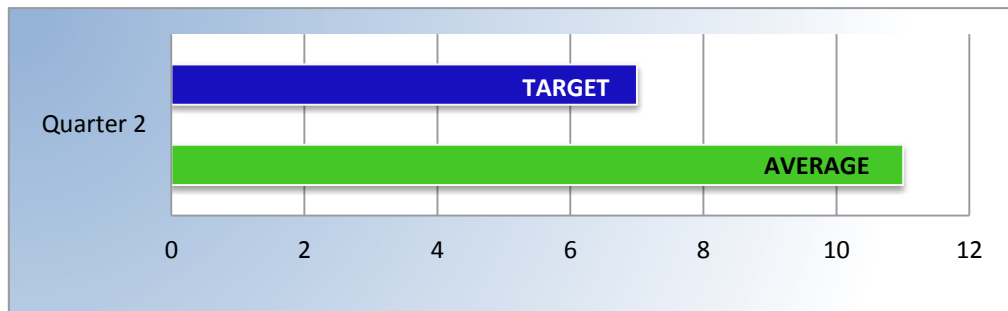
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days | Actual Average: 1 Day

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



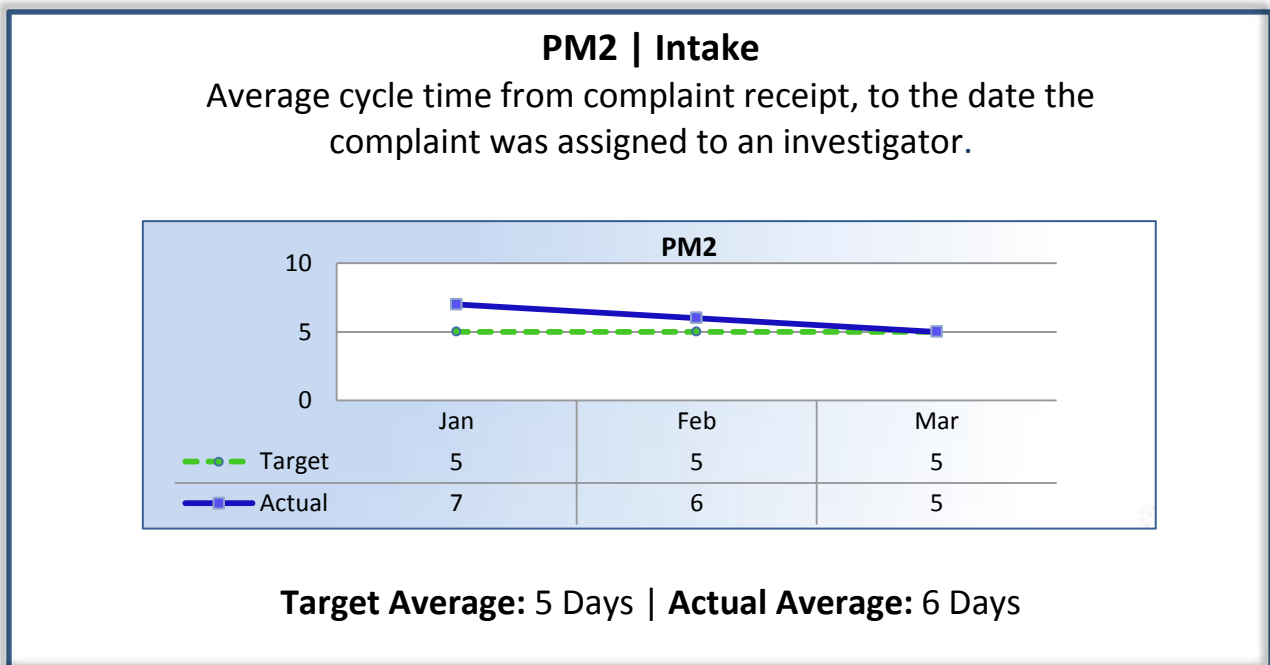
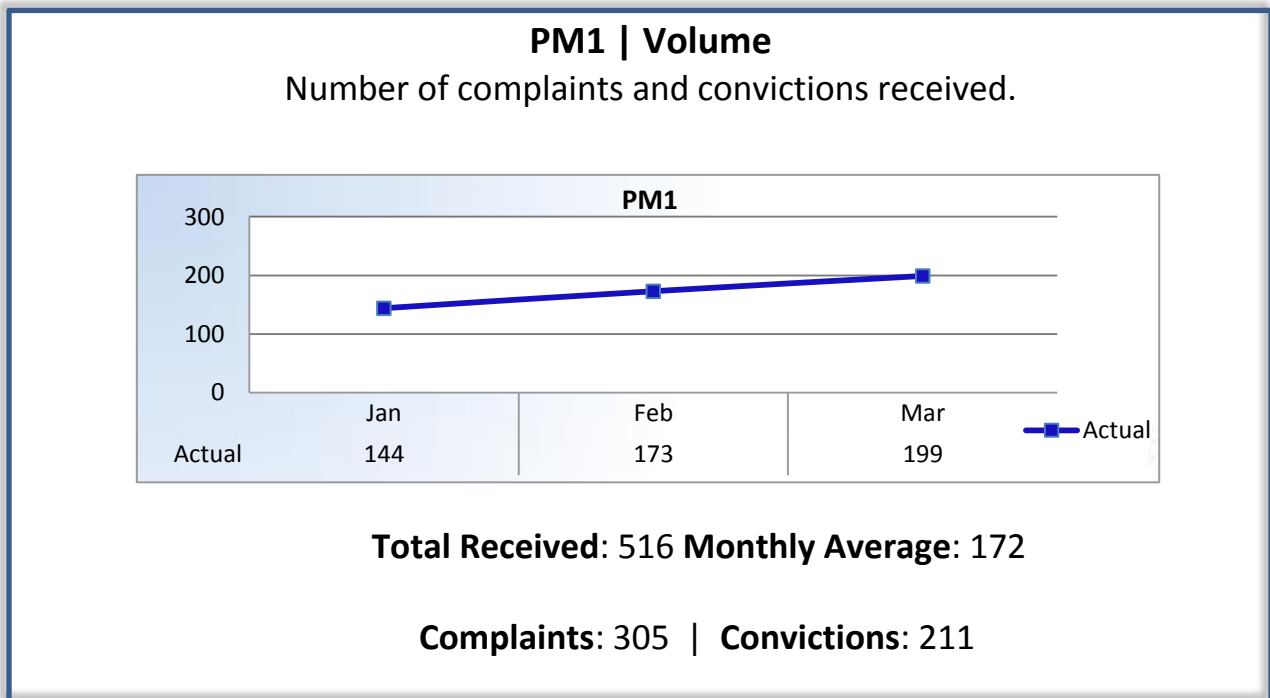
Target Average: 7 Days | Actual Average: 11 Days

Board of Behavioral Sciences

Performance Measures

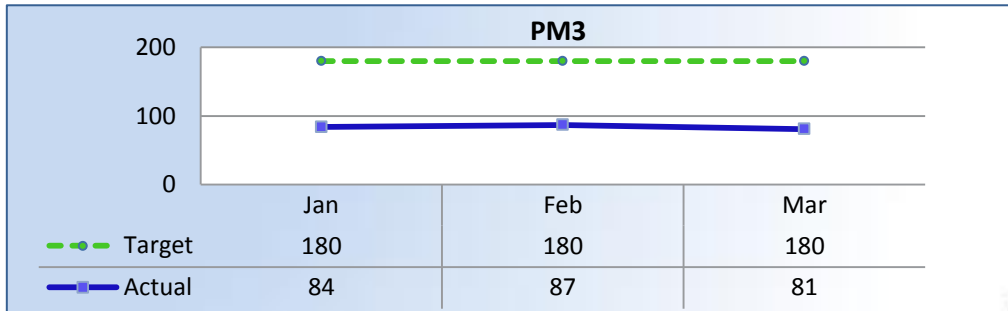
Q3 Report (January – March 2016)

To ensure stakeholders can review the Board’s progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM3 | Intake & Investigation

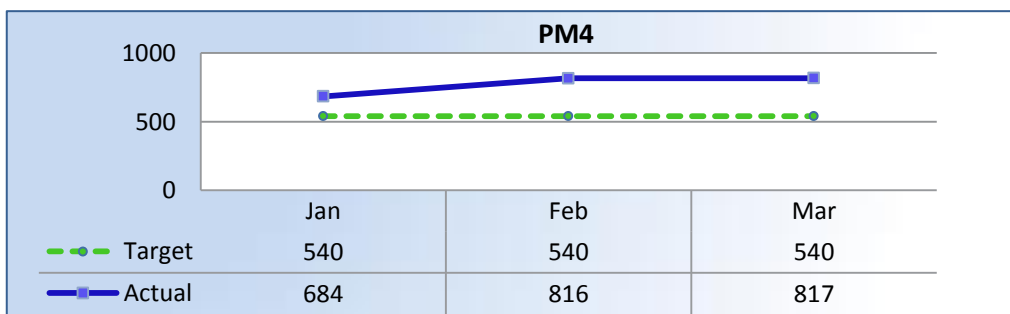
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 180 Days | Actual Average: 84 Days

PM4 | Formal Discipline

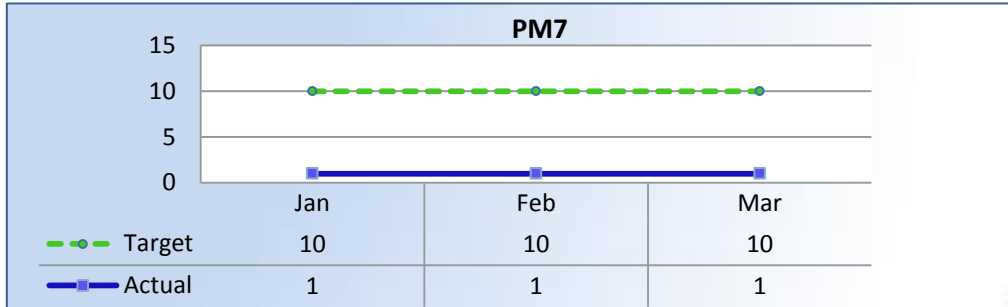
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 780 Days

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days | Actual Average: 1 Day

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not have any probation violations this quarter.

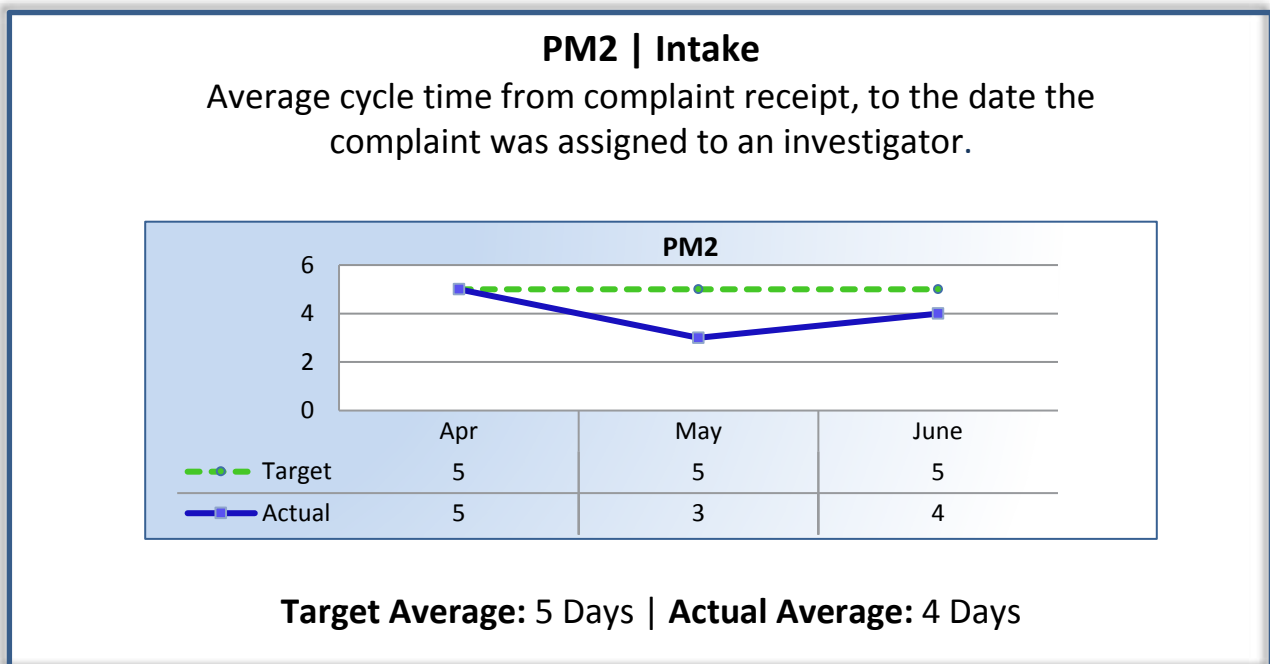
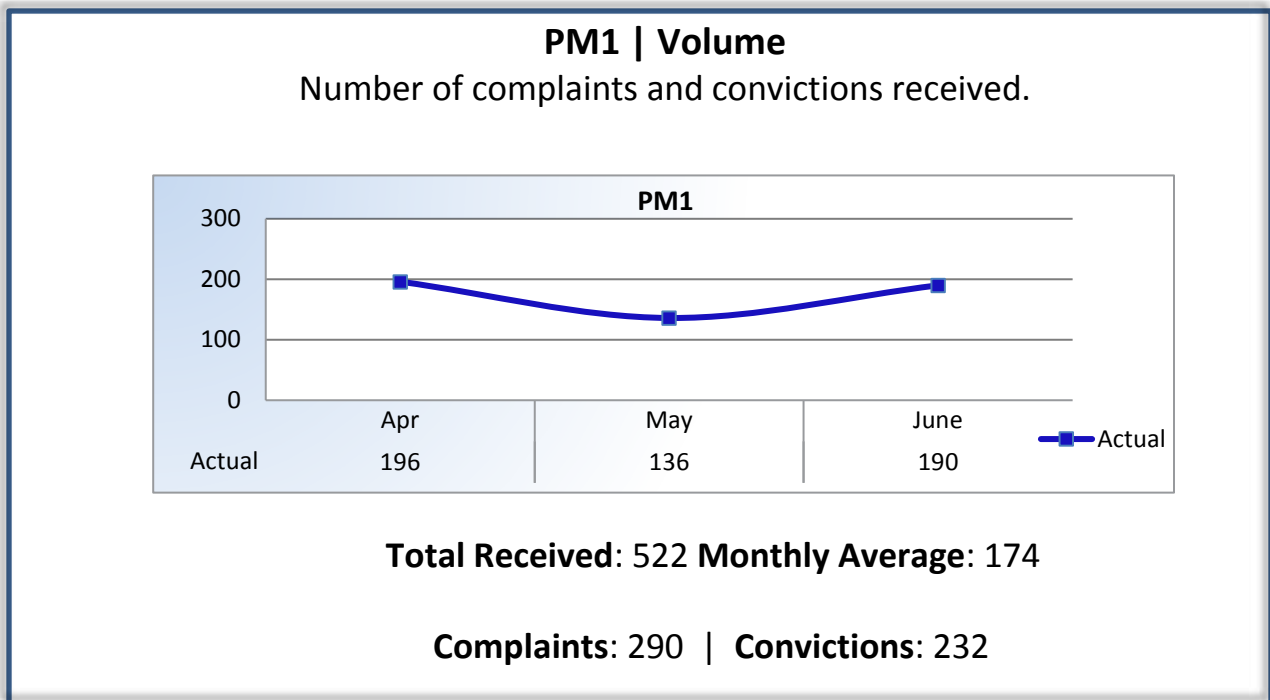
Target Average: 7 Days | Actual Average: n/a

Board of Behavioral Sciences

Performance Measures

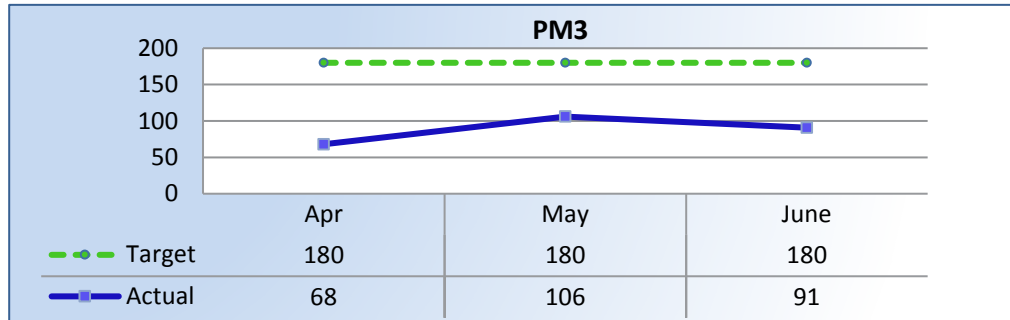
Q4 Report (April - June 2016)

To ensure stakeholders can review the Board’s progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



PM3 | Intake & Investigation

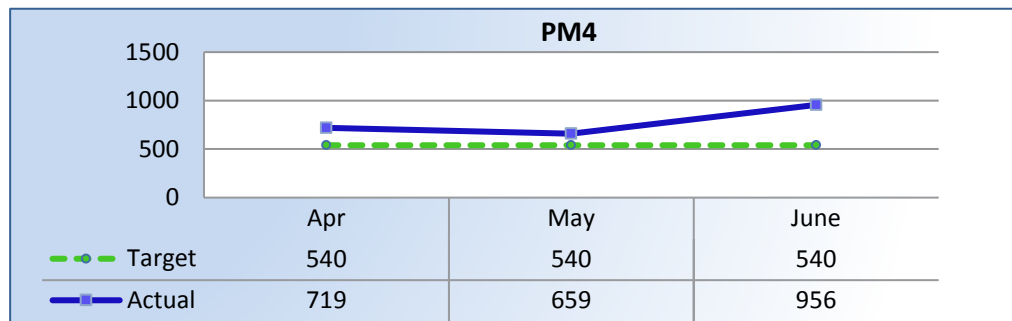
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



Target Average: 180 Days | Actual Average: 87 Days

PM4 | Formal Discipline

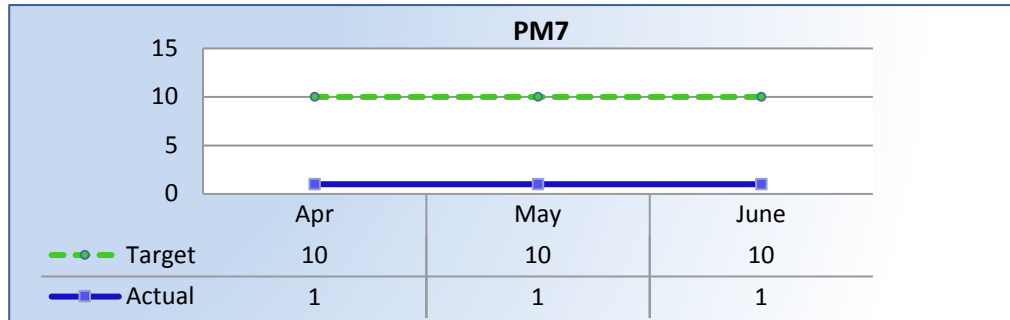
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 823 Days

PM7 | Probation Intake

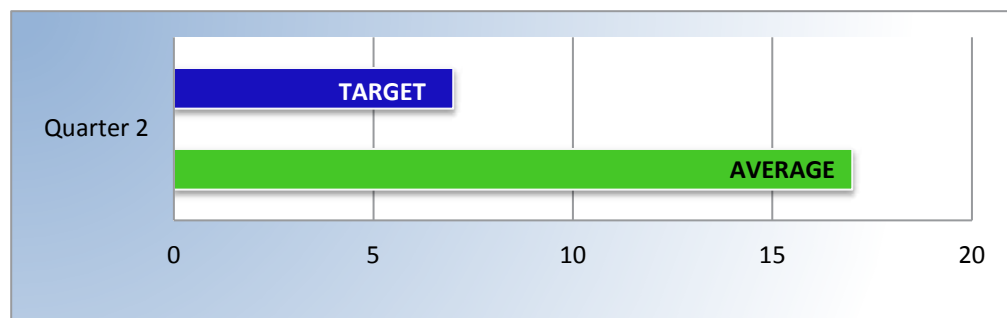
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days | Actual Average: 1 Day

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 7 Days | Actual Average: 17 Days

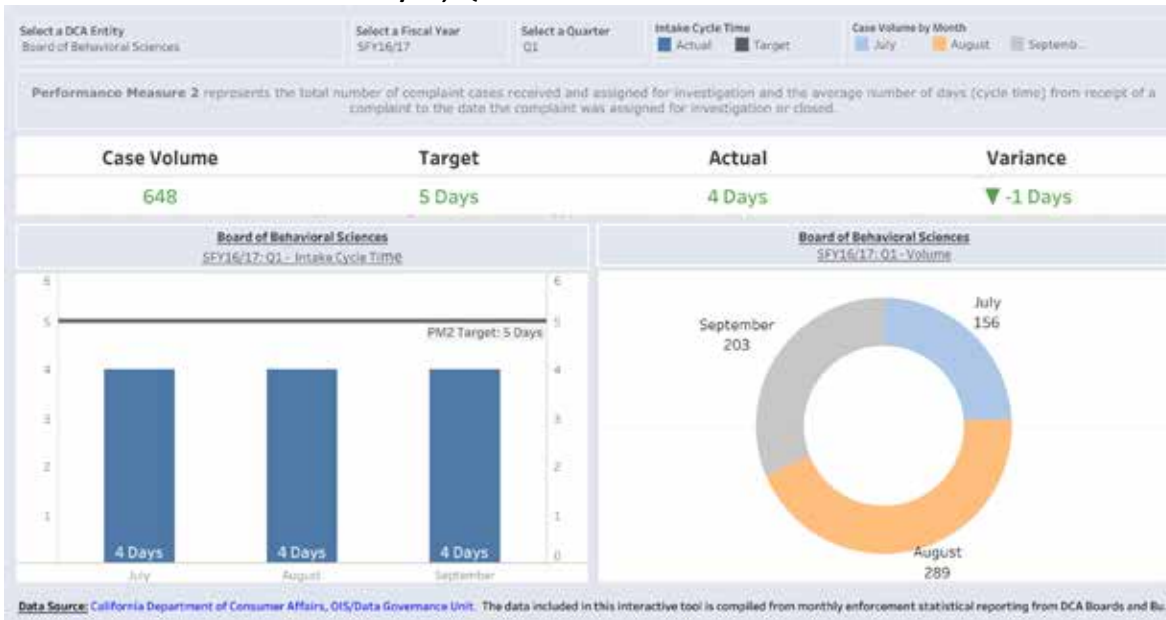
ATTACHMENT E, II



**Board of Behavioral Sciences
Performance Measure 1-FY 2016/17, QTR 1**

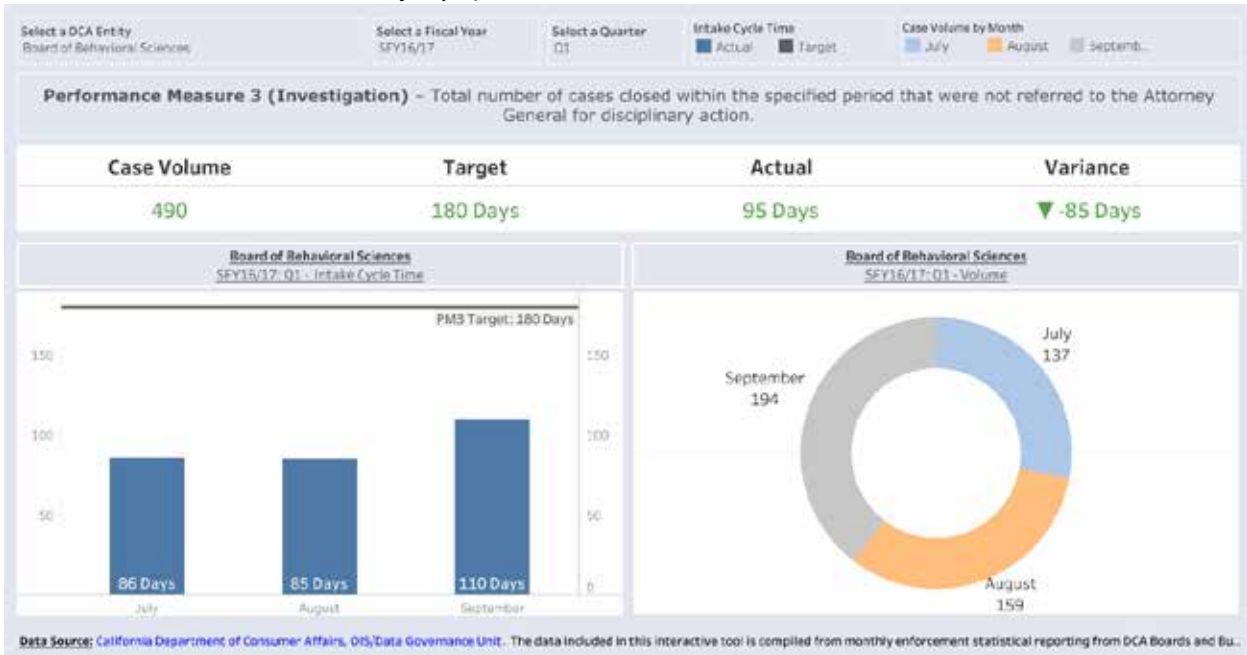


Performance Measure 2-FY 2016/17, QTR 1

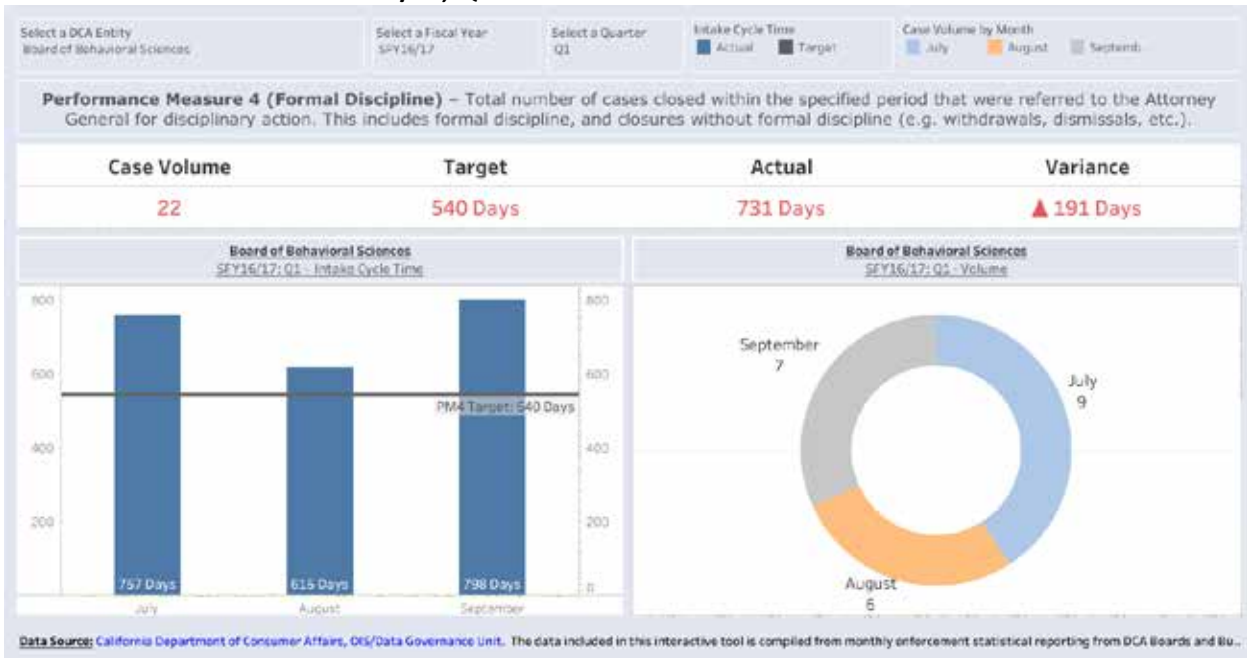


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2016/17, QTR 1



Performance Measure 4-FY 2016/17, QTR 1

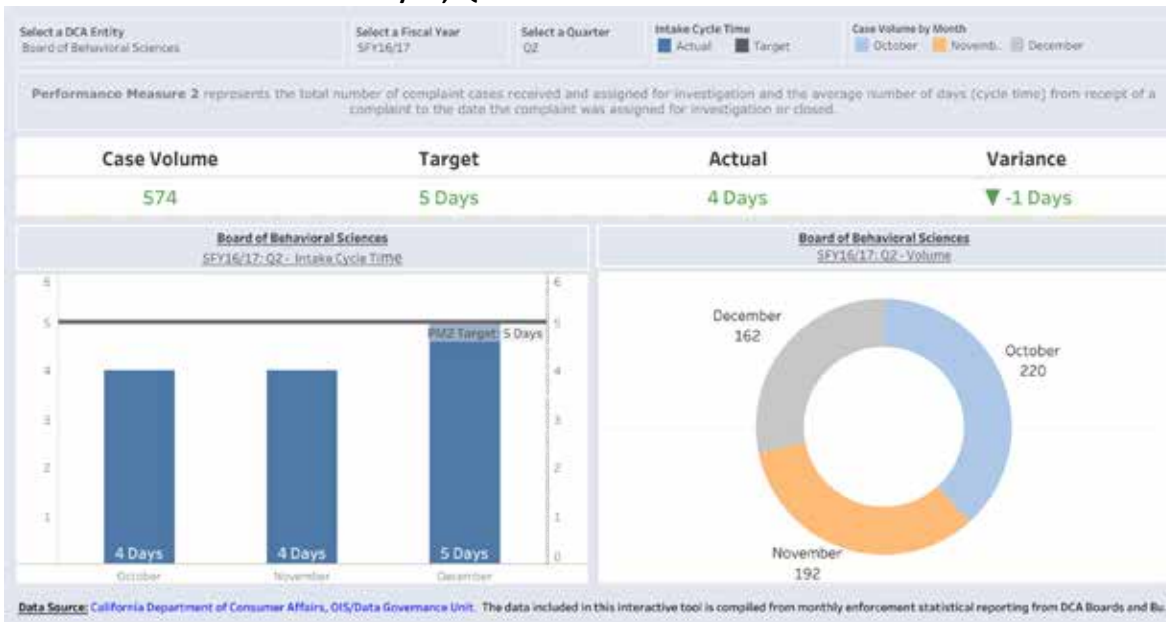


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2016/17, QTR 2

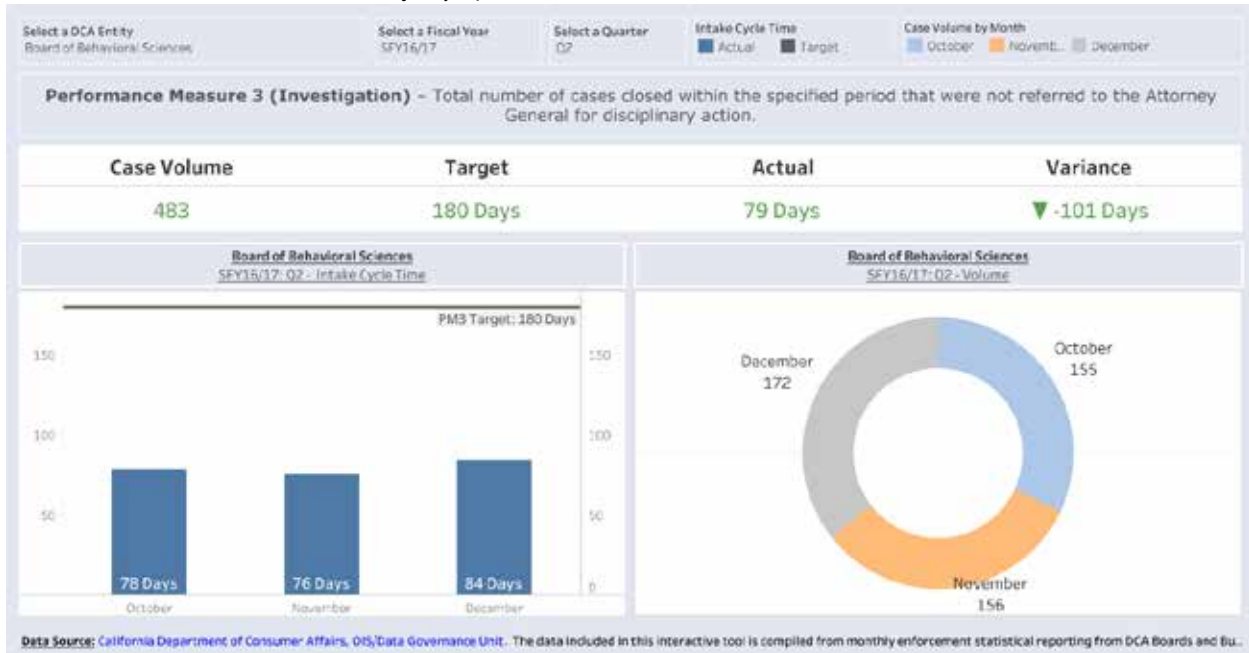


Performance Measure 2-FY 2016/17, QTR 2

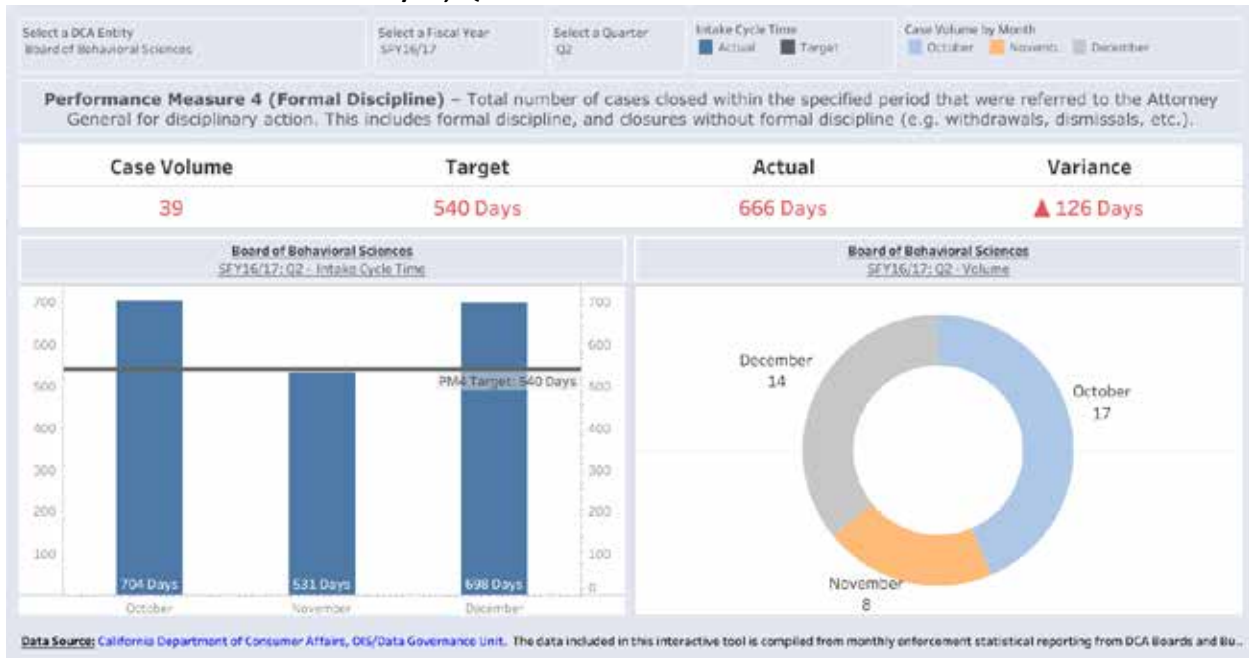


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2016/17, QTR 2



Performance Measure 4-FY 2016/17, QTR 2

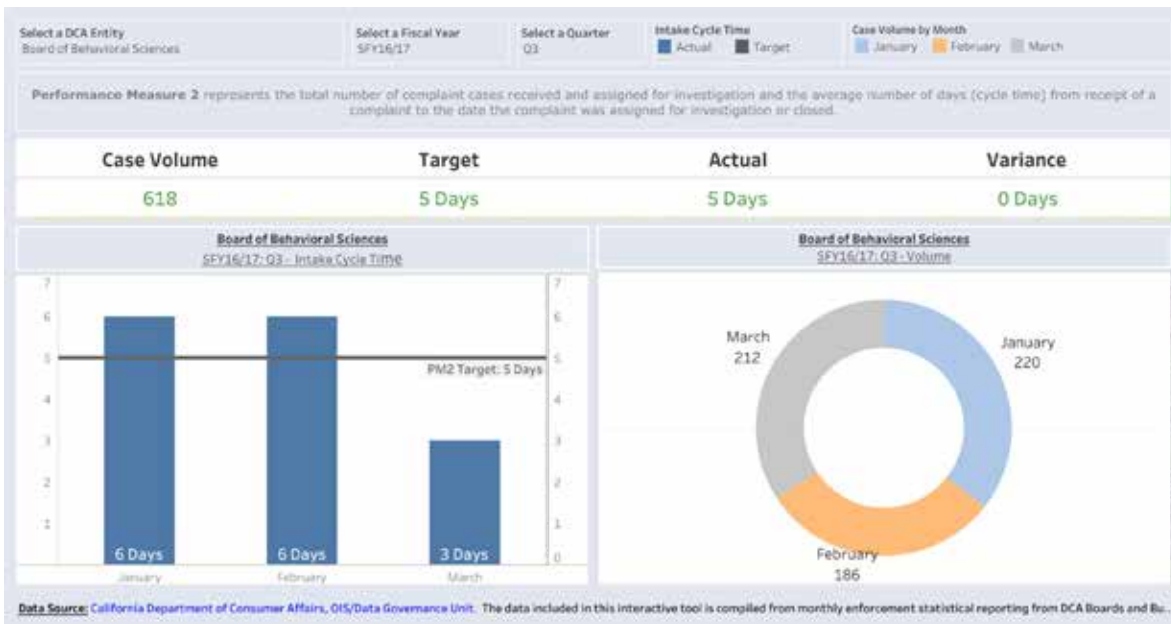


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2016/17, QTR 3

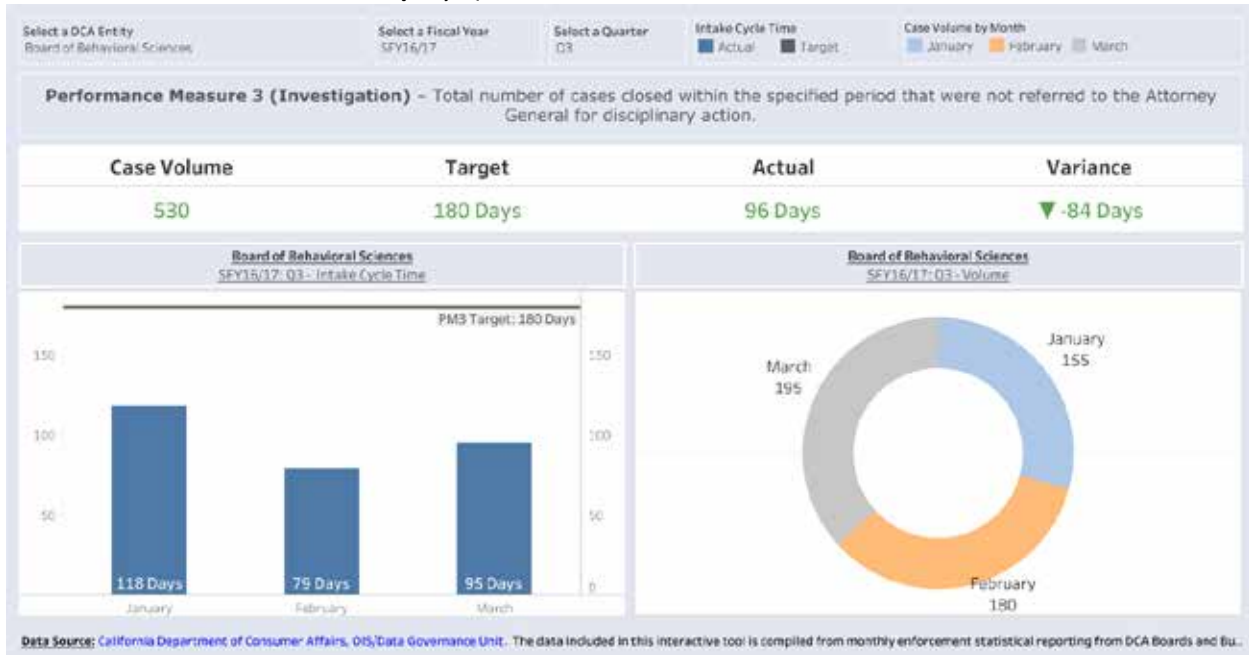


Performance Measure 2-FY 2016/17, QTR 3

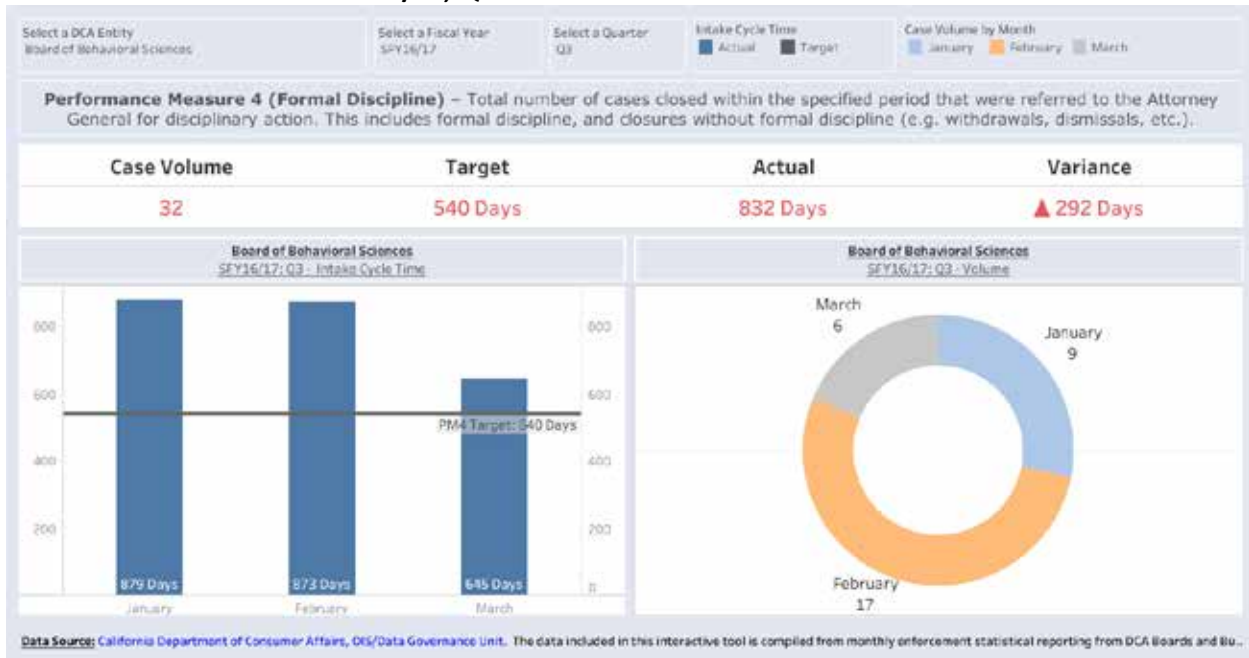


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2016/17, QTR 3



Performance Measure 4-FY 2016/17, QTR 3

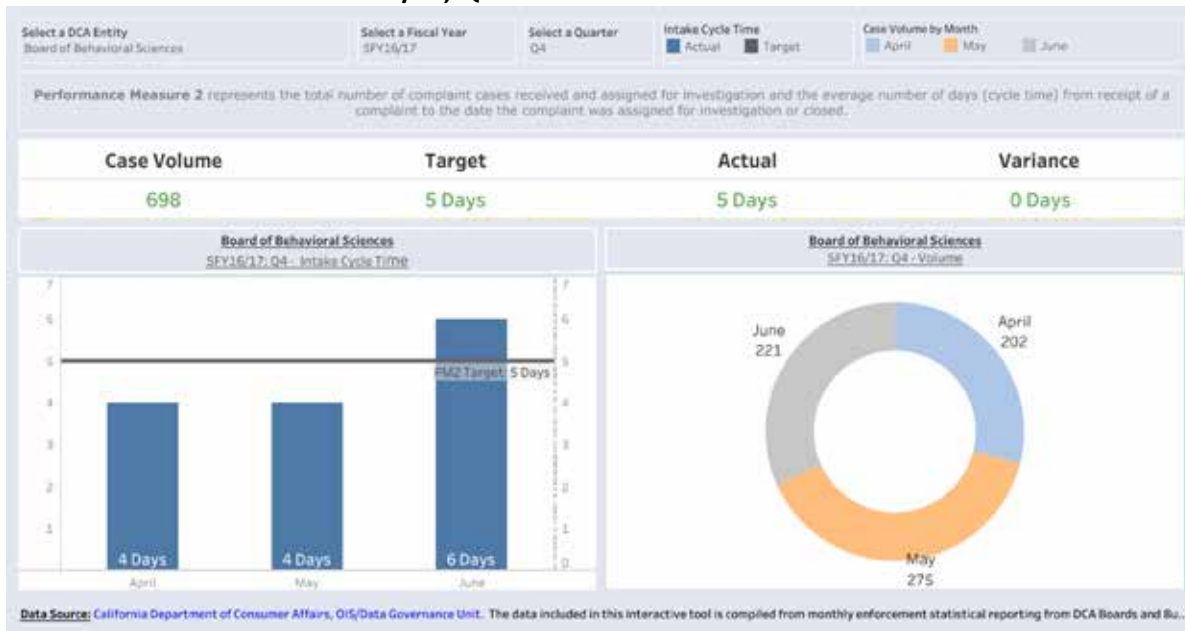


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2016/17, QTR 4



Performance Measure 3-FY 2016/17, QTR 4

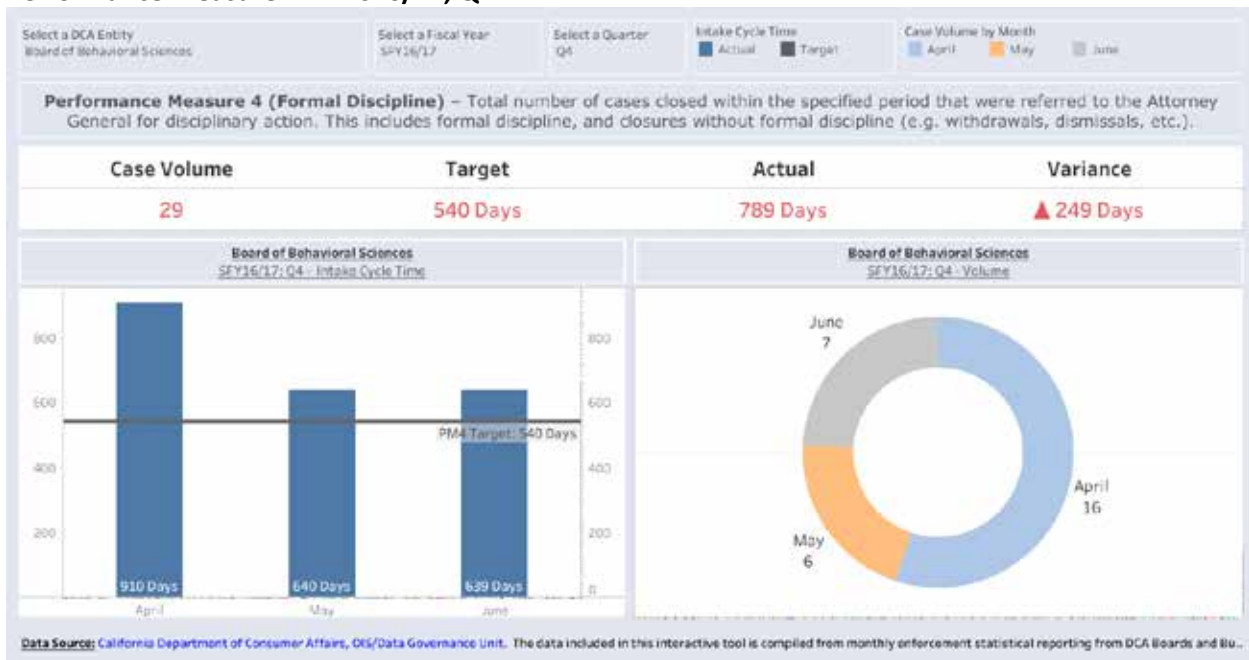


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2016/17, QTR 4

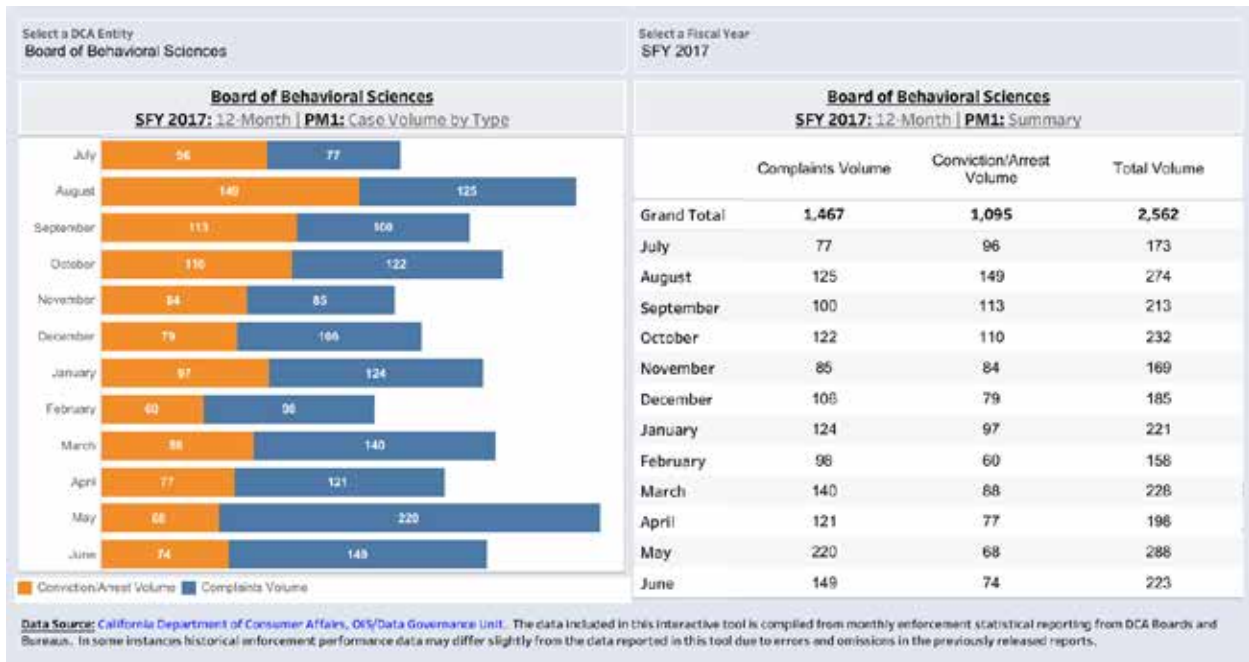


Performance Measure 4-FY 2016/17, QTR 4



Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-Annual FY 2016/17



Performance Measure 2-Annual FY 2016/17



Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-Annual FY 2016/17



Performance Measure 4-Annual FY 2016/17

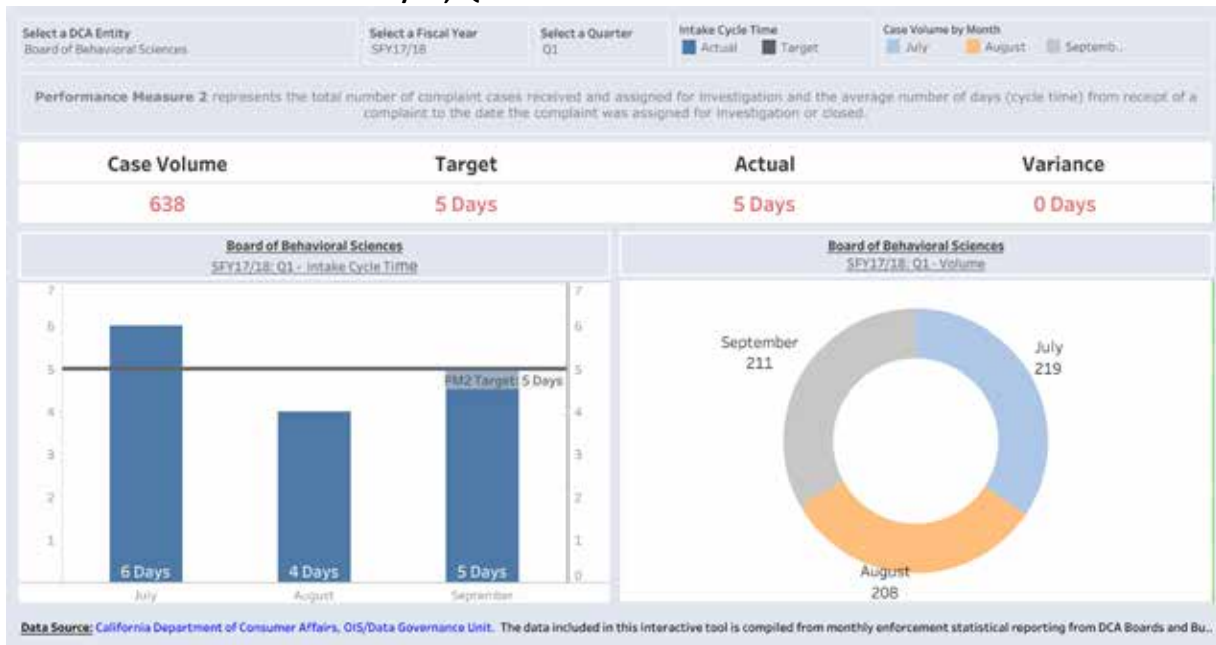


Performance Measure 1-FY 2017/18, QTR 1

Attachment E, II. BBS Quarterly and Annual Performance Report

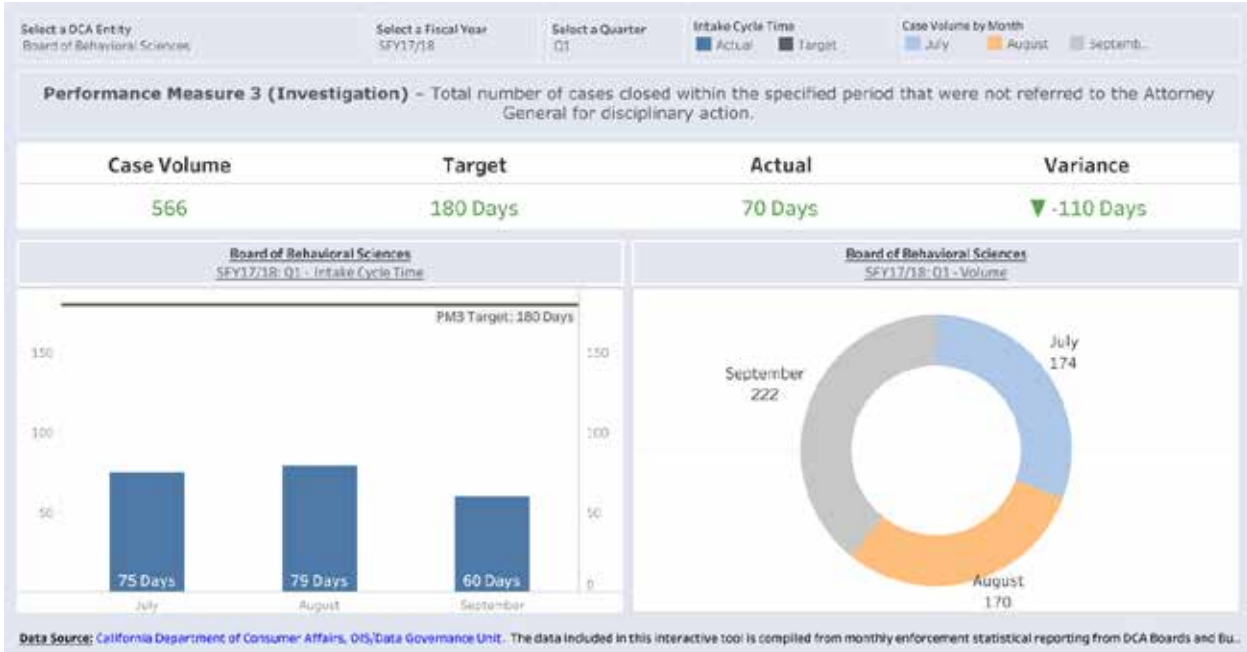


Performance Measure 2-FY 2017/18, QTR 1

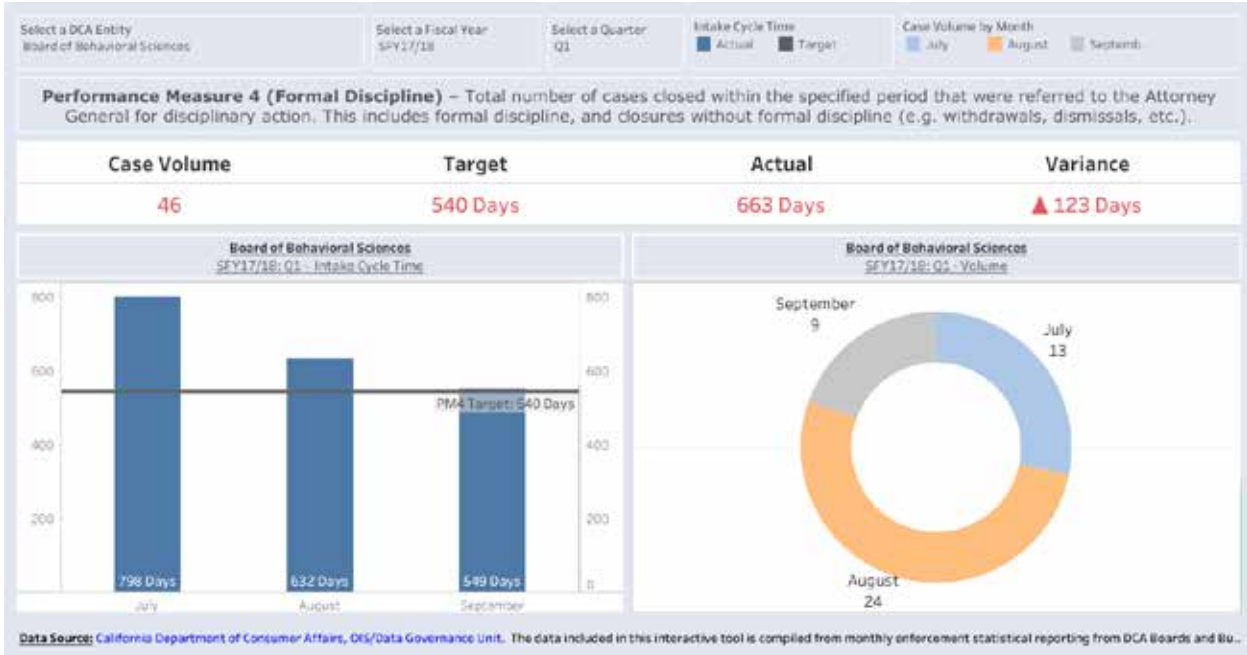


Performance Measure 3-FY 2017/18, QTR 1

Attachment E, II. BBS Quarterly and Annual Performance Report



Performance Measure 3-FY 2017/18, QTR 2

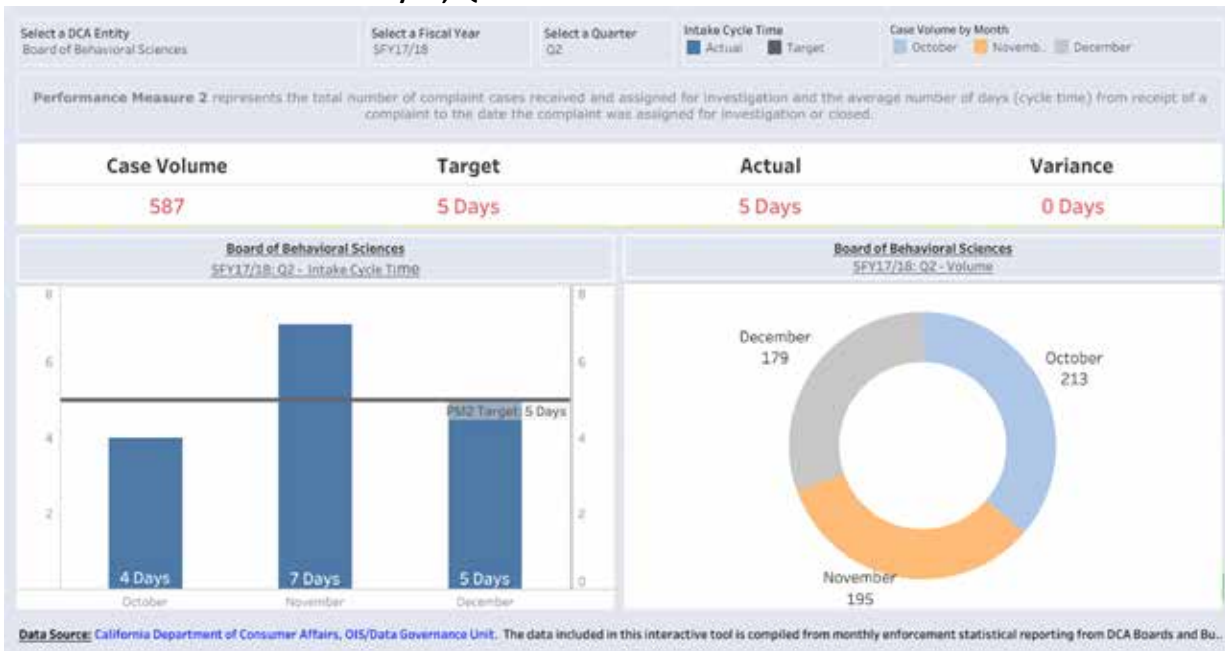


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2017/18, QTR 2

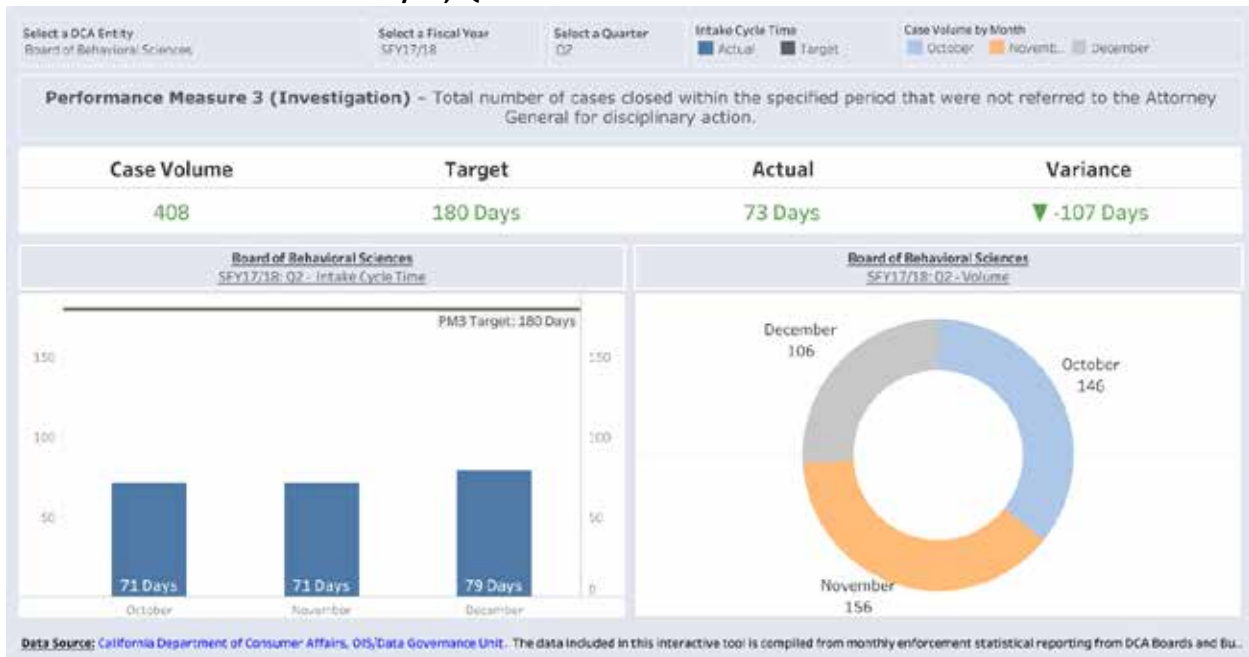


Performance Measure 2-FY 2017/18, QTR 2

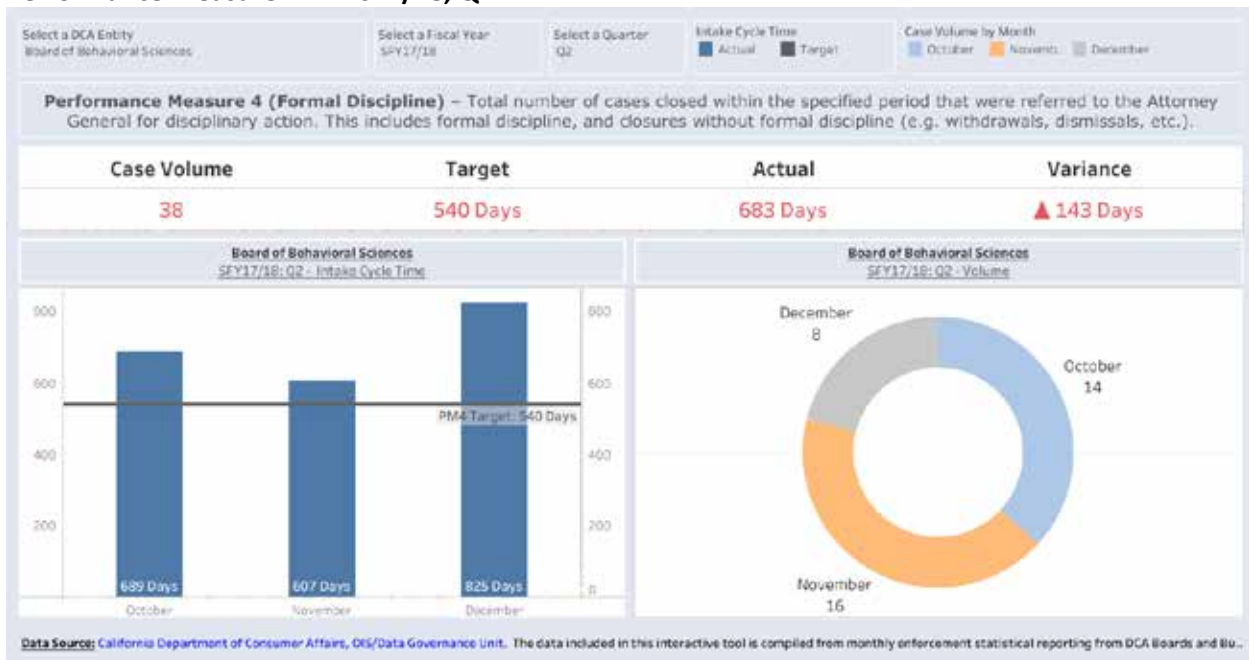


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2017/18, QTR 2



Performance Measure 4-FY 2017/18, QTR 2

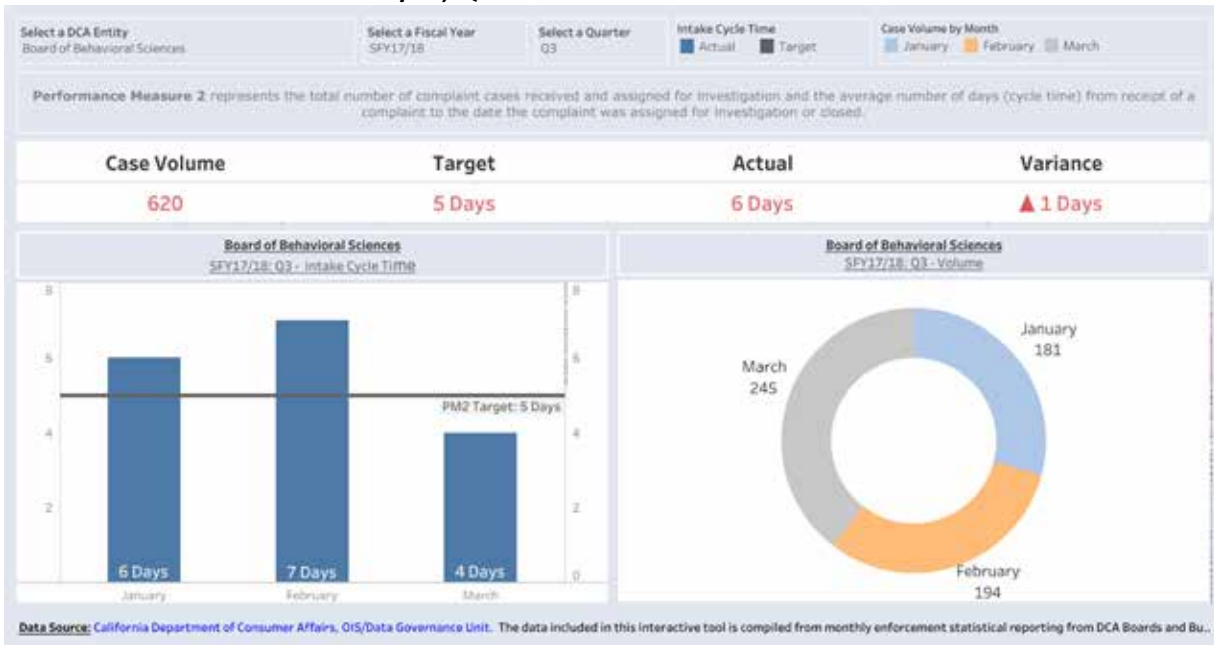


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2017/18, QTR 3

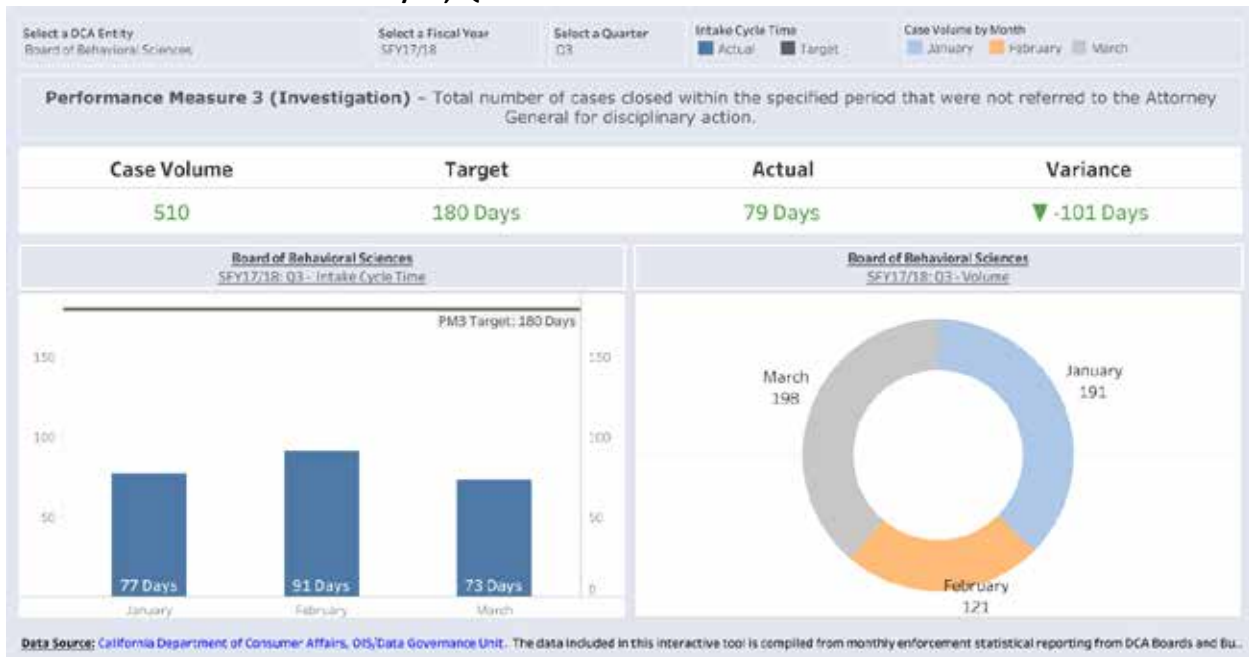


Performance Measure 2-FY 2017/18, QTR 3

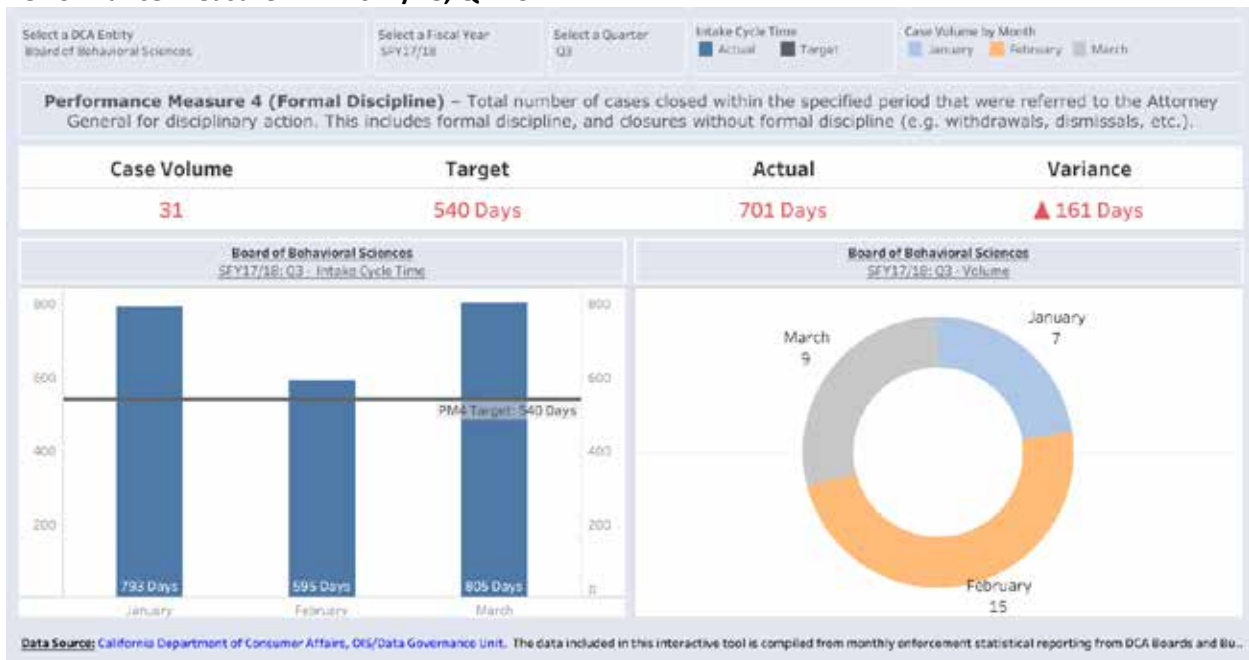


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2017/18, QTR 3



Performance Measure 4-FY 2017/18, QTR 3



Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2017/18, QTR 4

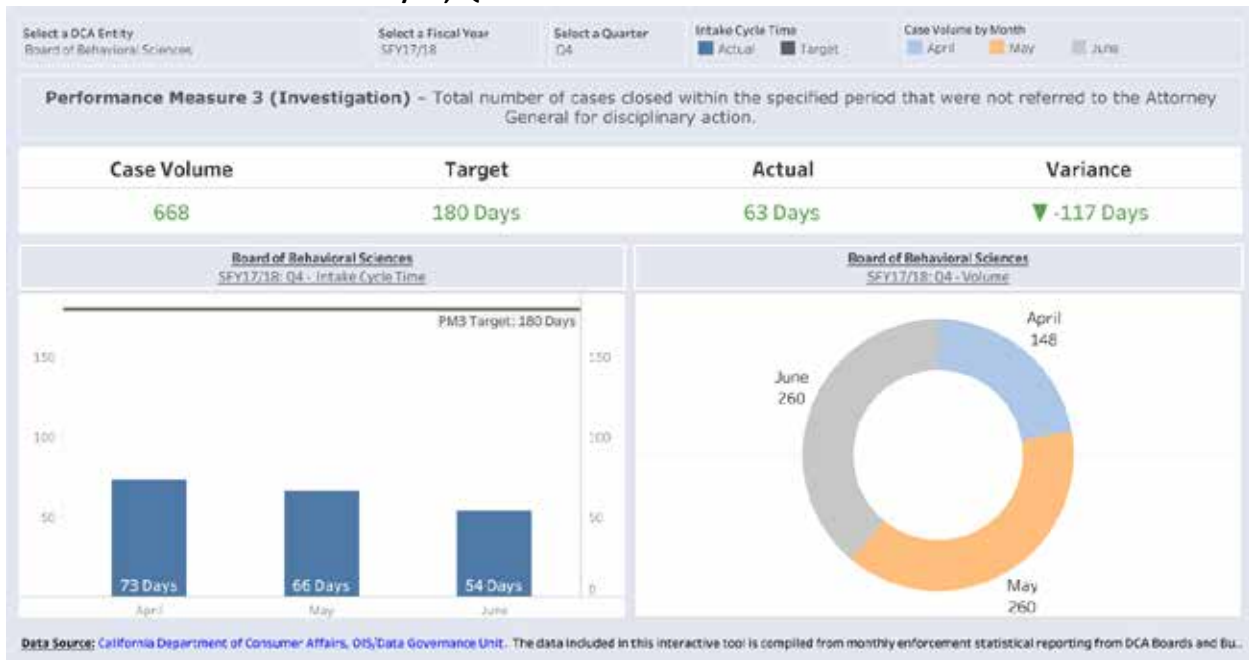


Performance Measure 2-FY 2017/18, QTR 4

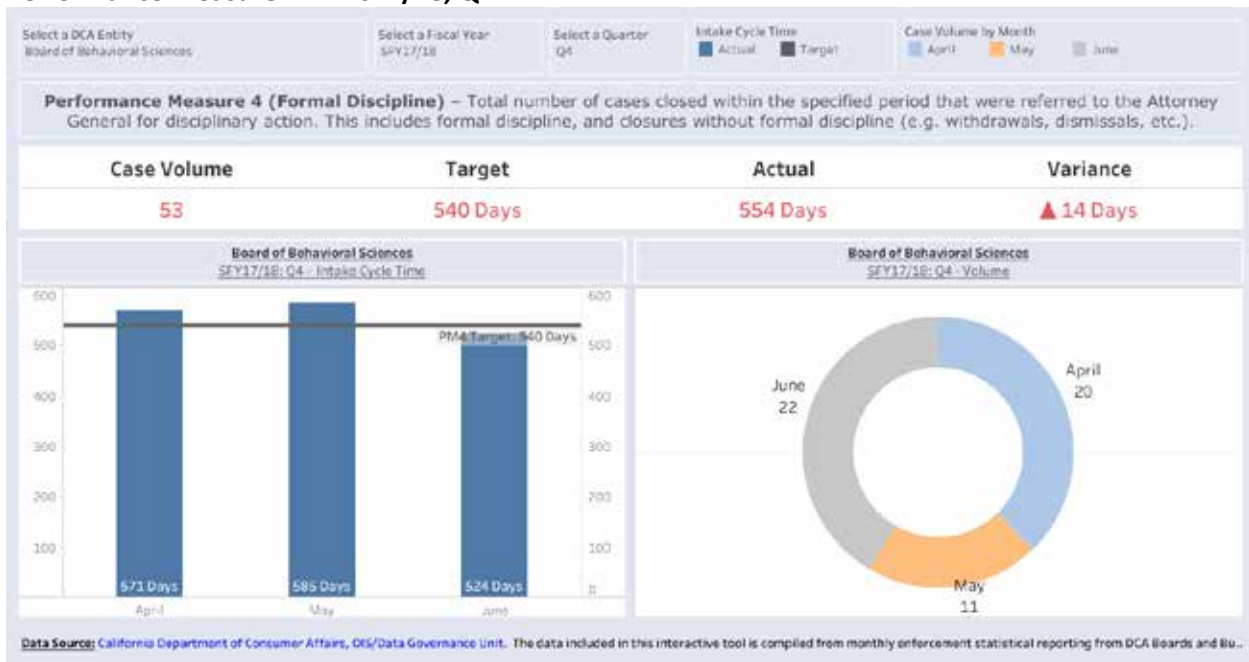


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2017/18, QTR 4



Performance Measure 4-FY 2017/18, QTR 4



Performance Measure 1-Annual FY 2017/18

Attachment E, II. BBS Quarterly and Annual Performance Report



Performance Measure 2-Annual FY 2017/18



Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-Annual FY 1017/18



Performance Measure 4-Annual FY 2017/18

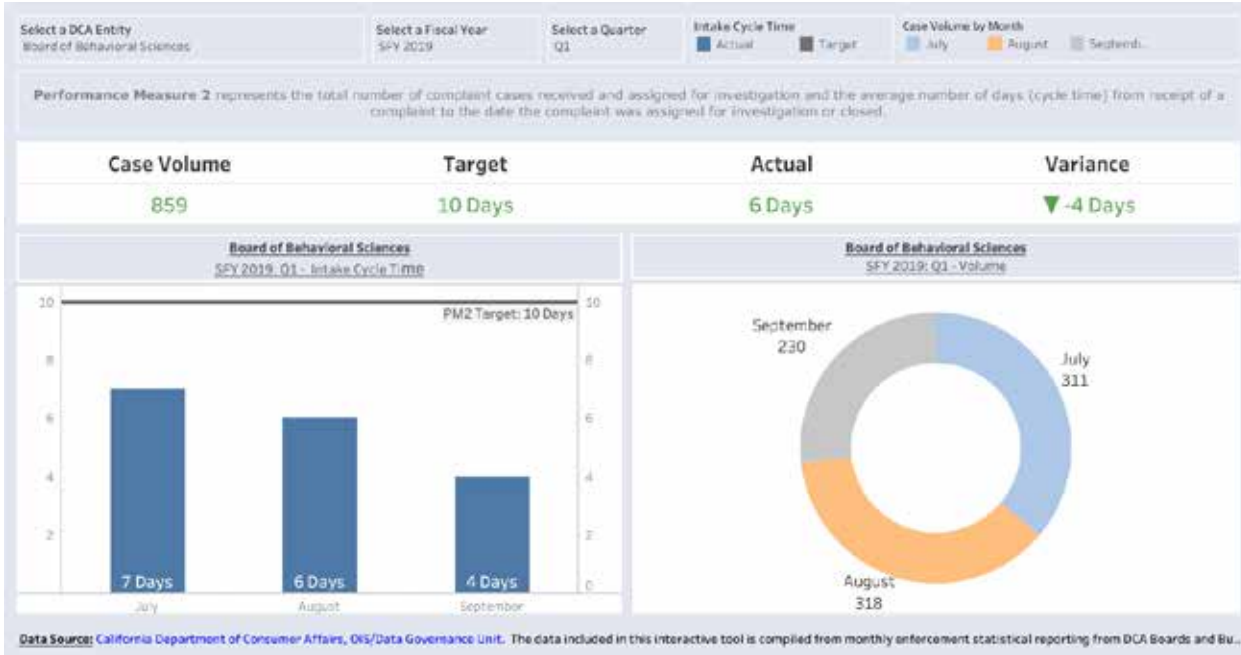


Performance Measure 1-FY 2018/19, QTR 1

Attachment E, II. BBS Quarterly and Annual Performance Report

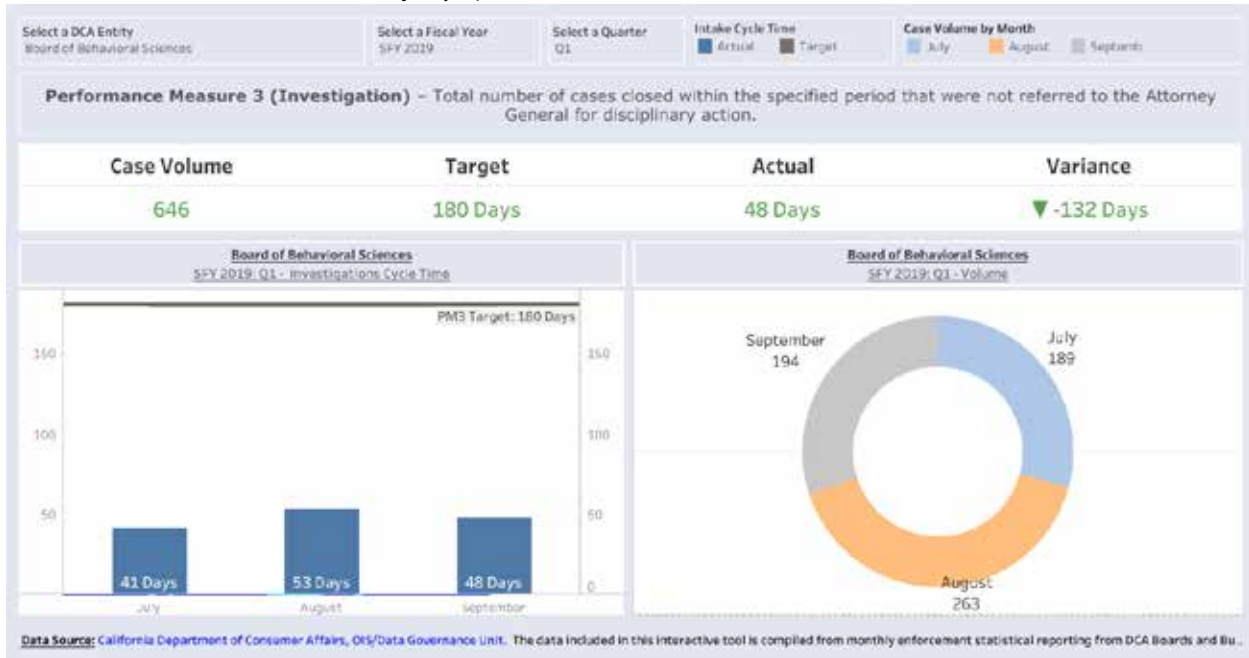


Performance Measure 2-FY 2018/19, QTR 1

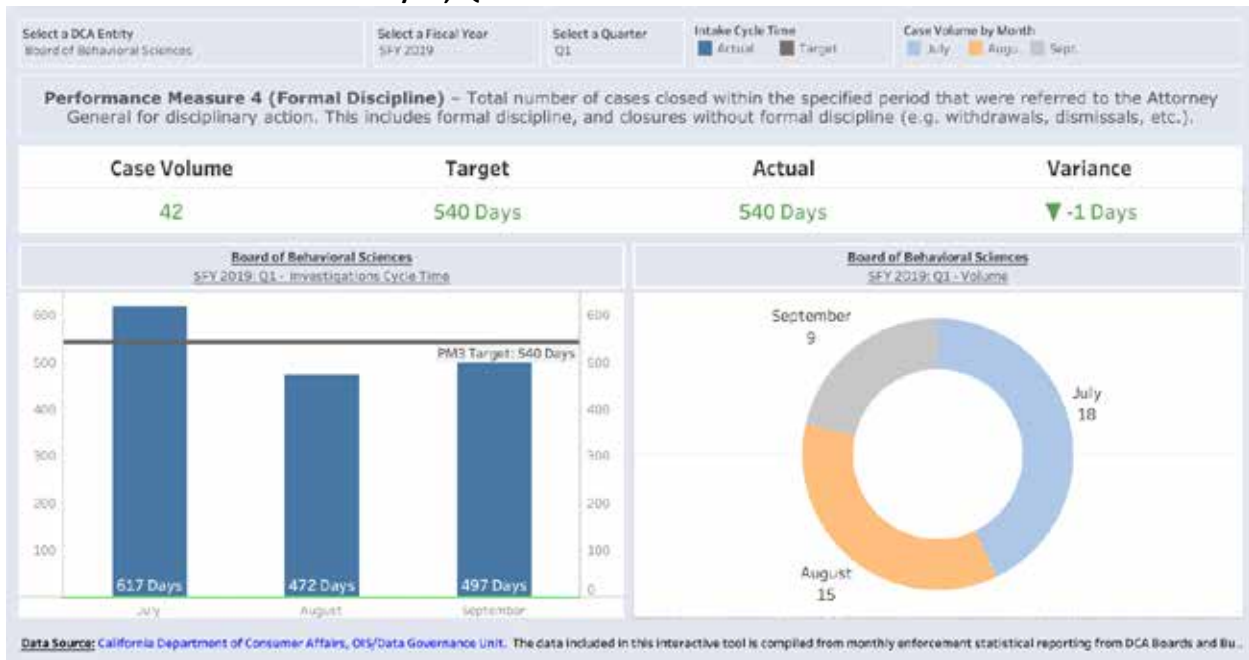


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2018/19, QTR 1



Performance Measure 4-FY 2018/19, QTR 1

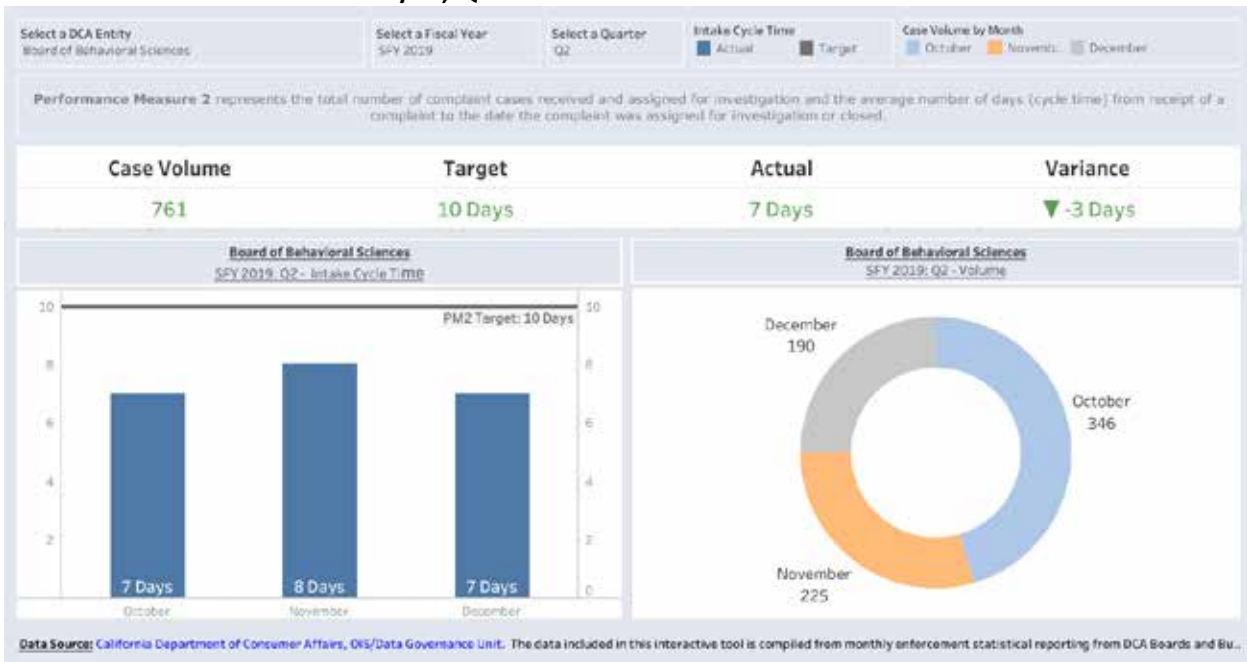


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2018/19, QTR 2

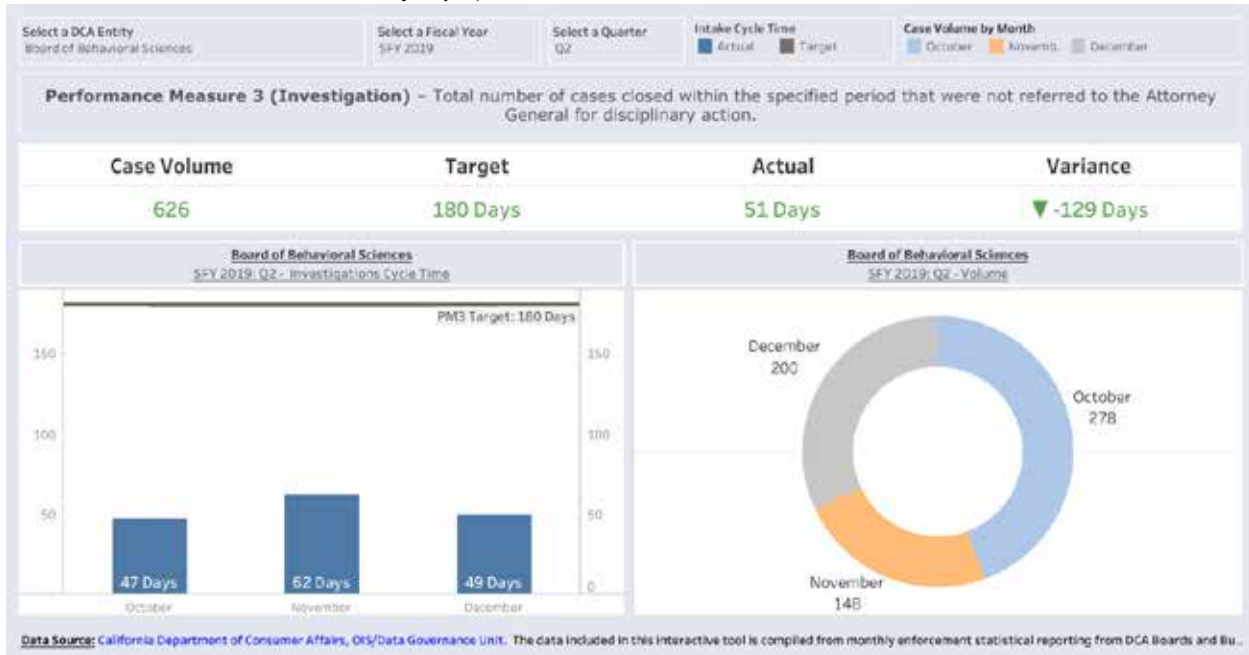


Performance Measure 2-FY 2018/19, QTR 2

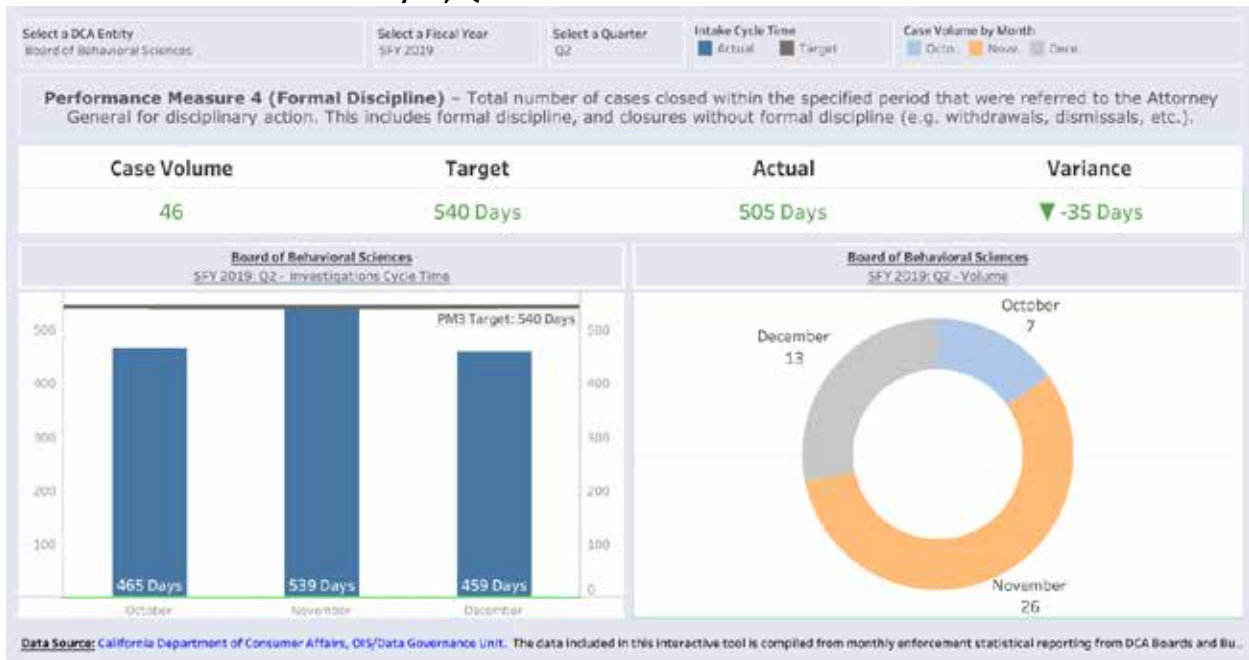


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2018/19, QTR 2



Performance Measure 4-FY 2018/19, QTR 2

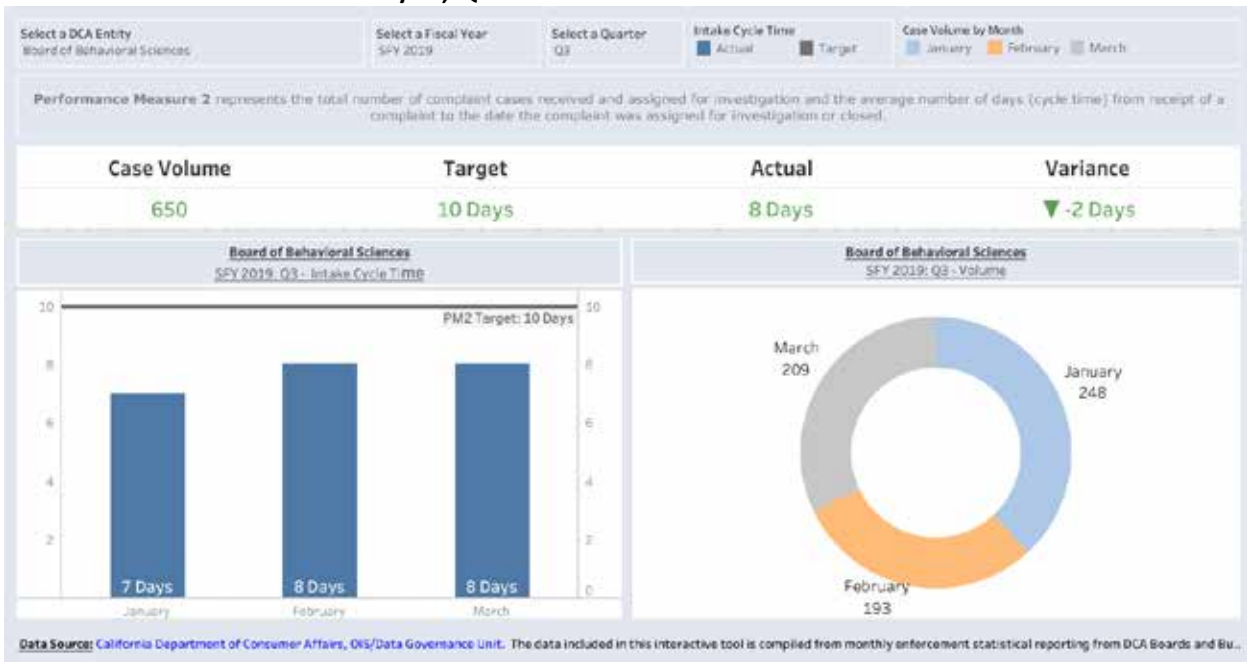


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2018/19, QTR 3

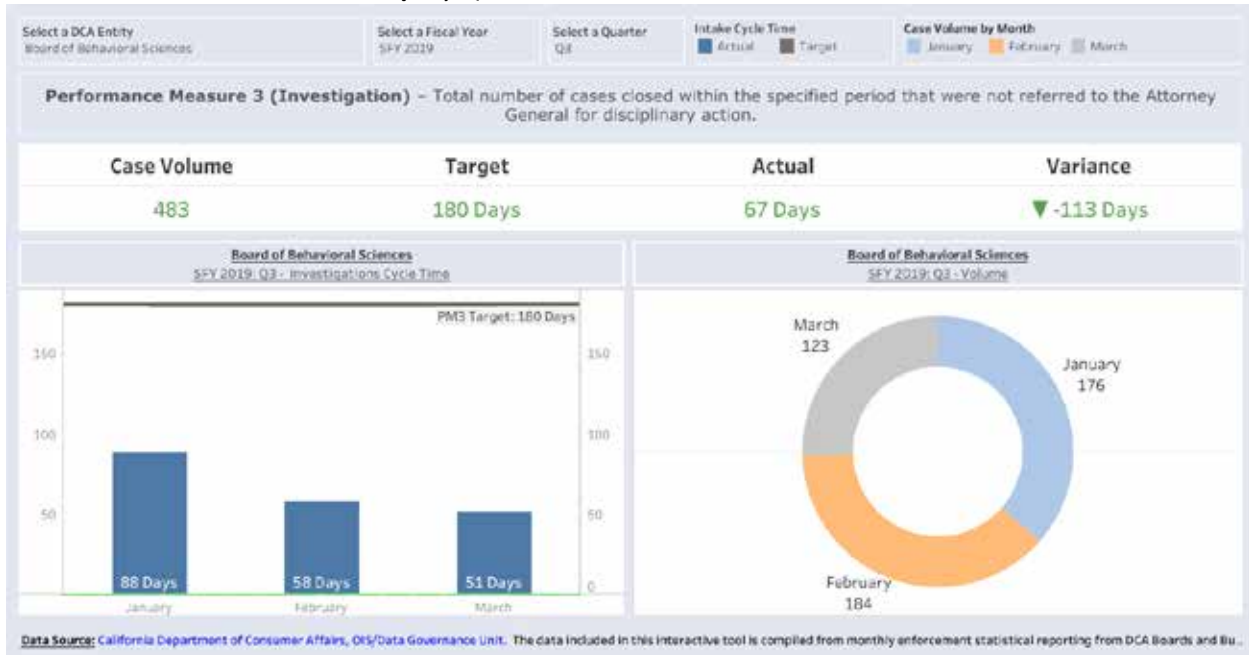


Performance Measure 2-FY 2018/19, QTR 3

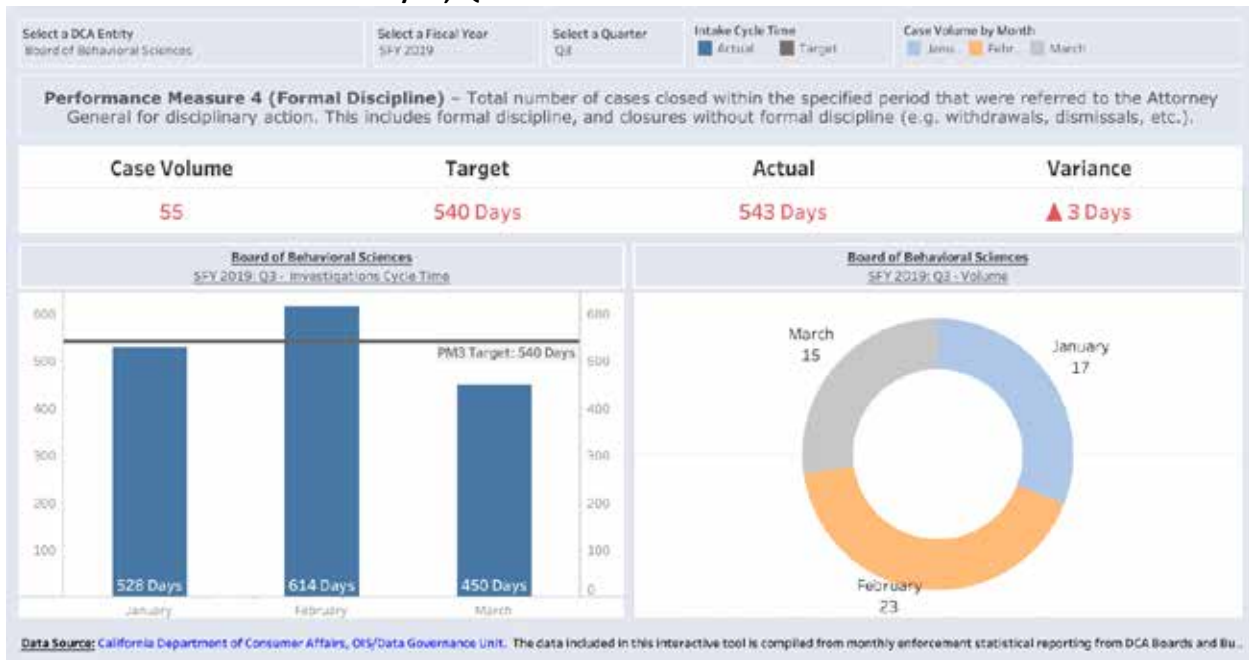


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2018/19, QTR 3



Performance Measure 4-FY 2018/19, QTR 3

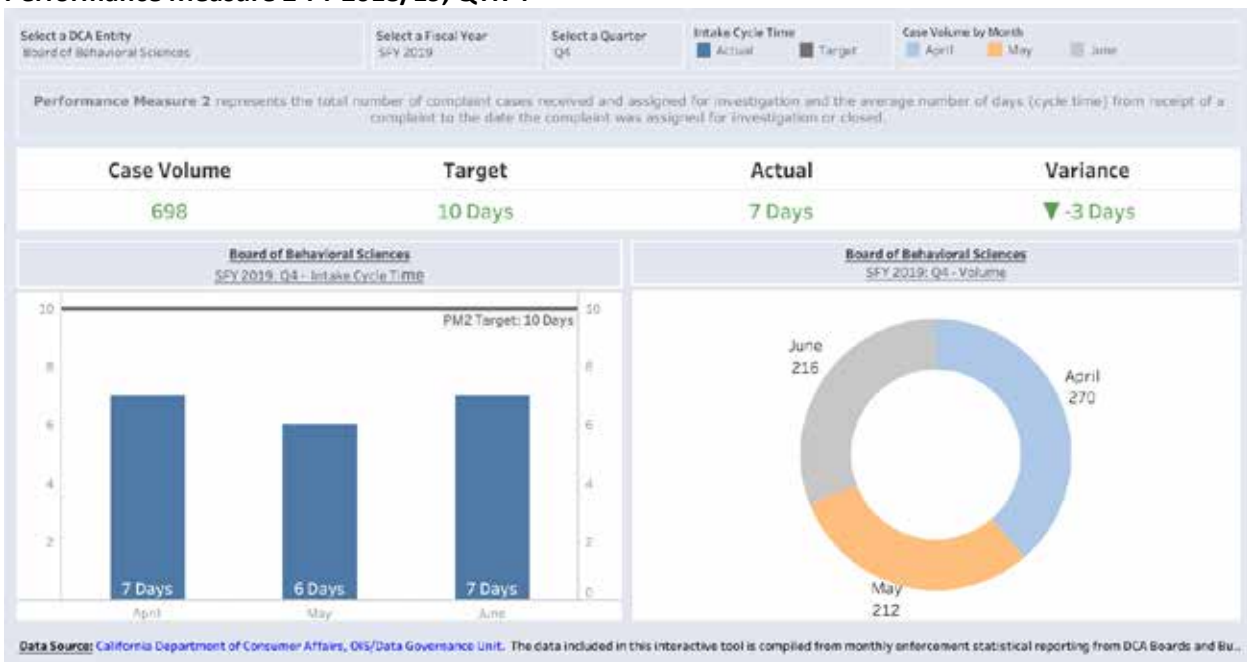


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-FY 2018/19, QTR 4

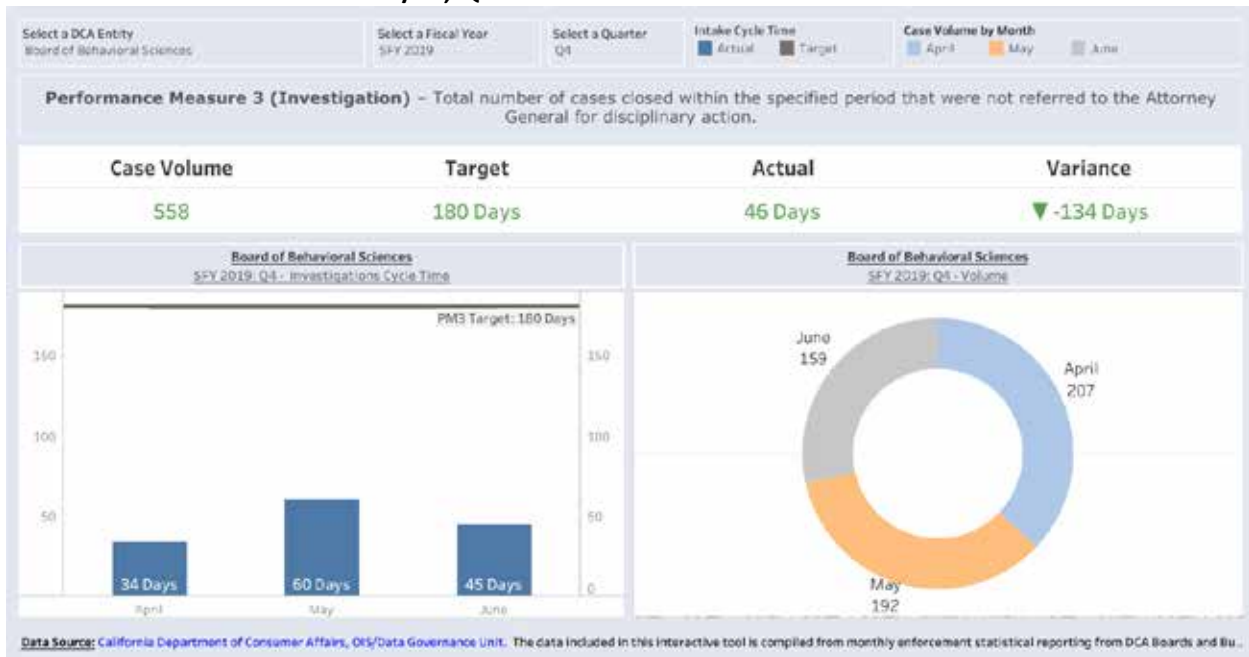


Performance Measure 2-FY 2018/19, QTR 4

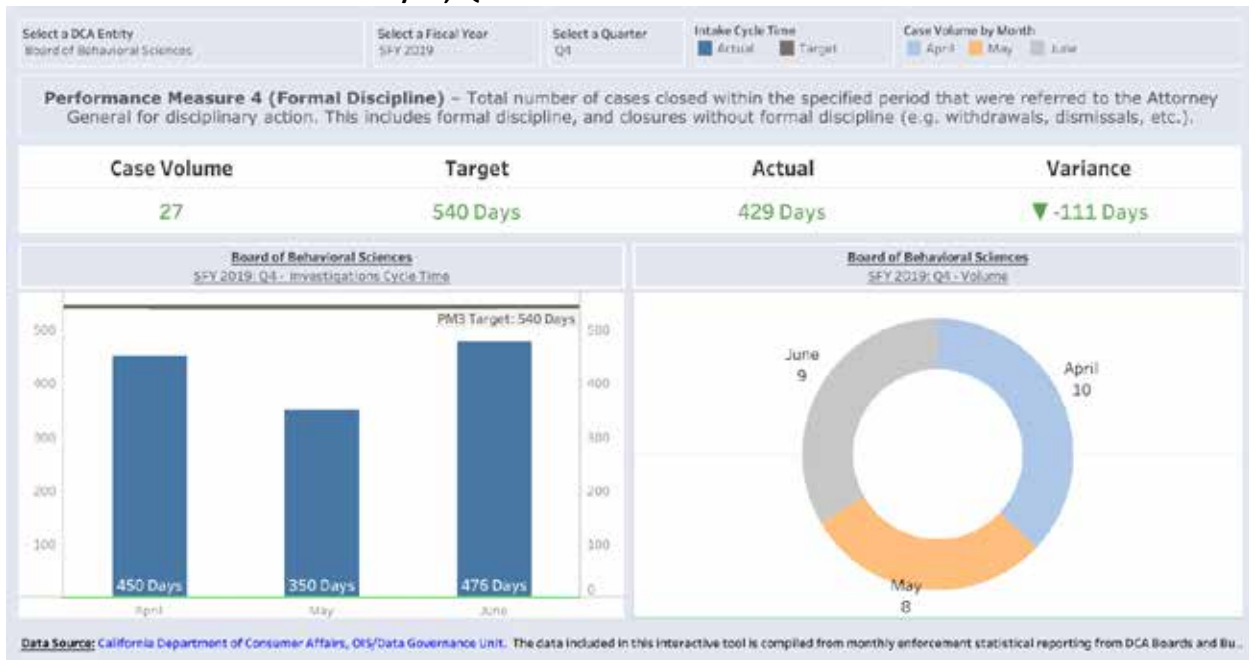


Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 3-FY 2018/19, QTR 4

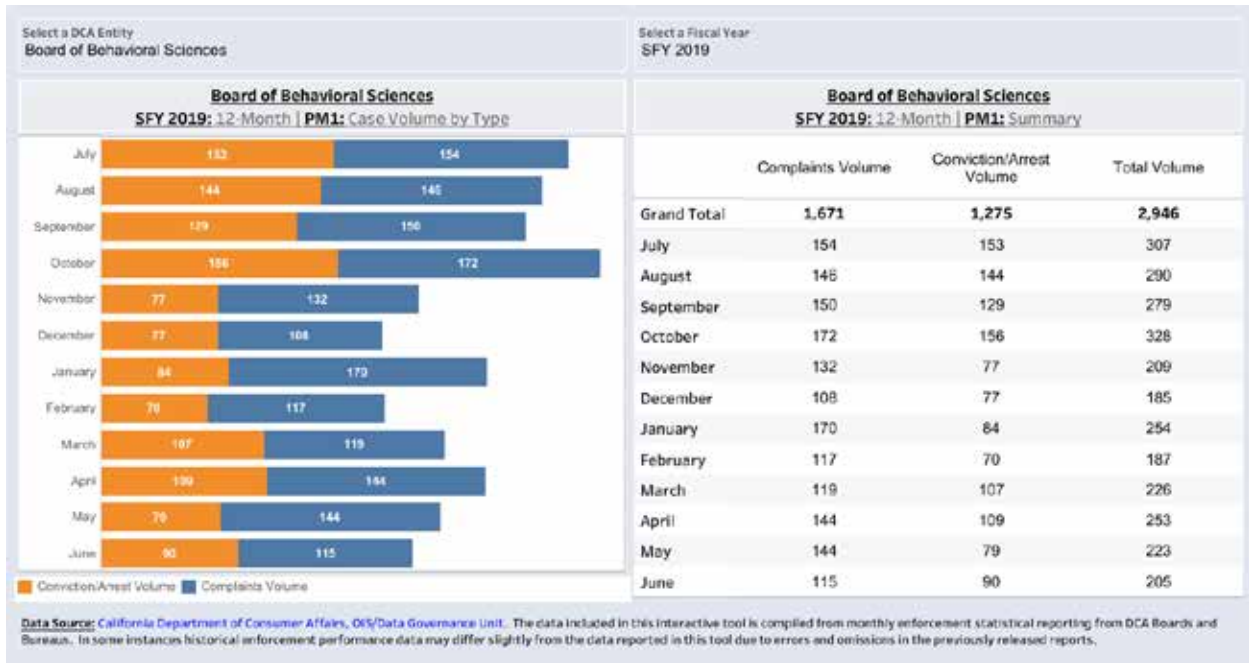


Performance Measure 4-FY 2018/19, QTR 4



Attachment E, II. BBS Quarterly and Annual Performance Report

Performance Measure 1-Annual FY 2018/19



Performance Measure 2-Annual FY 2018/19



Performance Measure 3-Annual FY 2018/19

Attachment E, II. BBS Quarterly and Annual Performance Report



Performance Measure 4-Annual FY 2018/19



ATTACHMENT E, III



State Fiscal Year
SFY 2017

DCA Entity
Board of Behavioral Sciences

License Type
All

Application Type
All

Select Next Page
All

■ Total Volume

■ Target Processing Time Complete Applications

■ Processing Time Complete Applications

■ Processing Time Incomplete Applications

Complete Applications – Applications were deemed complete at the time of initial review and did not require additional information/documentation from the applicant prior to approval.

Incomplete Applications – Applications were deemed incomplete at the time of initial review and required additional information/documentation from the applicant prior to approval.

DCA Entity	License Type	Application Type	Total Volume	Target Processing Time Complete Applications	Processing Time Complete Applications	Processing Time Incomplete Applications
Board of Behavioral Sciences	Licensed Clinical Social Worker	Examination & Licensure Application	2,929	60	58 Day(s)	139 Day(s)
		Initial Law & Ethics Exam Application	7,301	10	20 Day(s)	129 Day(s)
	Licensed Educational Psychologists	Initial License Application	2,383	10	24 Day(s)	58 Day(s)
		Registration Application	2,736	35	31 Day(s)	70 Day(s)
Licensed Marriage and Family Therapist	Licensed Educational Psychologists	Initial License Application	83	10	20 Day(s)	45 Day(s)
		Standard Written Exam Application	112	30	24 Day(s)	60 Day(s)
	Licensed Marriage and Family Therapist	Examination & Licensure Application	4,262	60	69 Day(s)	144 Day(s)
		Initial Law & Ethics Exam Application	8,754	10	17 Day(s)	182 Day(s)
Licensed Marriage and Family Therapist	Licensed Marriage and Family Therapist	Initial License Application	2,898	10	21 Day(s)	57 Day(s)
		Registration Application	3,189	35	35 Day(s)	72 Day(s)

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from various operational systems. In some instances, the data contained in this tool may differ slightly from the information published in other reports due to release timing. The aggregate of variance and actual cycle time may not equal 100% due to rounding. Please refer to the methodology tab for more information about this data.

State Fiscal Year SFY 2017

DCA Entity
Board of Behavioral Sciences

License Type
Licensed Professional Clinical Counsel..

Application Type
All

Select Next Page
All

■ Total Volume ■ Target Processing Time Complete Applications ■ Processing Time Complete Applications ■ Processing Time Incomplete Applications

Complete Applications – Applications were deemed complete at the time of initial review and did not require additional information/documentation from the applicant prior to approval.
Incomplete Applications – Applications were deemed incomplete at the time of initial review and required additional information/documentation from the applicant prior to approval.

DCA Entity	License Type	Application Type	Total Volume	Target Processing Time Complete Applications	Processing Time Complete Applications	Processing Time Incomplete Applications
Board of Behavioral Sciences	Licensed Professional Clinical Counselor	Examination & Licensure Application	198	60	44 Day(s)	91 Day(s)
		Initial Law & Ethics Exam Application	1,131	10	20 Day(s)	285 Day(s)
		Initial License Application	143	10	22 Day(s)	43 Day(s)
		Registration Application	888	35	41 Day(s)	158 Day(s)

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from various operational systems. In some instances, the data contained in this tool may differ slightly from the information published in other reports due to release timing. The aggregate of variance and actual cycle time may not equal 100% due to rounding. Please refer to the methodology tab for more information about this data.

State Fiscal Year
SFY 2018

DCA Entity
Board of Behavioral Sciences

License Type
All

Application Type
All

Select Next Page
All

Total Volume

■ Target Processing Time Complete Applications ■ Processing Time Complete Applications ■ Processing Time Incomplete Applications

Complete Applications – Applications were deemed complete at the time of initial review and did not require additional information/documentation from the applicant prior to approval.
Incomplete Applications – Applications were deemed incomplete at the time of initial review and required additional information/documentation from the applicant prior to approval.

DCA Entity	License Type	Application Type	Total Volume	Target Processing Time Complete Applications	Processing Time Complete Applications	Processing Time Incomplete Applications
Board of Behavioral Sciences	Licensed Clinical Social Worker	Examination & Licensure Application	2,436	60	80 Day(s)	135 Day(s)
		Initial Law & Ethics Exam Application	3,341	10	16 Day(s)	112 Day(s)
	Licensed Educational Psychologists	Initial License Application	2,457	10	20 Day(s)	58 Day(s)
		Registration Application	3,235	35	31 Day(s)	69 Day(s)
Licensed Marriage and Family Therapist	Licensed Educational Psychologists	Initial License Application	62	10	19 Day(s)	0 Day(s)
		Standard Written Exam Application	131	30	18 Day(s)	85 Day(s)
	Licensed Marriage and Family Therapist	Examination & Licensure Application	3,378	60	75 Day(s)	149 Day(s)
		Initial Law & Ethics Exam Application	3,415	10	15 Day(s)	301 Day(s)
Board of Behavioral Sciences	Licensed Marriage and Family Therapist	Initial License Application	3,233	10	17 Day(s)	61 Day(s)
		Registration Application	3,060	35	35 Day(s)	72 Day(s)

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from various operational systems. In some instances, the data contained in this tool may differ slightly from the information published in other reports due to release timing. The aggregate of variance and actual cycle time may not equal 100% due to rounding. Please refer to the methodology tab for more information about this data.

State Fiscal Year SFY 2018

DCA Entity
Board of Behavioral Sciences

License Type
Licensed Professional Clinical Counsel..

Application Type
All

Select Next Page
All

■ Total Volume ■ Target Processing Time Complete Applications ■ Processing Time Complete Applications ■ Processing Time Incomplete Applications

Complete Applications – Applications were deemed complete at the time of initial review and did not require additional information/documentation from the applicant prior to approval.
Incomplete Applications – Applications were deemed incomplete at the time of initial review and required additional information/documentation from the applicant prior to approval.

DCA Entity	License Type	Application Type	Total Volume	Target Processing Time Complete Applications	Processing Time Complete Applications	Processing Time Incomplete Applications
Board of Behavioral Sciences	Licensed Professional Clinical Counselor	Examination & Licensure Application	266	60	35 Day(s)	88 Day(s)
		Initial Law & Ethics Exam Application	847	10	15 Day(s)	240 Day(s)
		Initial License Application	33	10	20 Day(s)	0 Day(s)
		Registration Application	977	35	36 Day(s)	142 Day(s)

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from various operational systems. In some instances, the data contained in this tool may differ slightly from the information published in other reports due to release timing. The aggregate of variance and actual cycle time may not equal 100% due to rounding. Please refer to the methodology tab for more information about this data.

State Fiscal Year
SFY 2019

DCA Entity
Board of Behavioral Sciences

License Type
All

Application Type
All

Select Next Page
All

Total Volume

■ Target Processing Time Complete Applications ■ Processing Time Complete Applications ■ Processing Time Incomplete Applications

Complete Applications – Applications were deemed complete at the time of initial review and did not require additional information/documentation from the applicant prior to approval.
Incomplete Applications – Applications were deemed incomplete at the time of initial review and required additional information/documentation from the applicant prior to approval.

DCA Entity	License Type	Application Type	Total Volume	Target Processing Time Complete Applications	Processing Time Complete Applications	Processing Time Incomplete Applications
Board of Behavioral Sciences	Licensed Clinical Social Worker	Examination & Licensure Application	3,377	60	34 Day(s)	135 Day(s)
		Initial Law & Ethics Exam Application	3,329	10	13 Day(s)	112 Day(s)
	Licensed Educational Psychologists	Initial License Application	2,452	10	10 Day(s)	58 Day(s)
		Registration Application	3,985	35	11 Day(s)	67 Day(s)
Licensed Marriage and Family Therapist	Initial License Application	Initial License Application	110	10	10 Day(s)	0 Day(s)
		Standard Written Exam Application	206	30	12 Day(s)	87 Day(s)
	Registration Application	4,118	35	13 Day(s)	73 Day(s)	

Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from various operational systems. In some instances, the data contained in this tool may differ slightly from the information published in other reports due to release timing. The aggregate of variance and actual cycle time may not equal 100% due to rounding. Please refer to the methodology tab for more information about this data.

State Fiscal Year SFY 2019

DCA Entity
Board of Behavioral Sciences

License Type
Licensed Professional Clinical Counsel..

Application Type
All

Select Next Page
All

■ Total Volume

■ Target Processing Time Complete Applications

■ Processing Time Complete Applications

■ Processing Time Incomplete Applications

Complete Applications – Applications were deemed complete at the time of initial review and did not require additional information/documentation from the applicant prior to approval.

Incomplete Applications – Applications were deemed incomplete at the time of initial review and required additional information/documentation from the applicant prior to approval.

DCA Entity	License Type	Application Type	Total Volume	Target Processing Time Complete Applications	Processing Time Complete Applications	Processing Time Incomplete Applications
Board of Behavioral Sciences	Licensed Professional Clinical Counselor	Examination & Licensure Application	387	60	16 Day(s)	93 Day(s)
		Initial Law & Ethics Exam Application	910	10	13 Day(s)	234 Day(s)
		Initial License Application	246	10	10 Day(s)	0 Day(s)
		Registration Application	1,435	35	14 Day(s)	144 Day(s)

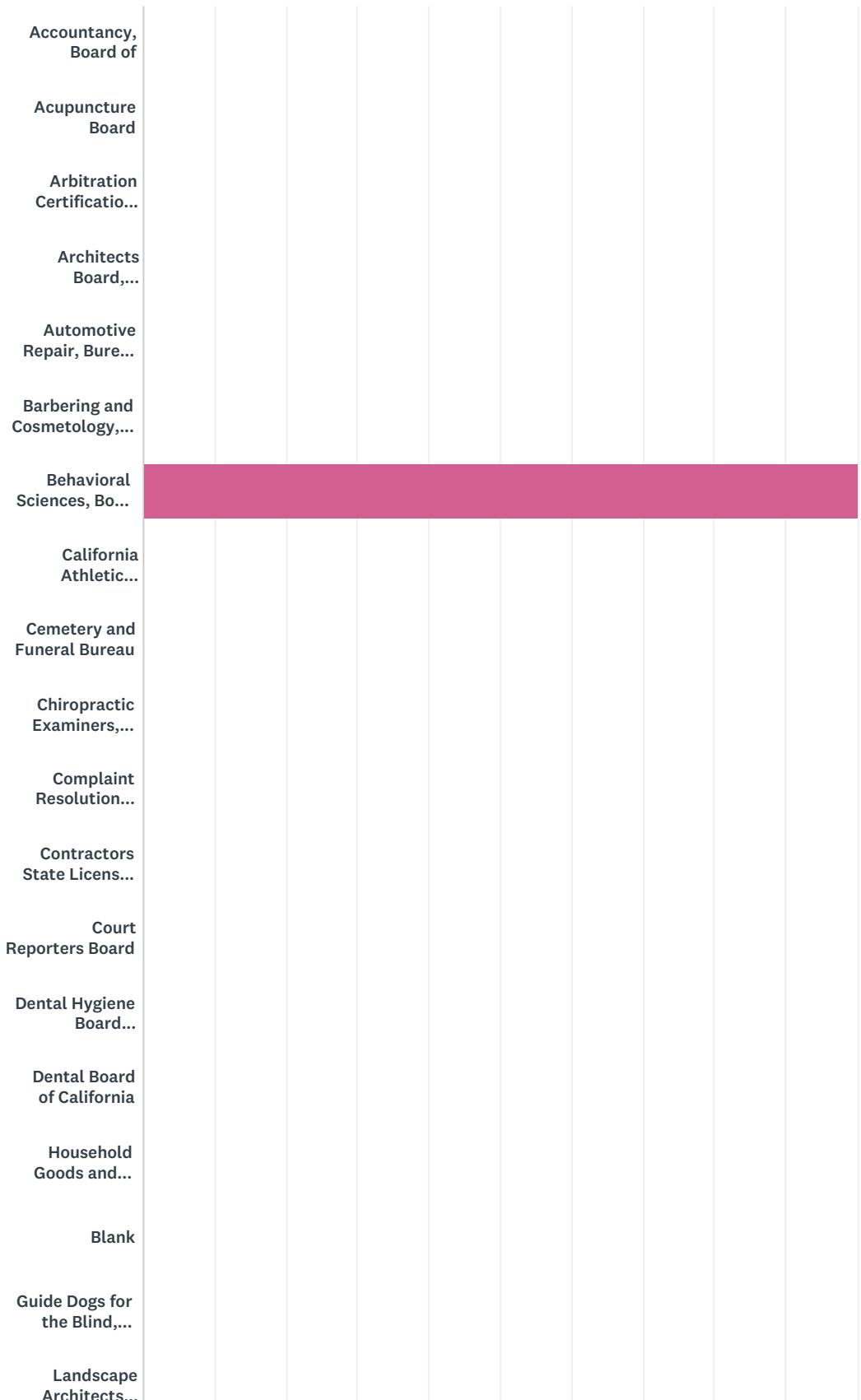
Data Source: California Department of Consumer Affairs, OIS/Data Governance Unit. The data included in this interactive tool is compiled from various operational systems. In some instances, the data contained in this tool may differ slightly from the information published in other reports due to release timing. The aggregate of variance and actual cycle time may not equal 100% due to rounding. Please refer to the methodology tab for more information about this data.

ATTACHMENT E, IV



Q1 Which DCA Board or Bureau did you file your complaint with?

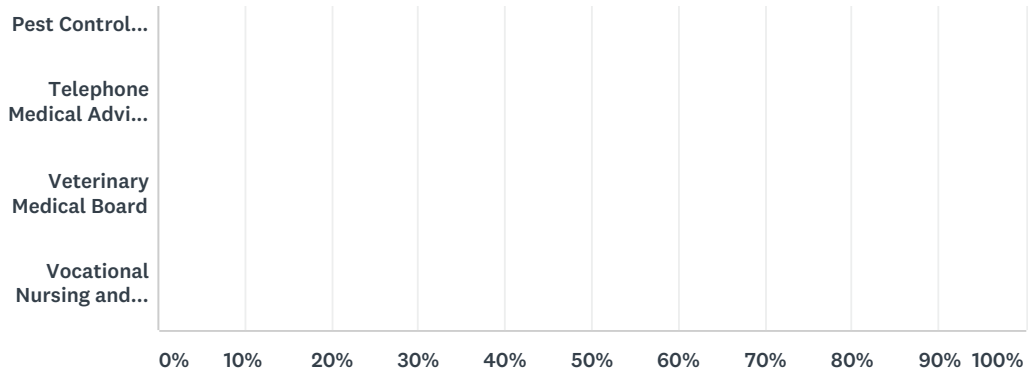
Answered: 23 Skipped: 0



Consumer Satisfaction Survey

Medical Board of California									
Naturopathic Medicine...									
Occupational Therapy,...									
Optometry, Board of									
Osteopathic Medical Boar...									
Pharmacy, Board of									
Physical Therapy Boar...									
Physician Assistant Board									
Podiatric Medicine, Bo...									
Private Postsecondar...									
Professional Fiduciaries...									
Professional Engineers, L...									
Professional Fiduciaries...									
Psychology, Board of									
Registered Nursing, Boa...									
Real Estate, Department of									
Real Estate Appraisers,...									
Respiratory Care Board									
Security and Investigativ...									
Speech-Language Pathology &...									
Structural									

Consumer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Accountancy, Board of	0.00%	0
Acupuncture Board	0.00%	0
Arbitration Certification Program	0.00%	0
Architects Board, California	0.00%	0
Automotive Repair, Bureau of	0.00%	0
Barbering and Cosmetology, Board of	0.00%	0
Behavioral Sciences, Board of	100.00%	23
California Athletic Commission	0.00%	0
Cemetery and Funeral Bureau	0.00%	0
Chiropractic Examiners, Board of	0.00%	0
Complaint Resolution Program	0.00%	0
Contractors State License Board	0.00%	0
Court Reporters Board	0.00%	0
Dental Hygiene Board California	0.00%	0
Dental Board of California	0.00%	0
Household Goods and Services, Bureau of	0.00%	0
Blank	0.00%	0
Guide Dogs for the Blind, Board of	0.00%	0
Landscape Architects Technical Committee	0.00%	0
Medical Board of California	0.00%	0
Naturopathic Medicine Committee	0.00%	0
Occupational Therapy, California Board of	0.00%	0
Optometry, Board of	0.00%	0
Osteopathic Medical Board of California	0.00%	0
Pharmacy, Board of	0.00%	0
Physical Therapy Board of California	0.00%	0

Consumer Satisfaction Survey

Physician Assistant Board	0.00%	0
Podiatric Medicine, Board of	0.00%	0
Private Postsecondary Education, Bureau for	0.00%	0
Professional Fiduciaries Bureau	0.00%	0
Professional Engineers, Land Surveyors, & Geologists, Board for	0.00%	0
Professional Fiduciaries Bureau	0.00%	0
Psychology, Board of	0.00%	0
Registered Nursing, Board of	0.00%	0
Real Estate, Department of	0.00%	0
Real Estate Appraisers, Bureau of	0.00%	0
Respiratory Care Board	0.00%	0
Security and Investigative Services, Bureau of	0.00%	0
Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board	0.00%	0
Structural Pest Control Board	0.00%	0
Telephone Medical Advice Services Bureau	0.00%	0
Veterinary Medical Board	0.00%	0
Vocational Nursing and Psychiatric Technicians, Board of	0.00%	0
TOTAL		23

Consumer Satisfaction Survey

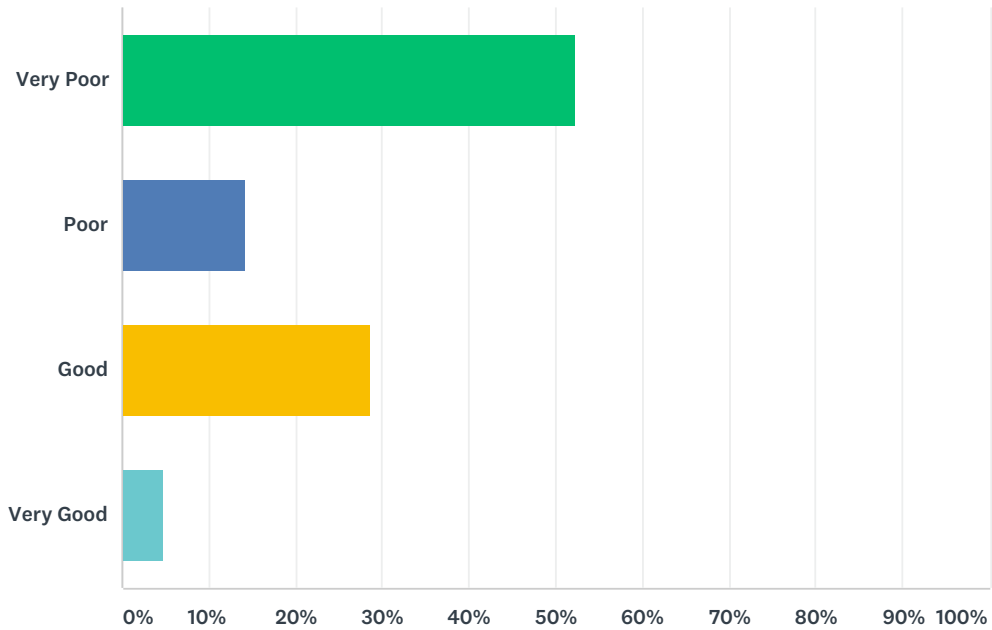
Q2 Complaint number?

Answered: 23 Skipped: 0

#	RESPONSES	DATE
1	SE20199501	8/30/2019 12:05 PM
2	Case No 2002018002543	8/8/2018 2:22 PM
3	2002018000773	8/7/2018 2:44 AM
4	2002018000659	6/25/2018 10:03 AM
5	2002018000836	6/18/2018 8:07 AM
6	2002018001058	12/3/2017 8:48 AM
7	2002018000357	9/15/2017 9:34 AM
8	2002017001827	9/8/2017 7:42 AM
9	2002017001034	5/13/2017 1:39 PM
10	2002017001167	1/7/2017 4:38 AM
11	2002017000641	10/25/2016 3:47 AM
12	200 2015 001971	4/6/2016 3:29 AM
13	20020160000100	12/28/2015 8:24 AM
14	BC-16-3913	12/10/2015 1:49 AM
15	200201600274	12/10/2015 1:48 AM
16	2002015001976	12/10/2015 1:47 AM
17	2002015001762	12/4/2015 9:48 AM
18	2002-0016000111	8/21/2015 2:03 AM
19	200 2015 929	8/19/2015 5:11 AM
20	MF-2013-1699	8/17/2015 3:41 AM
21	2002014001208	7/27/2015 2:30 PM
22	BA2015003317	6/4/2015 8:48 AM
23	200201400146	4/20/2015 1:35 PM

Q3 How well did we explain the complaint process to you?

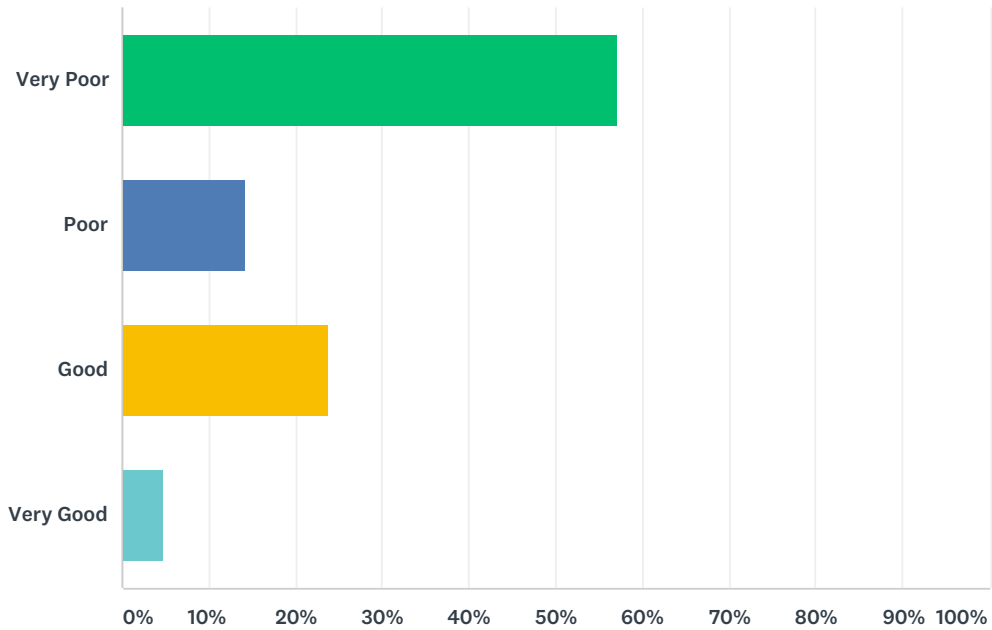
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Poor	52.38%	11
Poor	14.29%	3
Good	28.57%	6
Very Good	4.76%	1
TOTAL		21

Q4 How clearly was the outcome of your complaint explained to you?

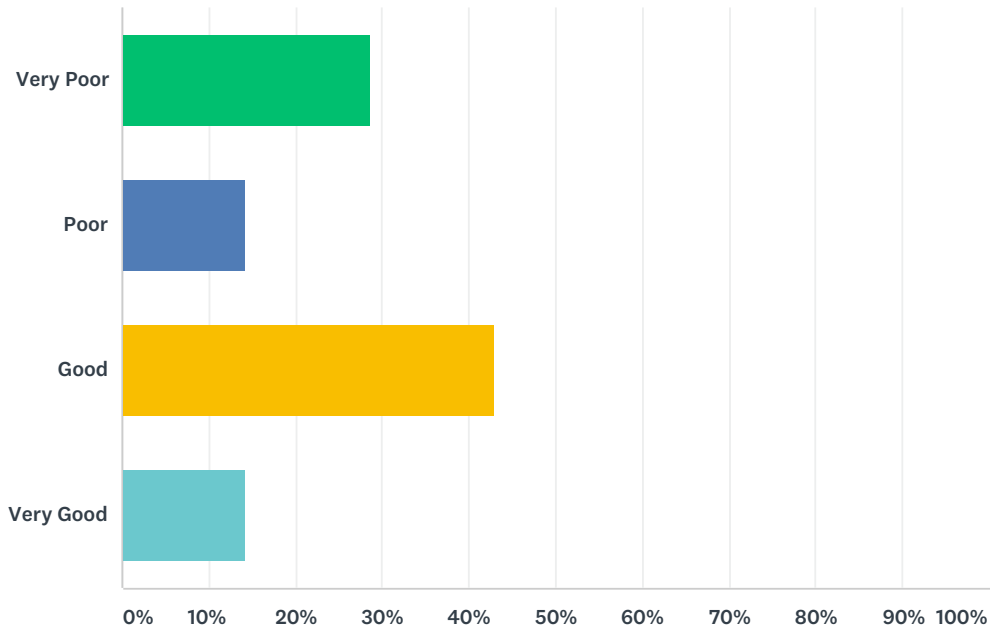
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Poor	57.14%	12
Poor	14.29%	3
Good	23.81%	5
Very Good	4.76%	1
TOTAL		21

Q5 How well did we meet the time frame provided to you?

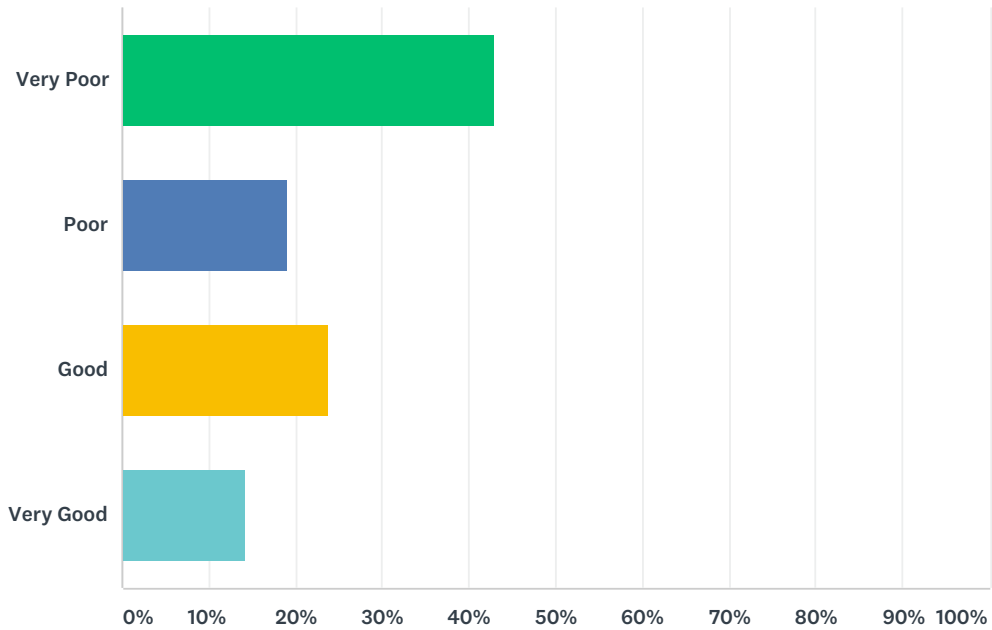
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Poor	28.57%	6
Poor	14.29%	3
Good	42.86%	9
Very Good	14.29%	3
TOTAL		21

Q6 How courteous and helpful was staff?

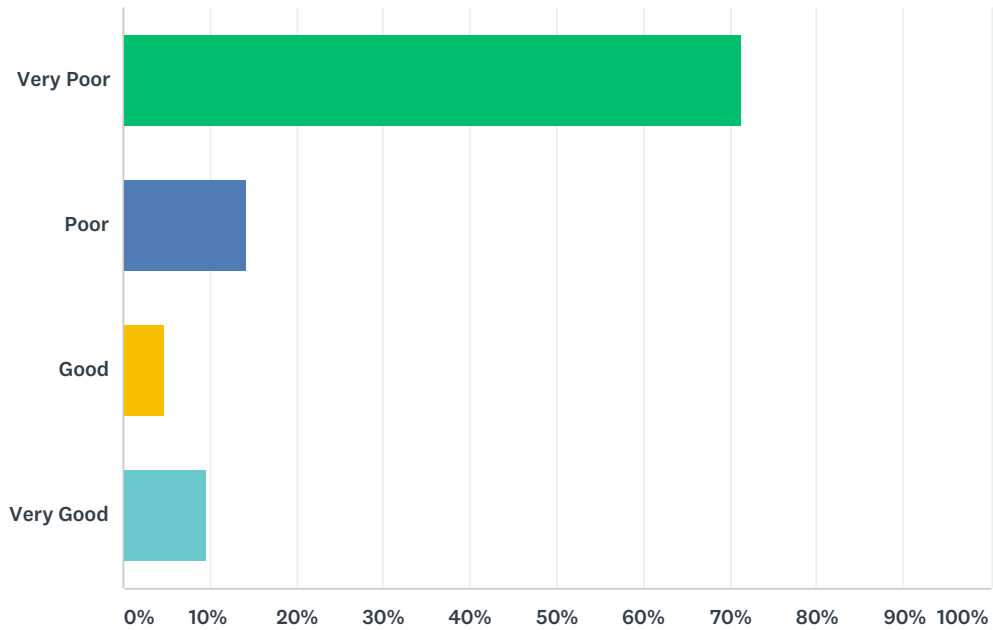
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Poor	42.86%	9
Poor	19.05%	4
Good	23.81%	5
Very Good	14.29%	3
TOTAL		21

Q7 Overall, How well did we handle your complaint?

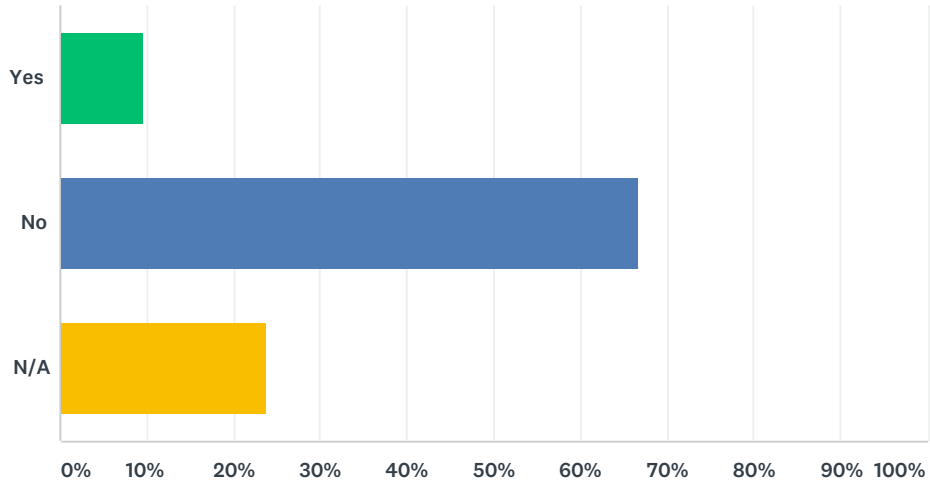
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Poor	71.43%	15
Poor	14.29%	3
Good	4.76%	1
Very Good	9.52%	2
TOTAL		21

Q8 If we were unable to assist you, were alternatives provided to you?

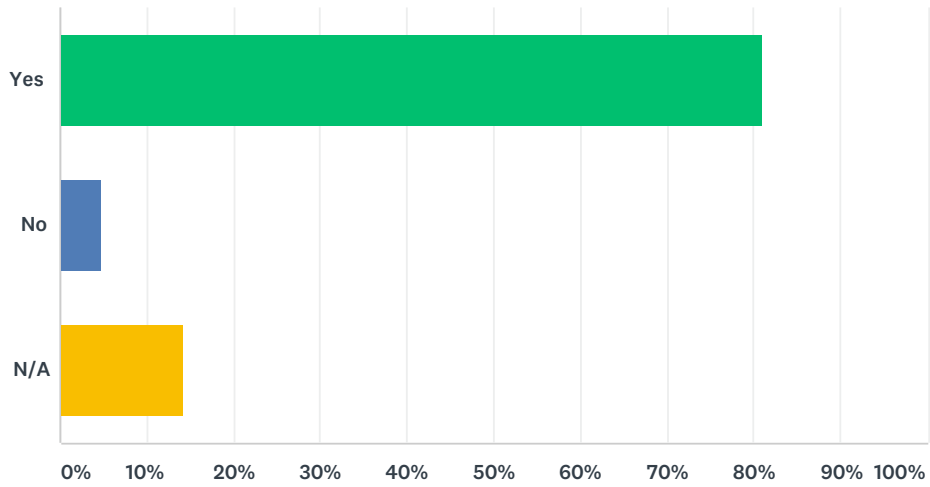
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	9.52%	2
No	66.67%	14
N/A	23.81%	5
TOTAL		21

Q9 Did you verify the provider's license prior to service?

Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	80.95%	17
No	4.76%	1
N/A	14.29%	3
TOTAL		21

Q10 Thank you for taking the time to complete this survey. Your opinion matters to us and will help us improve our enforcement processes. Please add any comments you wish to provide:

Answered: 18 Skipped: 5

#	RESPONSES	DATE
1	You wasted all of my time, requiring a very strict, detailed, and multi-documented report and then following through with the most shallow and impotent of investigations. Annette Campo, LMFT 44151, lied to you, but of course, all you did is essentially ask a criminal if she broke the law. Duh. If this board had made it clear that they would simply ask the accused if the allegations were true, I would not have wasted my time. Meanwhile, I keep hearing others who complain about this same "therapist," and she will keep harming patients while the BBS sits on its powerless hands and does nothing. Wow.	8/7/2018 2:51 AM
2	Thank you for helping me resolve my issue with the provider in question. His office ignored my complaints until your office stepped in. Greatly appreciate your assistance in making a dishonest office respect standard ethical practices.	6/25/2018 10:06 AM
3	I find it interesting that no one contacted me via phone to discuss this complaint. The determination was made for insufficient evidence, based on the fact that she says the allegations are false and simply based on my perception. Her perception of me was considered, yet my professional opinion of her was that she was in capable of doing the job that she was hired to do. Call me	6/18/2018 8:09 AM
4	It doesn't seem like an enforcement process at all, but a simulated Q/C process. Very sad to see that your agency has such low standards. I am curbing my hiring of any of your "professionals" since you do not vet or oversee them much at all. I feel scammed. Why don't you have higher standards for professionals who work with children? It actually seems like your bar is very low for child-related professionals. This is extremely concerning. I recently told other parents that the Board of Behavioral Sciences is basically a dog and pony for oversight and because of that, it taints the entire field of professionals you license. Ultimately, it will damage the "professionals" credibility and business long-term.	12/3/2017 8:51 AM
5	First letter said that I would be contacted if more information was needed. Nobody contacted me. Then, today, I got a decision saying that I had not provided enough information, and that the case was closed.	9/15/2017 9:37 AM
6	The outcome of my complaint is unfair and believe that the judgment in this case was wrong	9/8/2017 7:44 AM
7	I am going to take my complaint to the next echelon of investigation. This woman lied and I am certain that is a clear and convincing violation of the statutes and regulations a LMFT must adhere to.	5/13/2017 1:48 PM
8	I don't understand why Tonia Costa is aloud to count my pills. And get away with texting me on Facebook. Please help 707) 470-6968 judy loughman	1/7/2017 4:42 AM
9	The person I spoke on the phone with while filling out my complaint was rude. She didn't know what the online form even looked like, so was very unhelpful when I had questions. When I received my initial letter, my name had several typos. Lastly, when I received my final letter there was no mention of if you had other questions or wanted to talk to someone about the outcome. I, and several doctors I know don't agree with the final outcome. While the therapist wasn't providing services where licensure was required, she's using her LMFT (which is is licensed) certification in instances with unethical dual relationships, which I find problematic. The fact that you didn't see that as an issue is very worrisome.	10/25/2016 3:52 AM
10	"Disappointed" does not begin to describe my BBS experience. Zero transparency and questionable research equals no consumer accountability.	4/6/2016 3:30 AM
11	I regret we don't have an entity that can protect children from unethical therapists.	12/10/2015 1:48 AM

Consumer Satisfaction Survey

12	Although you were provided proof that Ms. Russell-curry wrote a letter against our wishes while my son was under my sole custody to the other parent Ms. Gonzalez you still said she did not violate any rules. Ms. Gonzalez did not have any custody or legal rights to William Pia and there for could not sign any waivers for William Pia. I also provided the court orders to show custody of William. Mrs. Russell-curry did take position and even screamed at my wife saying "you are not the mother" and kicked my wife out of her office. I had tried contacting the analyst by phone and through mail and never received a response. I am very upset by your decision and just taking Ms. Russell-curry's word about the events even though again I showed you document ion and proof of her lying in the letter.	12/4/2015 9:58 AM
13	Figured you would protect your own. Next time this happens, its on YOU! He is doing a dis-service = shame on you.	8/21/2015 2:04 AM
14	We never discussed the case AT ALL. All I received was a request for paperwork and then several months later a letter stating no violation. I do not understand this. He lied about numerous things concerning my minor daughter and kept taking her off 5150 status. The sheriffs and other mental health staff kept putting her back on and the. He called CPS and had them take her. Yet, he did nothing wrong?	8/19/2015 5:16 AM
15	My complaint was not addresses at all. The board ignored all the evidences and fail to discipline the harmful licencee. The board puts public in harm by giving the licence to these unqualified and unethical people to harm the public. That's not acceptable.	8/17/2015 3:47 AM
16	I was never contacted by BBS for an interview and received a letter which stated my case was closed. I can't believe the BBS would not take any action and not contact me. The National Assoc. of Social Workers sustaintiated 6 violations which include: conflict of interest (2), privacy and confidentiality, access to records, termination of services, and competence. I understand all my allegations can't be proven, I submitted 10 violation to the NASW. I have phone logs, voice messages and text messages. When I called to inquire about my case I was told that staff are extremely busy and over worked with no budget. I still have questions and would like to speak to someone! Sharon Shelton 310 663-4791, thank you.	7/27/2015 2:47 PM
17	I would have liked to have access to the report prior to filing a small claims case.	6/4/2015 8:54 AM
18	It took over a year and a half for BBS to respond to my complaint, only to tell me that the statute of limitations was past. In 2000 I spoke to BBS to tell them about being abused by my stepfather, a MFCC. My mother and father also spoke with them and I was hoping that it was enough to have his license revoked. I worked for years to put everything behind me and cut off all contact with him. Then I found out in 2013 that his license had been active all along and the phone calls had not been sufficient, so I filed a written complaint. The case agent took months for each step of her investigation. The last time she wrote to me, I was in the midst of severe postpartum depression, in which many of the issues came back that resulted from this man's influence in my life. To get this letter in the mail saying that there's nothing that can be done is like a big slap in the face.	4/20/2015 1:42 PM

ATTACHMENT E, V



Attachment E, V. BBS Customer Satisfaction Survey

How would you describe yourself?			
	FY 1617	FY 1718	FY 1819
Consumer	29	40	31
Registrant (IMF, ASW, PCCI)	367	163	91
Licensee (LMFT, LCSW, LPCC, LEP)	332	114	89
Other	44	41	23
TOTAL	772	358	234

Why did you contact the Board?			
	FY 1617	FY 1718	FY 1819
Consumer Information	20	21	8
License/Registration Information	227	109	65
Examination Information	243	46	14
License Renewal Information	122	42	41
Other	81	76	63
TOTAL	693	294	191

What information were you seeking? (Consumer Questions)			
	FY 1617	FY 1718	FY 1819
Verification of Licensure	8	5	1
How to File a Complaint	2	7	2
Board Meetings	4	0	0
Law & Regulations	5	3	1
Other	9	5	3
TOTAL	28	20	7

What license type were you seeking information about? (License and Registration Questions)			
	FY 1617	FY 1718	FY 1819
Licensed Marriage and Family Therapist	139	45	33
Licensed Clinical Social Worker	63	34	18

Attachment E, II. BBS Customer Satisfaction Survey

Licensed Professional Clinical Counselor	34	32	17
Licensed Educational Psychologist	2	2	2
TOTAL	224	108	62

For which examination were you seeking information about? (Examination Information Questions)			
	FY 1617	FY 1718	FY 1819
Law & Ethics Exam	119	16	6
LMFT Clinical	73	24	4
ASWB Clinical Exam	24	5	4
NBCC Clinical Exam	1	2	1
TOTAL	201	46	12

What renewal information were you looking for? (License Renewal Information Questions)			
	FY 1617	FY 1718	FY 1819
How to renew?	32	3	11
Continuing Education?	31	3	0
Renewal Status	35	17	14
Other	34	15	14
TOTAL	132	38	39

During the past 12 months, how often have you contacted the BBS?			
	FY 1617	FY 1718	FY 1819
1-3 Times	364	178	113
4-6 Times	148	41	42
7 or more times	129	58	21
Other	0	0	0
TOTAL	641	277	176

How have you contacted the Board? (Mark all that apply)			
	FY 1617	FY 1718	FY 1819

Attachment E, II. BBS Customer Satisfaction Survey

Phone	428	169	107
Email	434	148	94
Website	279	113	71
Social Media	22	4	3
BreEZe	203	62	49
TOTAL	627	264	169

I was able to find the information I was looking for on the BBS website. (Disagree to Agree)			
	FY 1617	FY 1718	FY 1819
Answered	618	251	167
Weighted Average	2.56	2.03	1.77

BBS Staff responded to me in a timely manner? (Disagree to Agree)			
	FY 1617	FY 1718	FY 1819
Answered	614	244	162
Weighted Average	2.25	2.01	2.12

BBS Staff was courteous and professional? (Disagree to Agree)			
	FY 1617	FY 1718	FY 1819
Answered	607	241	157
Weighted Average	3.32	2.89	2.91

Was able to thoroughly answer my questions and concerns?			
	FY 1617	FY 1718	FY 1819
Answered	603	240	153
Weighted Average	2.76	2.33	2.28

Attachment E, II. BBS Customer Satisfaction Survey

I was satisfied with my overall experience of contacting the BBS?			
	FY 1617	FY 1718	FY 1819
Answered	599	233	149
Weighted Average	2.41	1.94	1.82

ATTACHMENT F



Outreach Events Attended for FY 2015/16		
July 15, 2015	LMFT Consortium Meeting	Teleconference
August 15, 2015	LMFT Consortium Meeting	Teleconference
April 9, 2015	National Association of Social Worker Lobby Days	In-person
May 14-17, 2015	California Association of Marriage and Family Therapists Annual Conference	In-person
October 9, 2015	National Association of Social Workers-California Annual Conference	In-person
October 9, 2015	American Association of Marriage and Family Therapists Educator Forum (South)	In-person
October 23, 2015	American Association of Marriage and Family Therapists Educator Forum (North)	In-person
November 5-7, 2015	Association of Social Work Board Annual Meeting of the Delegate Assembly	In-person
November 18, 2015	LMFT Consortium Meeting	Teleconference
December 7, 2015	LMFT Consortium Meeting	Teleconference
December 10, 2015	LMFT Consortium Meeting	Teleconference
January 20, 2016	LMFT Consortium Meeting	Teleconference
January 29, 2016	LMFT Consortium Meeting	Teleconference
January 31, 2016	California Society for Clinical Social Work Board Meeting	In-person
February 25, 2016	LMFT Consortium Meeting	Teleconference
February 26, 2016	LMFT Consortium Meeting	Teleconference
February 26-27, 2016	American Association of Marriage and Family Therapists Conference	In-person
March 14, 2016	LMFT Consortium Meeting	Teleconference
March 16, 2016	LMFT Consortium Meeting	Teleconference
March 24, 2016	University of Southern California School of Social Work	Webinar Presentation
April 2, 2016	LMFT Consortium Meeting	Teleconference
April 2, 2016	California Association of Marriage and Family Therapists Intern Faire	In-person

April 3, 2016	California Society for Clinical Social Work Board Meeting	In-person
April 15-16, 2016	California Association of Licensed Professional Clinical Counselors Conference Day	In-person
April 17, 2016	National Association of Social Workers Lobby Days	In-person
May 6, 2016	LMFT Consortium Meeting	Teleconference
May 12-14, 2016	California Association of Marriage and Family Therapists Annual Conference	In-person
May 18, 2016	LMFT Consortium Meeting	Teleconference
May 19, 2016	LMFT Consortium Meeting	Teleconference
May 20, 2016	LMFT Consortium Meeting	Teleconference
May 20, 2016	California Society for Clinical Social Work Board Meeting	In-person
May 24-26, 2016	National Board Clinical Counselors	In-person
June 13, 2016	LMFT Consortium Meeting	Teleconference
June 17, 2016	California Association of Marriage and Family Therapist Chapter Meeting	In-person
Outreach Events Attended for FY 2016/17		
July 20, 2016	LMFT Consortium Meeting	Teleconference
August 5, 2016	LMFT Consortium Meeting	Teleconference
August 11, 2016	LMFT Consortium Meeting	Teleconference
September 12, 2016	LMFT Consortium Meeting	Teleconference
September 16, 2016	California Association of Marriage and Family Therapist Chapter Meeting (North)	In-person
September 21, 2016	California Association of Marriage and Family Therapist Chapter Meeting (South)	In-person
October 14-15, 2016	National Association of Social Workers Conference	In-person
January 18, 2017	LMFT Consortium Meeting	Teleconference
January 27, 2017	LMFT Consortium Meeting	Teleconference
February 25, 2017	California Association of Marriage and Family Therapists Trainee Job Fair	In-person
March 10, 2017	LMFT Consortium Meeting	Teleconference

March 11-12, 2017	National Association of Social Worker Lobby Days	In-person
March 16-18, 2017	American Counseling Association Conference and Expo	In-person
March 13, 2017	LMFT Consortium Meeting	Teleconference
March 15, 2017	LMFT Consortium Meeting	Teleconference
March 30, 2017	LMFT Consortium Meeting	Teleconference
March 30, 2017	University of Southern California School of Social Work	Webinar Presentation
April 7, 2017	California Association of Marriage and Family Therapist Chapter Meeting	In-person
April 21, 2018	California Association of Marriage and Family Therapists Trainee Job Fair	In-person
April 23, 2017	California Society for Clinical Social Work Board Meeting	In-person
April 26, 2017	Aliant University	In-person
April 27, 2017	Behavioral Health Workforce Summit	In-person
April 28-29, 2017	California Association of Licensed Professional Clinical Counselors Conference	In-person
May 4-6, 2017	California Association of Marriage and Family Therapist Chapter Meeting	In-person
May 17, 2017	LMFT Consortium Meeting	Teleconference
May 18, 2017	LMFT Consortium Meeting	Teleconference
May 19, 2017	LMFT Consortium Meeting	Teleconference
May 18-19, 2017	JFK University MFT & LPCC Pre-Licensure Presentation	In-person
June 12, 2017	LMFT Consortium Meeting	Teleconference
June 16, 2017	LMFT Consortium Meeting	Teleconference
Outreach Events Attended for FY 2017/18		
July 19, 2017	LMFT Consortium Meeting	Teleconference
August 9-12, 2017	National Board of Certified Counselors Annual Delegate Meeting	In-person
August 11, 2017	LMFT Consortium Meeting	Teleconference
August 17, 2017	LMFT Consortium Meeting	Teleconference
September 1, 2017	3000 Prelicensure Meeting	In-person
September 11, 2017	LMFT Consortium Meeting	Teleconference

September 15, 2017	LMFT Consortium Meeting	Teleconference
September 20, 2017	LMFT Consortium Meeting	Teleconference
October 3-4, 2017	American Marriage and Family Therapist Regulatory Board Conference	In-person
October 5, 2017	California Association of School Psychologist Fall Convention	In-person
October 20-21, 2017	National Association of Social Workers Conference	In-person
October 27-28, 2017	California Association of Marriage and Family Therapist Fall Symposium	In-person
November 15, 2017	LMFT Consortium Meeting	Teleconference
November 15-18, 2017	American Social Work Board Annual Delegate Meeting	In-person
December 1, 2017	LMFT Consortium Meeting	Teleconference
December 4, 2017	LMFT Consortium Meeting	Teleconference
December 7, 2017	LMFT Consortium Meeting	Teleconference
December 8, 2017	LMFT Consortium Meeting	Teleconference
January 12, 2018	LMFT Consortium Meeting	Teleconference
January 17, 2018	LMFT Consortium Meeting	Teleconference
February 9, 2018	LMFT Consortium Meeting	Teleconference
February 10, 2018	LMFT Consortium Meeting	Teleconference
February 15, 2018	LMFT Consortium Meeting	Teleconference
March 10, 2018	LMFT Consortium Meeting	Teleconference
March 11, 2018	National Association of Social Worker Lobby Days	In-person
April 5, 2018	National Association of Social Workers Conference	In-person
April 6, 2018	3000 Prelicensure Meeting	In-person
April 8, 2018	University of Southern California School of Social Work	Webinar Presentation
April 13, 2018	LMFT Consortium Meeting	Teleconference
April 15, 2018	California State University Fresno State	In-person
April 15, 2018	California Association of Licensed Professional Clinical Counselors Conference	In-person
April 26-28, 2018	California Association of Marriage and Family Therapist Chapter Meeting	In-person
June 8, 2018	LMFT Consortium Meeting	Teleconference

June 11, 2018	LMFT Consortium Meeting	Teleconference
Outreach Events Attended for FY 2018/19		
August 17, 2018	LMFT Consortium Meeting	Teleconference
September 10, 2018	LMFT Consortium Meeting	Teleconference
September 19, 2018	LMFT Consortium Meeting	Teleconference
September 20-21, 2018	National Board of Certified Counselors Annual Delegate Meeting	In-person
September 25-26, 2018	American Marriage and Family Therapist Regulatory Board Conference	In-person
October 26, 2019	National Association of Social Work Board Annual Conference	In-person
November 9, 2018	California Association of School Psychologist Conference	In-person
December 10, 2018	LMFT Consortium Meeting	Teleconference
December 14, 2019	LMFT Consortium Meeting	Teleconference
February 1, 2019	LMFT Consortium Meeting	Teleconference
February 8, 2019	LMFT Consortium Meeting	Teleconference
March 2, 2019	LMFT Consortium Meeting	Teleconference
March 11, 2019	LMFT Consortium Meeting	Teleconference
March 14, 2019	LMFT Consortium Meeting	Teleconference
March 20, 2019	LMFT Consortium Meeting	Teleconference
March 28, 2019	California State University, Chico School of Social Work	In-person
April 7, 2019	National Association of Social Worker Lobby Days	In-person
April 25-27, 2019	California Association of Marriage and Family Therapist Annual Conference	In-person
May 3, 2019	LMFT Consortium Meeting	Teleconference

ATTACHMENT G





CALIFORNIA
**BOARD OF
BEHAVIORAL
SCIENCES**
STRATEGIC PLAN
2018–2021

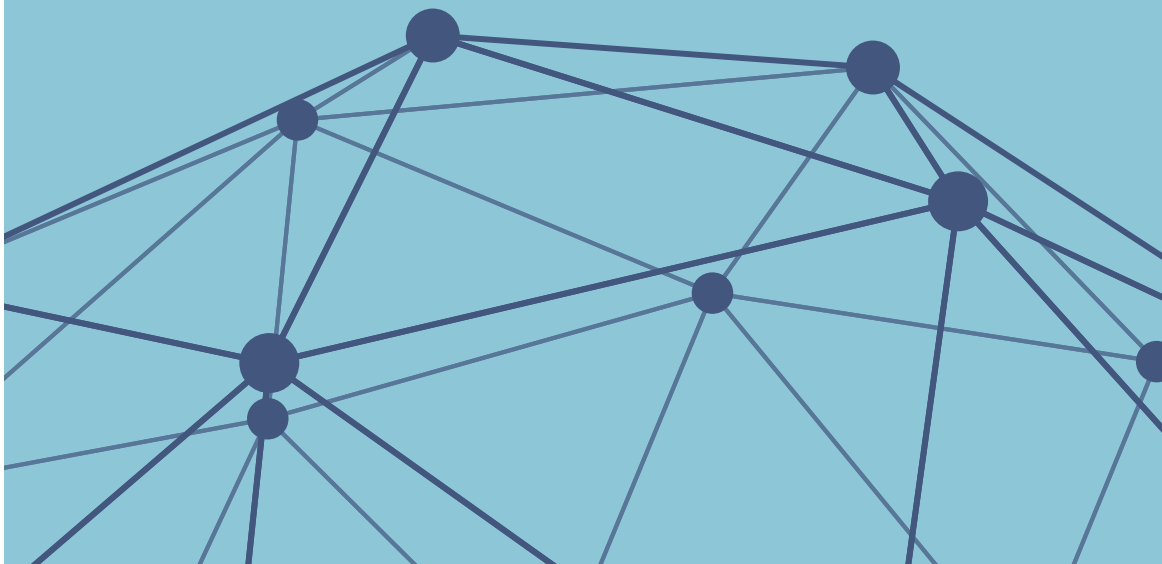


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BOARD MEMBERS

Deborah Brown, Board Chair, Public Member

Elizabeth “Betty” Connolly, Vice Chair, Licensed Member

Samara Ashley, Public Member

Dr. Leah Brew, Licensed Member

Dr. Peter Chiu, Public Member

Massimiliano “Max” Disposti, Public Member

Renee Lonner, Licensed Member

Sarita Kohli, Licensed Member

Jonathan Maddox, Licensed Member

Dr. Christine Wietlisbach, Public Member

Christina Wong, Licensed Member

Edmund G. Brown Jr., Governor

Alexis Podesta, Acting Secretary,
Business Consumer Services and Housing Agency

Dean R. Grafilo, Director, Department of Consumer Affairs

Kim Madsen, Executive Officer, Board of Behavioral Sciences

Steve Sodergren, Assistant Executive Officer, Board of Behavioral Sciences

MESSAGE FROM THE BOARD CHAIR



The Board of Behavioral Sciences (Board) continues to have a strong commitment to protect and serve Californians by setting, communicating, and enforcing standards for competent mental health practice. The Board continues its collaborative effort between its licensees, stakeholders, and the public to protect consumers and ensure that the services are of the utmost quality.

Since the last *Strategic Plan*, the Board's licensing population has increased 32 percent; and it is anticipated that the need for mental health providers will continue to grow.

Included in this *2018–2021 Strategic Plan* is an emphasis on license portability, increased access through technology and Board accountability. As always, the Board strives to create an environment that is efficient, streamlined, and technologically friendly. As in the previous *Strategic Plan*, our emphasis will continue to be on licensing, examination, enforcement, legislation, and community outreach.

Above all, the Board is dedicated to consumer protection, accountability, transparency, customer service, integrity, quality, and respect. The Board continues to encourage all members of the public to share and participate in this joint venture in maintaining the highest quality of mental health care for all Californians.

Deborah Norsworthy Brown, MPA
Chair, Board of Behavioral Sciences

ABOUT THE BOARD OF BEHAVIORAL SCIENCES

A Pioneering Beginning

In 1945, legislation signed by Governor Earl Warren created the Board of Social Work Examiners. California became the first state to register social workers and the initial effort to protect California consumers began.


Increasing Efforts to Protect Consumers

The 1960s proved to be a busy decade. This young regulatory agency received a new responsibility: administration of the Marriage, Family, and Child Counselor Act in 1963. This additional responsibility inspired a new name: The Social Worker and Marriage Counselor Qualifications Board. In 1969, the Licensed Clinical Social Worker program was established. Change continued in 1970 with the addition of the Licensed Educational Psychologist program. This new mental health profession prompted a third name change: The Board of Behavioral Science Examiners. The Board took its current name, the Board of Behavioral Sciences, on January 1, 1997. Beginning January 1, 2010, a fourth mental health profession, Licensed Professional Clinical Counselor, was added to the Board's regulatory responsibilities.

A Consumer Protection Agency

Since 1945, the Board has been a consumer protection agency that licenses and regulates mental health professionals. Today, the Board provides regulatory oversight for four mental health professions totaling over 110,000 licensees and registrants and growing:

- Licensed Clinical Social Workers
- Licensed Marriage and Family Therapists
- Licensed Educational Psychologists
- Licensed Professional Clinical Counselors



The Board is comprised of six licensed members and seven public members. These members make policy decisions and determine appropriate disciplinary action against licensees and registrants who violate the Board's statutes and regulations. Through the Board staff, the decisions of the Board members are implemented. These decisions ensure California consumers are protected through effective enforcement against licensee/registrant misconduct and establishing standards for examinations and professional licensure.

Board activity is organized through standing and ad-hoc committees. The Policy and Advocacy Committee is the only current standing committee. Ad-hoc committees are established to address emerging issues or concerns related to mental health practice. Each committee provides the opportunity to collaborate with stakeholders to develop policy recommendations that respond to changes in the mental health professions without compromising consumer protection. All committee recommendations are presented to the full Board for approval during a public Board meeting.

The Board Forges Ahead

Focusing on its mission, the Board looks to continue its commitment to protect the consumers of California through effective enforcement, ensuring credibility and high professional standards through examinations and licensing requirements, and providing excellent customer service to all its constituents.



MISSION

Protect and serve Californians by setting, communicating, and enforcing standards for safe and competent mental health practices.

VISION

All Californians are able to access the highest quality mental health services.

VALUES

Accountability – We are accountable to the people of California and each other as stakeholders. We operate transparently and encourage public participation in our decision-making whenever possible.

Customer Service – We acknowledge all stakeholders as our customers, with professionalism, listen to them, and take their needs into account.

Integrity – We are honest, fair, and respectful in our treatment of everyone.

Quality – We will deliver service, information, and products that reflect excellence with the most efficient use of our resources.

Respect – We will be responsive, considerate, and courteous to all, both inside and outside the organization.



STRATEGIC GOAL AREAS

GOAL 1: LICENSING

Establish licensing standards to protect consumers and allow reasonable and timely access to the profession.

GOAL 2: EXAMINATION

Administer fair, valid, comprehensive, and relevant licensing examinations.

GOAL 3: ENFORCEMENT

Protect the health and safety of consumers through the enforcement of laws.

GOAL 4: LEGISLATION AND REGULATION

Ensure the statutes, regulations, policies, and procedures strengthen the Board's mandates and mission.

GOAL 5: ORGANIZATIONAL EFFECTIVENESS

Build an excellent organization through proper Board governance, effective leadership, and responsible management.

GOAL 6: OUTREACH AND EDUCATION

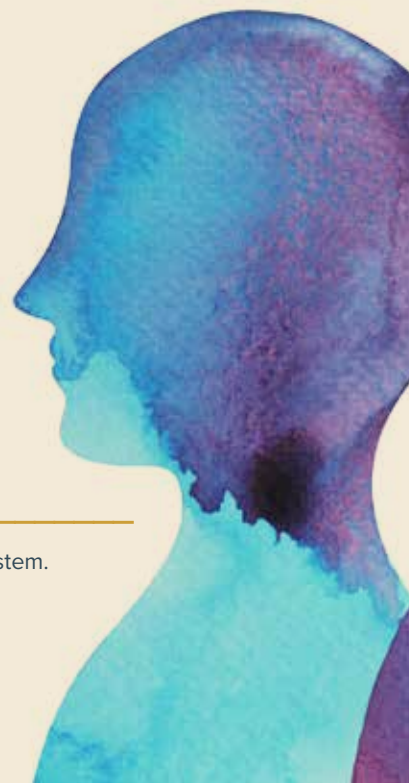
Engage stakeholders through continuous communication about the practice and regulation of the professions, and mental health care.

GOAL 1: LICENSING

Establish licensing standards to protect consumers and allow reasonable and timely access to the profession.

- 1.1** Identify and implement enhanced communication during the application process to respond to stakeholder concerns regarding communication between applicant and the Board.
- 1.2** Improve and expand the Board's virtual online BreEZe¹ functionality to provide applicants with the precise status of their applications and license.
- 1.3** Research and explore a comprehensive online application process to improve efficiency.
- 1.4** Evaluate and revise current laws and regulations relating to licensure portability to increase consumer access to mental health care.

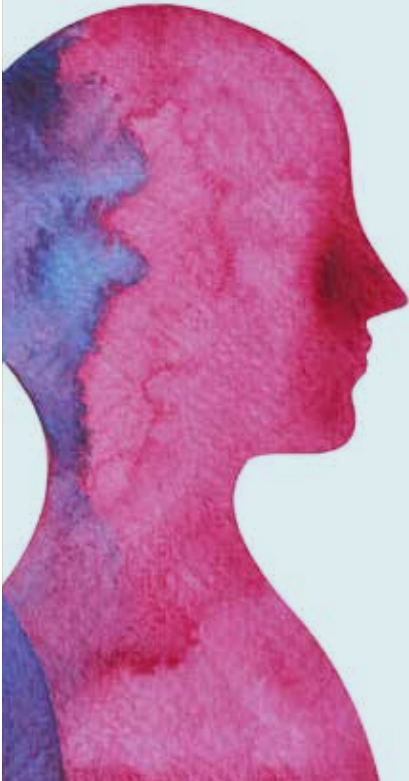
¹BreEZe is the Board's licensing and enforcement tracking system.



GOAL 2: EXAMINATION

Administer fair, valid, comprehensive, and relevant licensing examinations.

- 2.1** Improve the efficiency and reduce processing times to streamline the online exam application.
- 2.2** Explore methods to improve the candidate's exam experience to address concerns relating to quality and customer service.
- 2.3** Improve the Board's examination study materials to increase access to exam preparation.
- 2.4** Evaluate the Association of Marriage and Family Therapy Regulatory Boards (AMFTRB) national examination to determine if appropriate for use in California.



GOAL 3: ENFORCEMENT

Protect the health and safety of consumers through the enforcement of laws.

- 3.1** Explore the feasibility of additional staff resources to address the increase in number of licensees placed on probation.
- 3.2** Educate registrants and licensees about general legal requirements and consequences to practitioners who fail to adhere to these legal requirements.
- 3.3** Educate the Deputy Attorneys General and Administrative Law Judges regarding the disease of addiction and substance abuse to increase their awareness during the discipline process.
- 3.4** Establish uniform standards and templates for reports and evaluations submitted by the subject matter experts to the Board related to disciplinary matters.

GOAL 4: LEGISLATION AND REGULATION

Ensure the statutes, regulations, policies, and procedures strengthen the Board's mandate and mission.

- 4.1** Pursue legislation to implement the recommendations of the License Portability Committee to improve license portability.
- 4.2** Reorganize the statutes and regulations specific to each Board license type to improve understanding of applicable statutes and regulations.
- 4.3** Continue to review statutory parameters for exempt settings and modify, if necessary, to ensure adequate public protection.
- 4.4** Explore the feasibility of improving the law and ethics renewal requirements to inform licensees about updates in relevant laws.
- 4.5** Review and update existing telehealth regulations to improve consumer protection and access to services.



GOAL 5: ORGANIZATIONAL EFFECTIVENESS

Build an excellent organization through proper Board governance, effective leadership, and responsible management.

- 5.1** Implement a strategic succession plan of Board staff to ensure the continued success of the Board's operations.
- 5.2** Support DCA efforts to contract with independent organizations to perform occupational analyses and salary surveys of management-level positions equivalent to the Executive Officer and Bureau Chief classifications to enhance the Board's ability to attract and retain competitive applicants.
- 5.3** Explore the feasibility of hiring in-house counsel to ensure consistency in the application of law.
- 5.4** Explore the feasibility of hiring a media and Internet technology specialist to increase consistency in messaging to stakeholders.
- 5.5** Improve customer service with stakeholders to expand (or support) effective communication and accessibility to the Board.



GOAL 6: OUTREACH AND EDUCATION

Engage stakeholders through continuous communication about the practice and regulation of the professions, and mental health care.

- 6.1** Explore modalities of communication to expand and increase outreach.
- 6.2** Advocate to increase Board presence at national professional association meetings to enhance awareness of national trends and best practices.
- 6.3** Develop an outreach program to educate the public about the benefits of mental health care to reduce barriers and destigmatize mental health care.
- 6.4** Explore opportunities to coordinate with stakeholders to increase the diversity of mental health practitioners to better serve California's diverse population.
- 6.5** Improve outreach activities to educational institutions, students, and applicants to educate incoming registrants of application requirements for licensure.

STRATEGIC PLANNING PROCESS

To understand the environment in which the Board operates, as well as identify factors that could impact the Board's success in carrying out its regulatory duties, the Department of Consumer Affairs' SOLID Unit conducted an environmental scan of the Board's internal and external environments by collecting information through the following methods:

- An online survey sent to Board stakeholders in August 2017. The online survey received 534 responses.
- Telephone interviews with Board members in August 2017. A total of 10 telephone interviews were conducted.
- Telephone interviews with the Board's Executive Officer and Assistant Executive Officer in August 2017.
- An online survey sent to Board management and staff in August 2017. The online survey received 23 responses.

The most significant themes and trends identified from the environmental scan were discussed by the Board members, Executive Officer, Assistant Executive Officer, and managers during a strategic planning session facilitated by SOLID on October 19, 2017. This information guided the Board in the development of its strategic objectives outlined in this *2018–2021 Strategic Plan*.

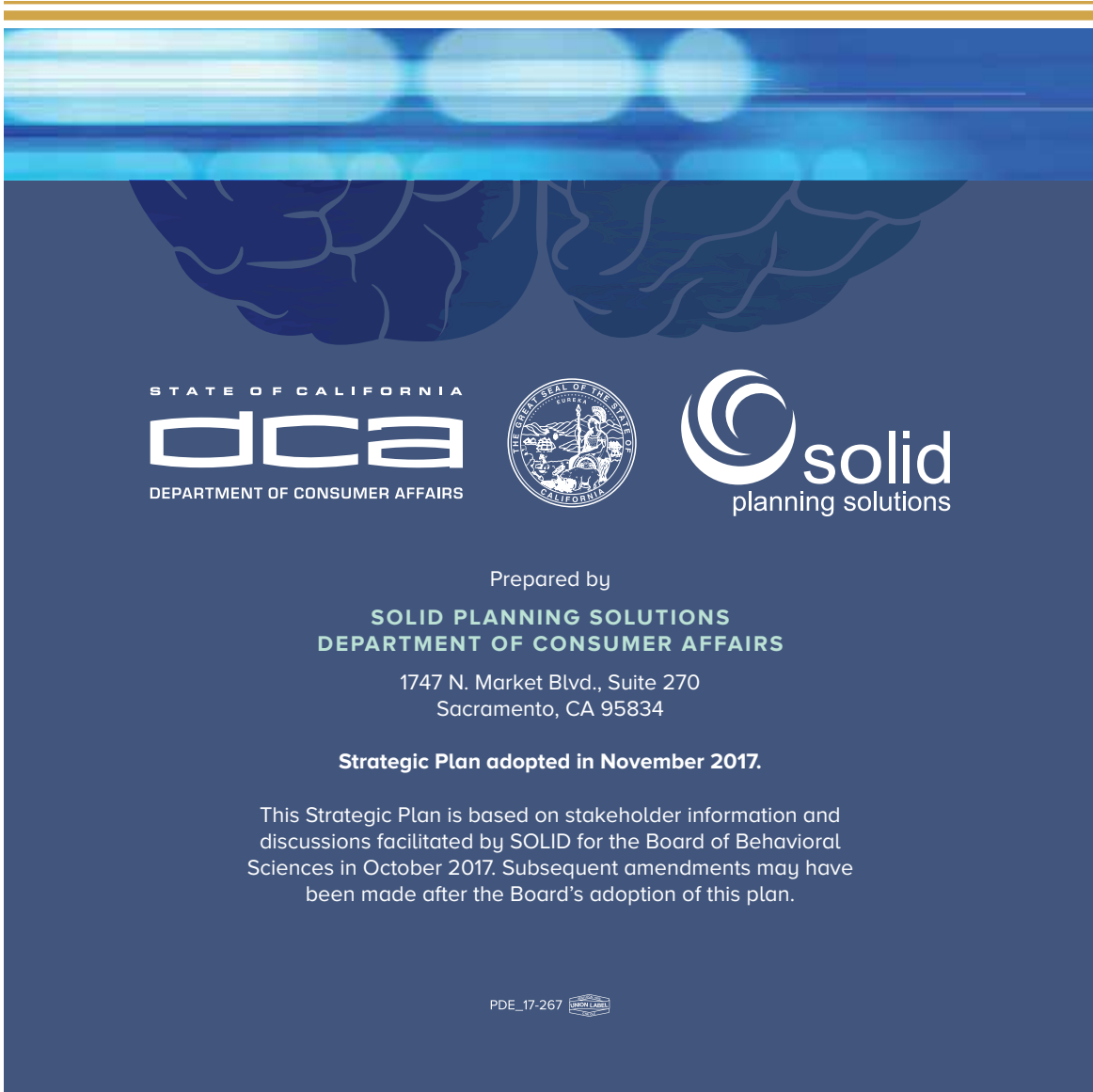


Board of Behavioral Sciences


CALIFORNIA
BOARD OF BEHAVIORAL SCIENCES


1625 N. Market Blvd., Suite S-200
Sacramento, CA 95834

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STATE OF CALIFORNIA
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SOLID PLANNING SOLUTIONS
DEPARTMENT OF CONSUMER AFFAIRS

1747 N. Market Blvd., Suite 270
Sacramento, CA 95834

Strategic Plan adopted in November 2017.

This Strategic Plan is based on stakeholder information and discussions facilitated by SOLID for the Board of Behavioral Sciences in October 2017. Subsequent amendments may have been made after the Board’s adoption of this plan.

PDE_17-267 

ATTACHMENT H



March 25, 2019

FINAL REPORT

Board of Behavioral Sciences: Performance and Fee Review

PREPARED BY:

Chris Atkinson
catkinson@cpsshr.us
Karen Connell
kconnell@cpsshr.us

CPS HR Consulting

2450 Del Paso Rd, Suite 220
Sacramento, CA 95834
P: 916-263-3614
www.cpsshr.us



Your Path to Performance

Report Contributors

Chris Atkinson, MS	Project Manager
Karen Connell	Senior Project Consultant

About CPS HR Consulting

CPS HR is an innovative, client-centered human resources and management consulting firm specializing in solving the unique problems and challenges faced by government and non-profit agencies. As a self-supporting public agency, we understand the needs of public sector clients and have served as a trusted advisor to our clients for more than 25 years. The distinctive mission of CPS HR is to transform human resource management in the public sector.

CPS HR offers clients a comprehensive range of competitively priced services, all of which can be customized to meet your organization's specific needs. We are committed to supporting and developing strategic organizational leadership and human resource management in the public sector. We offer expertise in the areas of classification and compensation, organizational strategy, recruitment and selection, and training and development.

CPS HR occupies a unique position among its competitors in the field of government consulting; as a Joint Powers Authority (JPA), whose charter mandates that we serve only public sector clients, we actively serve all government sectors including Federal, State, Local, Special Districts and Non-Profit Organizations. This singular position provides CPS HR with a systemic and extensive understanding of how each government sector is inter-connected to each other and to their communities. That understanding, combined with our knowledge of public and private sector best practices, translates into meaningful and practical solutions for our clients' operational and business needs.

With more than 80 full-time employees as well as 200+ project consultants and technical experts nationwide, CPS HR delivers breakthrough solutions that transform public sector organizations to positively impact the communities they serve.

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Executive Summary

The Board of Behavioral Sciences is one of 40 regulatory agencies within the Department of Consumer Affairs. The mission of the Board of Behavioral Sciences is to protect and serve Californians by setting, communicating, and enforcing standards for safe and competent mental health practice. The Board's vision is to ensure that Californians are able to access the highest-quality mental health services. To achieve this, the Board is responsible for licensing, examination, and enforcement of professional standards for: licensed Marriage and Family Therapists (LMFT) and Associates (AMFT); Licensed Clinical Social Workers (LCSW) and Associates (ACSW); Licensed Professional Clinical Counselors (LPCC) and Associates (APCC) and Licensed Educational Psychologists (LEP).

A specific function of the Board is to review/set fees levied on applicants for initial and renewal licensure, registrations and exam fees. The fees are intended to be sufficient to cover the cost of the Board's regulatory services. In August 2018, the Board engaged CPS HR Consulting (CPS) to provide performance auditing and consulting services to review Board performance and the structure for 25 of the fees collected by the Board.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

Based on the review, CPS HR found the following. The information is covered in detail in the body of the report.

- The Board has grown steadily since FY 2014/15. In FY 2014/15, the Board was authorized 48.2 permanent positions and 1.8 blanket positions for a total of 50 positions. As of July 1, 2018, the Board has 58.2 authorized positions and 1.8 blanket positions for a total of 60 positions, a 20% increase. The DCA Budget Office uses an average of 1,776 available hours per PY each fiscal year for workload budget projections. Employees are paid for 2,080 hours per fiscal year.
- In October 2013, the Board implemented DCA's BreEZe online licensing and enforcement system which offers one-stop shopping for BBS licensees, applicants and consumers. The Board incurred significant costs to implement BreEZe.
- Revenue associated with the 25 fees under examination has increased 39.3% from FY 14-15 through FY 2017-2018.
- On average, BBS Operating Expenses & Equipment costs constitute 58.1% of total expenses and Personnel Services constitute 41.9%.
- Overall revenue has not kept up with expenditures since FY 16-17.
- Beginning in FY 2020-21 and moving forward, revenue and expense projections indicate that BBS will have insufficient revenue to cover operational costs and maintain an acceptable 3 to 6-month fund reserve.
- Fees associated with the LMFT, LCSW and LEP licenses have not increased in at least 20 years. The LPCC program was established in FY 2011-12 and the fees have not increased since.

As a result of the above findings, CPS recommends the following:

- After consultation with the DCA Budget Office and its registrant and licensee client populations, the Board should charge for select scheduled and unscheduled services based on a fully absorbed cost rate of \$120 per hour. Services should be charged, and fees set, to the extent possible, based on the actual time the Board uses to provide the service.
- BBS management should develop, approve and implement or introduce legislation to revise the fee schedule as soon as possible, and inform current and prospective licensees of the changes.
- In lieu of a lengthy legislative process to change future license fees, CPS HR recommends that the Board, in obtaining legislative approval for fee increases also set a statutory maximum higher than the fees currently needed to restore the fund to a satisfactory reserve. By enabling this administrative strategy now, the Board would have flexibility in setting fees in the future to ensure adequate fund reserves as revenues decline or expenses increase.

Introduction

The Board of Behavioral Sciences is one of 40 regulatory agencies within the Department of Consumer Affairs. The mission of the Board of Behavioral Sciences is to protect and serve Californians by setting, communicating, and enforcing standards for safe and competent mental health practice. The Board's vision is to ensure that Californians are able to access the highest-quality mental health services. To achieve this, the Board is responsible for licensing, examination, and enforcement of professional standards for: licensed Marriage and Family Therapists (LMFT) and Associates (AMFT); Licensed Clinical Social Workers (LCSW) and Associates (ACSW); Licensed Professional Clinical Counselors (LPCC) and Associates (APCC) and Licensed Educational Psychologists (LEP). The Board's statutes and regulations set forth the requirements for registration and licensure and provide the Board authority to discipline a registration or license. The Board's operations are funded by fees charged to its applicants and licensees. The purpose of this study is to review the Board's fee structure to determine whether current fees are adequate to support the Board's licensing activities through the next three to five years. If CPS HR determines that the fees are not adequate for this purpose, CPS HR is to recommend a methodology and basis to determine appropriate fees.

BACKGROUND

Board History, Composition and Governance Structure

In 1945, the legislature created the Board of Social Work Examiners, making California the first state to register social workers. The legislation created a seven-member board to represent both consumers and the profession. At least two of the members were required to be "lay persons". All Board members were appointed by the Governor. During the first sixteen months of its existence, the Board registered 4,098 social workers. The intent of the registration was to identify competent professionals who were working for higher standards and services to the public.

In 1963, the Marriage, Family and Child Counselor Act gave the Board of Social Work Examiners responsibility for licensing and regulating Marriage, Family and Child Counselors. Now known as Licensed Marriage and Family Therapists (LMFT). Shortly afterward the Board was renamed the Social Worker and Marriage Counselor Qualifications Board.

In 1969, the legislature added Clinical Social workers (LCSW) to the list of required licensees and in 1970, they added Licensed Educational Psychologists (LEP). As a result, the Board's name was changed to the Board of Behavioral Sciences Examiners. In 1997, the Board's name was changed to the current title, Board of Behavioral Sciences (BBS). In 2010, the legislature added a fourth mental health profession, Licensed Professional Clinical Counselor (LPCC) to the Board's responsibilities.

The current Board is made up of thirteen board members, six licensees and seven public members. Eleven members are appointed by the Governor and require Senate Confirmation. One public member is appointed by the Speaker of the Assembly and the other public member is appointed by the Senate Rules Committee. The six licensee members are distributed as follows: two (2) LMFT, two (2) LCSW, one (1) LPCC and one (1) LEP.

Applicable Practice Acts

Licensed Marriage and Family Therapist Practice Act

Licensed Marriage and Family Therapists are regulated by Chapter 13 of the California Business and Professions Code. Per Section 4980. The Act indicates that many California families and many individual Californians are experiencing difficulty and distress, and are in need of wise, competent, caring, compassionate, and effective counseling in order to enable them to improve and maintain healthy family relationships. Healthy individuals and healthy families and healthy relationships are inherently beneficial and crucial to a healthy society and are our most precious and valuable natural resource. Licensed marriage and family therapists provide a crucial support for the well-being of the people and the State of California. Per Section 4980.02, the practice of marriage and family therapy is a service performed with individuals, couples, or groups wherein interpersonal relationships are examined for the purpose of achieving more adequate, satisfying, and productive marriage and family adjustments. This practice includes relationship and pre-marriage counseling. The application of marriage and family therapy principles and methods includes, but is not limited to, the use of applied psychotherapeutic techniques, to enable individuals to mature and grow within marriage and the family, the provision of explanations and interpretations of the psychosexual and psychosocial aspects of relationships, and the use, application, and integration of the coursework and training required by Sections 4980.36, 4980.37, and 4980.41.

Licensed Educational Psychologist Practice Act

Chapter 13.5 of the Business and Professions Code constitutes the Educational Psychologist Practice Act and regulates the licensing of Educational Psychologists. Section 4989.14 defines the scope of practice as performance of any of the following professional functions pertaining to academic learning processes or the educational system or both: Educational Evaluation; Diagnosis of psychological disorders related to academic learning processes; Administration and interpretation of diagnostic tests related to academic learning processes including tests of academic ability, learning patterns, achievement, motivation, and personality factors; Consultation with other educators and parents on issues of social development and behavioral and academic difficulties; Conducting psychoeducational assessments for the purposes of identifying special needs; Developing treatment programs and strategies to address problems of adjustment; and Coordinating intervention strategies for management of individual crises.

Clinical Social Worker Practice Act

Chapter 14 of the Business and Professions Code defines Clinical Social Work as a service in which a special knowledge of social resources, human capabilities, and the part that unconscious motivation plays in determining behavior, is directed at helping people to achieve more adequate, satisfying, and productive social adjustments. The application of social work principles and methods includes, but is not restricted to, counseling and using applied psychotherapy of a nonmedical nature with individuals, families, or groups; providing information and referral services; providing or arranging for the provision of social services; explaining or interpreting the psychosocial aspects in the situations of individuals, families, or groups; helping communities to organize, to provide, or to improve social or health services;

doing research related to social work; and the use, application, and integration of the coursework and experience required by Sections 4996.2 and 4996.23.

Licensed Professional Clinical Counselor Practice Act

Chapter 16 of the Business and Professions Code defines the scope of Professional Clinical Counselors. It defines professional clinical counseling as the application of counseling interventions and psychotherapeutic techniques to identify and remediate cognitive, mental, and emotional issues, including personal growth, adjustment to disability, crisis intervention, and psychosocial and environmental problems, and the use, application, and integration of the coursework and training required by Sections 4999.32 and 4999.33. Professional clinical counseling includes conducting assessments for the purpose of establishing counseling goals and objectives to empower individuals to deal adequately with life situations, reduce stress, experience growth, change behavior, and make well informed, rational decisions. This new program was initiated in FY 2011-12.

License/Renewal Fees and Fee Change History

The Board's current licensing/ renewal fee schedule collects 59 separate fees, ranging from \$20 to \$200. This study will audit 25 of these fees. A review of the fee history of the study's target fees indicates that there have been no fee increases in the LMFT, LCSW and LEP fees in at least 20 years. The LPCC program was established in FY 2011-12 and the fees have not increased since.

Beginning July 1, 2018, SB 1188 (Chapter 557, Statutes of 2017) requires that a \$20 surcharge be added to all biennial renewal fees for the LMFTs, LCSWs, and LPCCs. This \$20 surcharge is collected by the Board for the Mental Health Provider Education Fund. Prior to this a \$10 fee was collected for this fund. The 2017 statute raised the fee to \$20 and added the LPCC renewal.

Board Functions and Staffing

The Board has grown steadily since FY 2014/15. In FY 2014/15, the Board was authorized 48.2 permanent positions and 1.8 blanket positions for a total of 50 positions. As of July 1, 2018, the Board has 58.2 authorized positions and 1.8 blanket positions for a total of 60 positions, a 20% increase. In FY 14-15, the Board added 4.5 positions to support increased Enforcement workload, and 3 positions (2 ongoing) to address licensing workload increases. Effective July 1, 2016 the Board added 3 positions to address the requirements of SB 704 (Chapter 387) Statutes of 2011 and SB 788, (Chapter 619) Statutes of 2009. This legislation restructured the examination requirements and revised continuing education requirements, increasing workload for the program. The Board also increased a half time fingerprint processing position to address backlogs caused by increasing applications volumes.

In FY 16-17, the Board received 8.5 positions to address increased Licensing and Examination workload. A large part of the increase was attributable to the workload from the LPCC Licensure program which was initiated in FY 2011/2012. The first LPCC students of California schools began graduating in the Spring of 2015 and intern applications and examination applications increased significantly. The Examination Restructure initiated January 1, 2016 also contributed to the need for additional staff. Under the new examination process, all Board registrants and licensees were required to take a Law and Ethics examination within the first year of the program. Ongoing, registrants who are not successful in

the Law and Ethics examination may retake the Law and Ethics Exam every 90 days and must take it at least once a year to renew their registration until they pass the exam. Once they pass the exam, they do not need to take it again.

In FY 18-19, the Board received authority for 1.5 two-year limited term positions to support the Probation program which has experienced increasing numbers of probationers. Frequently, the formal discipline process results in placing the individual on probation with specific terms and conditions for a specified period of time. These positions will monitor the Board's probationers to ensure that the conditions of their probation are met, protecting consumers.

The Board's Executive Officer is an exempt position and serves at the pleasure of and reports to the 13-member Board. The 13 Board members are appointed by the governor (11), who are subject to Senate confirmation, the Senate (1) and the Assembly (1). The Board consists of seven public members; two LMFT members; two LCSW members; one LPCC member; and one LEP member.

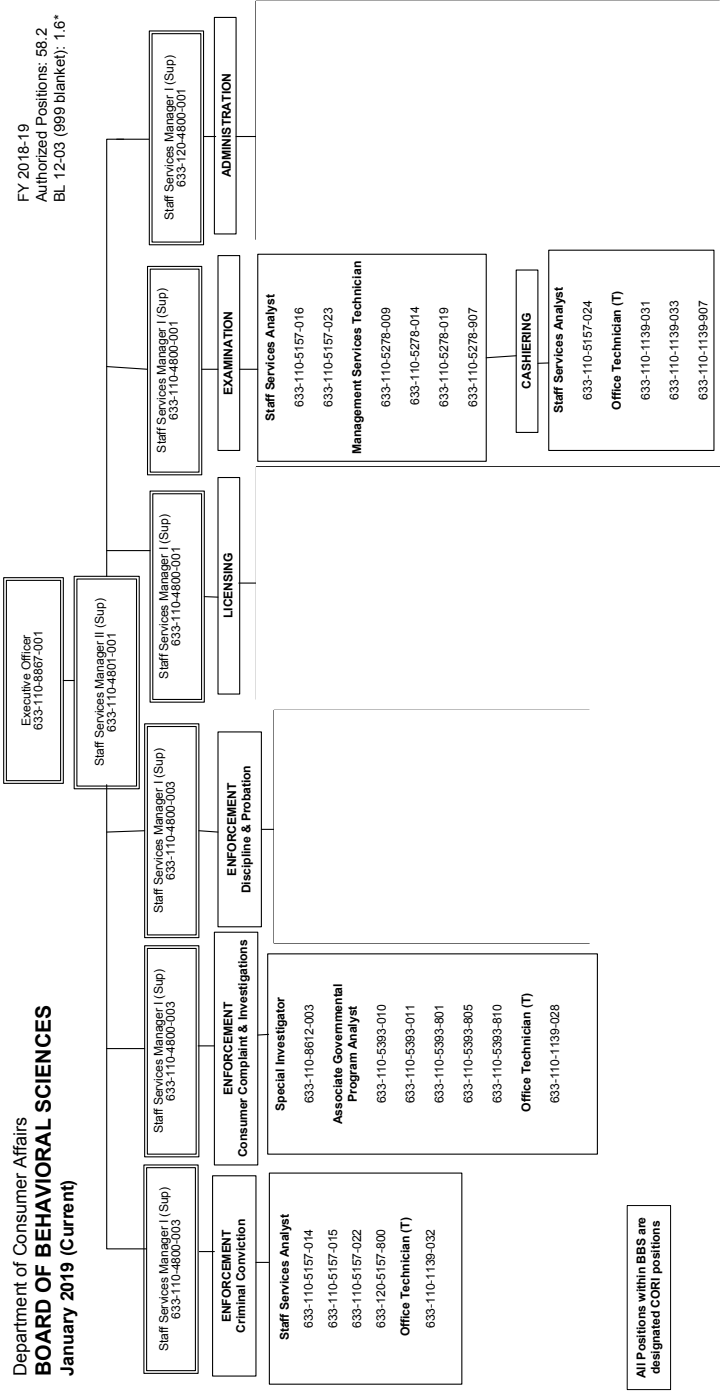
The Executive Officer (EO) functions as operations officer for the Board and manages the Board's resources and staff. The EO oversees the 60 Board positions, directly supervising an Assistant Executive Officer (SSM II) and six-unit managers (SSMIs). The staff are divided among the Criminal Conviction, Consumer Complaint and Investigations, and Discipline and Probation Units in the Enforcement Program and the Licensing, Examination/Cashiering, and Administration Units.

The Board's primary civil service classes include:

- Staff Services Manager (SSM) I and II
- Associate Governmental Program Analyst (AGPA)
- Staff Services Analyst (SSA)
- Special investigator (SI)
- Management Services Technician (MST)
- Office Technician (Typing)(OT) (T)
- Office Technician (General) (OT) (G)
- Office Assistant (Typing) (OA) (T)
- Office Assistant (General) (OA) (G)

The Boards organization chart was effective January 2019

Figure 1
Board of Behavioral Services
Organizational Chart, Effective January 2019



SCOPE, OBJECTIVES, AND METHODOLOGY

The scope of this engagement focused on a review of the Board’s fee structure and staff workload to determine if fee levels are appropriate for the recovery of the actual cost of conducting its programs for the Marriage and Family Therapists (LMFT) and Associates (AMFT), Licensed Clinical Social Workers (LCSW) and Associates (ACSW), Licensed Professional Clinical Counselors (LPCC) and Associates (APCC), and Licensed Educational Psychologists (LEP). This includes the 25 fees listed in Table 1 below and the following objectives:

- Assess and correlate the workload for approximately 60 Board employees to determine an hourly or unit cost to support licensing, renewal, and enforcement activities.
- Analyze all fees and other revenues collected by the Board to determine if fee levels are sufficient for the recovery of the actual cost of conducting its programs.
- Based on the financial analysis, project fees/revenues and related costs for the next three to five fiscal years.
- Determine a cost basis to assess other services provided by the Board when a separate fee is not provided, if any.

The CPS HR methodology included:

- An onsite kickoff meeting
- Offsite document review of pertinent practice acts, the 2015 Sunset Review, fee schedule, online forms, multi-year financial information covering revenues and expenditures for four fiscal years, FY 14-15 through FY 17-18, the Board’s organization chart, and current staff duty statements.
- Reviewed current business process flowcharts.
- Reviewed and applied staff workload time assumptions, regarding the processing of initial and renewal paper and online licensing and examination applications.
- Observed and sampled licensing and disciplinary/enforcement work performed to confirm the completeness and accuracy of Board staff duty statements and workload processing time assumptions.
- Analyzed revenues and expenditures for four fiscal years FY 14-15 through FY 17-18 for fees required to recover expenses.
- Prepared draft and final reports with recommendations for fund condition stabilization.

**Table 1
Study Fee Types**

Fee Type	Marriage and Family Therapists (LMFT)		Licensed Clinical Social Worker (LCSW)		Licensed Professional Clinical Counselor (LPCC)		Licensed Educational Psychologist (LEP)	
	Current Fee	Statutory Limit	Current Fee	Statutory Limit	Current Fee	Statutory Limit	Current Fee	Statutory Limit
Associate Registration	\$75	\$75	\$75	\$75	\$100	\$100		
Associate Renewal	\$75	\$75	\$75	\$75	\$100	\$100		
Application for Licensure	\$100	\$100	\$100	\$100	\$180	\$180	\$100	\$100
Law and Ethics Exam/Re-exa	\$100	\$100	\$100	\$100	\$100	\$100		
Clinical Exam/Rexam	\$100	\$100	*	\$100	*	\$250		
Issuance of Initial License	\$130	\$180	\$100	\$155	\$200	\$250	\$80	\$150
License Renewal**	\$150	\$180	\$ 120	\$155	\$195	\$250	\$80	\$150
Written Exam/ Re-Exam							\$100	\$100

*These fees are paid by the applicants directly to the exam vendors and are not collected by BBS.

**This includes the renewal fee and an additional \$20 that is collected by the Board for the Mental Health Practitioner Educational Fund, except for L

Study Results

The following presents information about the Board’s license types, staff tasks, work process flows, fees and revenue, fund condition and findings and recommendations. Finally, this section presents a fully absorbed hourly rate and license fee revenue projections based on fully absorbed cost to cover future estimated expenses.

LICENSE TYPES

Table 2 displays for Fiscal Years 14-15 through FY 17-18 the number of Licensees/Registrants for each license type. The table shows that the LMFT licensees represent the largest part of Licensee population regulated by the Board of Behavioral Sciences, followed by the LCSW, LPCCs and LEP licensees. Overall, the total number of licensees and registrants regulated by the BBS has grown by 11.2% between FY 14-15 and FY 17-18. This increase is not only due to a growing population, but also to the increase in Health Care coverage from implementation of the Affordable Care Act. However, this overall number disguises some internal trends. Historically and in FY 17-18, Marriage and Family Therapists/Associates represent the largest Licensee population, 44,277 (39.5%) of all licensees and registrants licensed by the Board. These licensees increased by 15.5% over the period reviewed by this study (FY 14-15 through FY17-18). However, the Marriage and Family Therapist Intern population has decreased in each of the last two Fiscal Years, bringing its total population to 17, 176 (15.3%) of the total number of licensees/registrants. This is down from 18.7% in FY 15-16. At 27,773, Licensed Clinical Social Workers (LCSW) are the second largest group regulated by the Board, representing 24.8% of the total licensee/registrant population, and up from 22.7 % at the beginning of the study period. Although small in numbers, the Licensed Professional Clinical Counselor population has grown rapidly as this program instituted in FY 11-12, began seeing the first students graduating in 2015. LPCC Licensees grew by 34.7% from FY 14-15 to FY17-18. The number of LPCC Associates has greatly expanded, increasing by 186.5% over the four-year period and presaging continued significant growth in the number of LPCCs in the near future.

Table 2
Licensees/Registrants by License Types

Licensees/Registrants by License Type	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	% Increase
Marriage and Family Therapist	38,343	40,360	41,901	44,277	15.50%
Marriage and Family Therapist Intern	19,272	19,783	18,829	17,176	-10.90%
Licensed Clinical Social Worker	22,842	24,197	25,734	27,773	12.10%
Associate Social Worker	14,499	15,784	15,865	15,619	7.70%
Licensed Educational Psychologist	2,141	2,195	2,073	2,038	-4.80%
Continuing Education Provider	2,850	-	-	-	
Licensed Professional Clinical Counselor	1,282	1,390	1,536	1,727	34.70%
Licensed Professional Clinical Counselor Intern	1,214	1,940	2,724	3,478	186.50%
Total	102,443	105,649	108,662	112,088	11.20%

HISTORICAL FEE VOLUME ANALYSIS

Table 3 shows the volumes for the 25 fee types under review for Fiscal Years (FYs) 2014-15 through 2017-18. The Associate Registrations and Associate Renewals for LMFTs appear to be declining by -6.2% and -18.6% respectively (see 4 Yr Change column). The Associate Registrations and Associate Renewals for LCSWs appear to be relatively stable at a 1.2% increase and a -4.8% decrease, respectively. However, for both LMFTs and LCSWs, Application for Licensure and the Issuance of Initial License is up significantly (LMFT – Application for Licensure up 11.7%, LCSW – Application for Licensure up 52.7%, LMFT – Issuance of Initial License up 34.9%, LCSW – Issuance of Initial License up 73.1%). In essence, it appears for the LMFTs and LCSWs that there may have been an influx of new Associates who are now receiving their license. In addition, License Renewals for LMFTs and LCSWs have been increasing as well, at 13.5% and 16% respectively, which is indicative of the growing licensee population.

The LPCCs and especially the LEPs have significantly less volume than the LMFTs and LCSWs and are therefore better addressed separately. Their lower volumes therefore also have less implications on the overall revenue picture for BBS. For the LPCCs, while their Issuance of Initial License has declined from 248 in FY 14-15 to 155 in FY 17-18 (a 30.6% drop), their Associate Registration (67.8%), Associate Renewal (196.7%) and Application for Licensure (134.1%) have all increased significantly. The first LPCC students of California schools began graduating in the Spring of 2015 and intern applications and examination applications increased significantly. From a raw volume standpoint, the Application for Licensure, Issuance of Initial License and License Renewals for LEPs appear relatively stable. However, the Written Exam/Re-exam has increased from 133 in FY 14-15 to 171 in FY 17-18, a 48.9% increase.

The table also shows the impact of the examination restructure that went into effect January 1, 2016. This restructure requires registrants to take the Law and Ethics Exam in their first year. They must take it at least once a year until they pass the exam in order to renew their registration or obtain their license. If they are not successful in passing the examination, they can now retake the exam every 90 days, whereas before they could only retake it once every 180 days. For LMFTs, LCSWs and LPCCs the Law and Ethics Exam/Re-exam volumes were the highest in FY 16-17. This disproportionately increased volumes in FY 16-17 above ongoing levels, because it required new applicants to take the exam as well as existing registrants who were not previously required to take an examination prior to the completion of their supervised work experience hours. Note that only the FY 17-18 volumes for the Law and Ethics

Exams were used to make projections about future volumes which are incorporated in the workload assumptions discussed later in the report.

Individuals applying for LMFT, LCSW, and LPCC licenses are all required to take and pass a clinical exam as well. Part of the way through FY 14-15 the clinical exam for LCSWs was outsourced to an external vendor, which is why the table displays volume data for only FY 14-15. The clinical exam for LPCCs has always been outsourced to an external vendor which is why volume data are absent for that fee as well. LMFTs, LCSWs and LPCC used to take a written exam, but since they no longer do, that data has been excluded from the analysis. The Law and Ethics exam essentially replaced the written exam for the LMFTs, LCSWs and LPCCs.

Table 3
BBS Fee Type Volumes Summary
FY 2014-15 through 2017-18

Fee Type						
LMFT	FY 14-15	FY 15-16	FY16-17	FY 17-18	4 Yr Avg	4 Yr Change
Associate Registration	4138	3992	3899	3880	3977	-6.2%
Associate Renewal	13450	13904	12184	10948	12622	-18.6%
Application for Licensure	2708	2619	2695	3024	2762	11.7%
Law and Ethics Exam/Re-exam	0	5520	10543	5958		
Clinical Exam/Re-exam	3263	4663	5526	4549	4500	39.4%
Issuance of Initial License	1871	1734	2259	2524	2097	34.9%
License Renewal	14368	14879	15841	16304	15348	13.5%
LCSW						
Associate Registration	3553	3428	3567	3597	3536	1.2%
Associate Renewal	9260	10840	9558	8817	9619	-4.8%
Application for Licensure	1658	1731	2067	2532	1997	52.7%
Law and Ethics Exam/Re-exam	0	4583	8785	5092		
Clinical Exam/Re-exam	1660 *		*	*		
Issuance of Initial License	1107	1132	1828	1916	1496	73.1%
License Renewal	8682	9072	9479	10072	9326	16.0%
LPCC						
Associate (Intern) Registration	655	992	1057	1099	951	67.8%
Associate Renewal	517	960	1265	1534	1069	196.7%
Application for Licensure	138	211	237	323	227	134.1%
Law and Ethics Exam/Re-exam	139	601	1332	996		
Clinical Exam/Re-exam	*	*	*	*		
Issuance of Initial License	248	88	111	172	155	-30.6%
License Renewal	338	688	486	757	567	124.0%
LEP						
Associate Registration						
Associate Renewal						
Application for Licensure	101	123	118	125	117	23.8%
Issuance of Initial License	82	53	58	52	61	-36.6%
License Renewal	606	640	610	627	621	3.5%
Written Exam/Re-exam	133	178	173	151	159	13.5%

Source: BBS Workload and Revenue Reports were used for all volumes except for the Law and Ethics Exam/Re-exam and Clinical Exam/Re-exam for LMFTs, LCSWs and LPCCs, and the LEP Written Exam/Re-exam where BBS Exam Results by School reports were used.

*These fees are paid by the applicants directly to the exam vendors and are not collected by BBS.

LICENSE FEES AND REVENUE

The Board collects approximately 59 fees. The fees range from \$20 to \$200. The renewal period for licenses is every two years and for registrations its annually, but as noted above since 2016, all of the LMFT, LCSW and LPCC Associates are required to take the Law and Ethics exam at least annually until they pass it. A new practice act for the Licensed Professional Clinical Counselors was added in 2010 and implemented in FY 11-12. Its impact on the Board's licensing workload began in 2015 when the first students began graduating from colleges. Table 4 shows the historical trends for 25 out of the 59 fees that BBS collects. For the majority of fees, the 4-year percent changes are nearly the exact same as in the fee volume table (table 3). Over the four fiscal years studied, these 25 fees constitute on average 90.4% of the total fee scheduled revenue. Of the total fee scheduled revenue collected by BBS, license and associate renewals constitute 54.2%, exams constitute 17.9% and issuance of initial license, application for license, associate registration cumulatively constitute 18.4%. Given the introduction of the Law and Ethics exam in January 2016 described in the historical fee volume analysis section above, only the FY 17-18 revenue could really be considered a typical year moving forward for the reasons mentioned in that section.

**Table 4
BBS Fee Type Volumes Summary
FY 2014-15 through 2017-18**

License Type							
LMFT	FY 14-15	FY 15-16	FY16-17	FY 17-18	4 Year Avg	4 Yr Change	% of Total Fee Scheduled Revenue
Associate Registration	\$ 310,350	\$ 299,370	\$ 292,420	\$ 287,975	\$ 297,529	-7.2%	3.3%
Associate Renewal	\$ 1,008,755	\$ 1,042,830	\$ 913,805	\$ 821,094	\$ 946,621	-18.6%	10.6%
Application for Licensure	\$ 270,805	\$ 261,860	\$ 269,530	\$ 302,430	\$ 276,156	11.7%	3.1%
Law and Ethics Exam/Re-Exam	\$ -	\$ 552,000	\$ 878,529	\$ 1,054,250	\$ 621,195		6.9%
Clinical Exam/Re-Exam	\$ 326,300	\$ 277,700	\$ 552,625	\$ 520,400	\$ 419,256	59.5%	4.7%
Issuance of Initial License	\$ 243,294	\$ 225,439	\$ 293,627	\$ 328,108	\$ 272,617	34.9%	3.0%
License Renewal	\$ 1,867,829	\$ 1,934,205	\$ 2,059,355	\$ 2,119,520	\$ 1,995,227	13.5%	22.3%
LCSW							
Associate Registration	\$ 266,475	\$ 257,100	\$ 267,495	\$ 269,775	\$ 265,211	1.2%	3.0%
Associate Renewal	\$ 694,525	\$ 813,035	\$ 716,875	\$ 661,275	\$ 721,428	-4.8%	8.1%
Application for Licensure	\$ 165,849	\$ 173,100	\$ 206,700	\$ 253,200	\$ 199,712	52.7%	2.2%
Law and Ethics Exam/Re-exam	\$ -	\$ 458,300	\$ 878,520	\$ 509,525	\$ 461,586		5.2%
Clinical Exam/Re-Exam	*	*	*	*	*	*	
Issuance of Initial License	\$ 110,716	\$ 113,215	\$ 182,760	\$ 191,629	\$ 149,580	73.1%	1.7%
License Renewal	\$ 868,240	\$ 907,160	\$ 947,900	\$ 1,007,208	\$ 932,627	16.0%	10.4%
LPCC							
Associate Registration	\$ 65,500	\$ 99,150	\$ 105,700	\$ 109,875	\$ 95,056	67.7%	1.1%
Associate Renewal	\$ 51,675	\$ 95,975	\$ 126,500	\$ 153,400	\$ 106,888	196.9%	1.2%
Application for Licensure	\$ 24,780	\$ 38,060	\$ 42,580	\$ 58,140	\$ 40,890	134.6%	0.5%
Law and Ethics Exam/Re-Exam	\$ 13,900	\$ 60,100	\$ 133,200	\$ 118,100	\$ 81,325		0.9%
Clinical Exam/Re-Exam	*	*	*	*	*	*	
Issuance of Initial License	\$ 49,574	\$ 17,501	\$ 22,269	\$ 34,496	\$ 30,960	-30.4%	0.3%
License Renewal	\$ 59,145	\$ 120,400	\$ 85,050	\$ 132,470	\$ 99,266	124.0%	1.1%
LEP							
Associate (Intern) Registration							0.0%
Associate Renewal							0.0%
Application for Licensure	\$ 10,100	\$ 12,300	\$ 11,800	\$ 12,500	\$ 11,675	23.8%	0.1%
Issuance of Initial License	\$ 6,523	\$ 4,256	\$ 4,600	\$ 4,158	\$ 4,884	-36.3%	0.1%
License Renewal	\$ 48,475	\$ 51,160	\$ 48,760	\$ 50,160	\$ 49,639	3.5%	0.6%
Written Exam/Re-Exam	\$ 13,300	\$ 17,800	\$ 17,300	\$ 19,800	\$ 17,050	48.9%	0.2%
Selected Fee Totals	\$ 6,476,109	\$ 7,832,016	\$ 9,057,900	\$ 9,019,488	\$ 8,096,378	39.3%	90.4%
Total Fee Scheduled Revenue	\$ 7,863,000	\$ 8,907,000	\$ 9,786,000	\$ 9,259,000	\$ 8,954,000	17.8%	100.0%
Selected Fee Totals/Total Fee Scheduled Revenue	82.4%	87.9%	92.6%	97.4%	90.4%		

Source: Individual fee revenue obtained from FM 13 reports; total fee scheduled revenue obtained from BBS Fund Condition

STAFF TASKS AND WORKLOAD BREAKDOWN –

As shown in the organization chart (figure 1), the Board’s staffing and workload are broken into leadership and six functional program units: Licensing, Examination and Cashiering, the three subprograms that make up Enforcement: Criminal Convictions, Consumer Complaints and Investigations, and Discipline and Probation, and Administration. The following task/workload discussion is based on the incumbents’ current duty statements. CPS HR validated workload tasks and

processing assumptions through observation and interviews. In some cases, multiple staff in the same or similar classifications perform the same duties.

CPS HR found that in each unit BBS staff have current written standard operating procedures.

In addition, applicants and licensees have access to a variety of guides, reference documents, forms and instructions on the Board's Website (www.bbs.ca.gov).

The Executive Officer (EO), and exempt position, under the general direction of the 13-member Board, interprets and implements the Board's policies and actions and develops and manages the Board's \$11.5 million annual budget to ensure appropriate allocation of resources and maintain fund solvency. The EO oversees all licensing and enforcement activities, including investigations and administrative actions. The EO advises the Attorney General's Office and Hearing Officers on Board discipline guidelines. The EO is responsible for administering Board meetings, and is the Board spokesperson to the legislature, professional organizations and the public. The EO develops proposed legislation and, develops, implements and administers Board regulations.

The Assistant Executive Officer (AEO), a Staff Services Manager II, works under the direction of the EO and is responsible for planning, organizing, directing and administering the day to day activities of the Board of Behavioral Sciences. The Assistant EO directly supervises 6 subordinate managers and their respective programs: licensing, examination, administration, and the three subprograms within enforcement: Criminal Convictions, Consumer Complaints and Investigations, and Discipline and Probation. The AEO provides consulting and high level expertise to the EO and the 13 Member Board on complex policy and program issues. The AEO manages sensitive communications, including with the media, Governor's office, legislature and control agencies. In the absence of the EO, functions as chief executive.

Licensing Unit

The Licensing Unit is responsible for licensing and registering the Board's four (4) license types; Licensed Marriage and Family Therapists (LMFT), Licensed Clinical Social Workers (LCSW), Licensed Professional Clinical Counselors (LPCC) and Licensed Educational Psychologist (LEPs) and their associated registrants. The unit consists of 18 positions: Staff Services Manager I (SSMI) (1); Associate Governmental Program Analyst (AGPA) (1); Staff Services Analysts (SSAs) (5); Management Services Technicians (MSTs) (9); and Office Technicians (Typing)(OT) (T) (2).

Staff Services Manager I (SSMI)

The Staff Services Manager I is responsible for the day-to-day operations of the Licensing Unit. The SSM I is the recognized authority for the Licensing Program and as such formulates, recommends, analyzes and implements legislation, regulations, policies and procedures for the licensing program. The SSMI provides guidance and insight to Board staff and the public concerning the Board's four (4) license types; LMFT, LCSW, LPCC and LEP and their specific practice acts. The SSMI makes recommendations on complex and sensitive issues in the Licensing Unit, monitors workload, identifies backlogs and develops solutions. The SSMI investigates the more complex and sensitive complaints and responds to inquiries on statutory and regulatory provisions, licensure requirements and departmental policies and procedures.

Associate Governmental Program Analyst (AGPA)

The Associate Governmental Program Analyst is the personnel liaison between the Board and the department's Office of Human Resources (OHR) concerning personnel matters and advises executive and management staff on personnel issues. The AGPA prepares personnel documents for submission to and approval by OHR, develops duty statements for all Board positions, and creates and maintains organizational charts. The AGPA also maintains attendance and personnel files for Board staff and monitors vacancies. The AGPA researches and analyzes personnel issues, working with the OHR to effect appropriate resolution. The AGPA is the statistical analyst for the Board, producing productivity reports that provide program data for the Board Members and Executive staff on the Board's Licensing, Examination and Cashiering and Enforcement Units. The AGPA also performs various program analyses and creates statistical reports to support program management. The AGPA is responsible for analyzing new laws and consulting with DCAs Senior Staff Counsel, the Board's Executive Staff, unit managers and professional associations to design forms to meet statutory requirements. The AGPA also evaluates and makes recommendations for revision of existing licensing forms to meet the Board's ongoing requirements and to ensure that forms posted on the Board's website are accessible and in compliance with the Americans with Disabilities Act.

Staff Services Analysts (SSAs)

Two Staff Services Analysts act as resource lead analysts, performing the final review and analyzing applications to ensure the applicant has met the statutory and regulatory requirements, education, intern hours and clinical experience requirements and that there are no pending enforcement issues to qualify for licensure. They assist first level reviewers and clerical staff with licensing issues. They maintain a working knowledge of various laws, rules and regulations specific to licensing and provide interpretation to staff and act as an expert resource for Board Management. These two SSAs also conduct educational outreach with faculty and staff at accredited universities and colleges. They work with professional associations to ensure Board participation at professional events. They develop and present information on the BBS licensing process to graduate students, pre-licensed registrants and licensees. They are responsible for developing an Evaluator Training Program for each licensure type, including writing procedures, developing training materials and maintaining the Licensing Unit procedure training manuals. They review licensing procedures to identify areas that could benefit from improved or streamlined processes and develop alternative to improve these processes.

The third Staff Services Analyst is responsible for preparing statistical reports of Licensing Processing Times and Licensing Performance Measures and presenting results to the Licensing Manager and Executive staff. This position represents Licensing at the BreEze Reports Users Group and the Licensing Users Group meetings. Also, this SSA works with the BreEze team on Licensing Performance Measures. This SSA also conducts audits to determine if a licensee is in compliance with the Board's Continuing Education (CE) requirements. The SSA prepares audit letters and maintains an audit tracking system to ensure deficiencies have been corrected. The SSA refers non-complaint CE audits and licensees who fail the CE audit to the Board's Consumer Complaint and Investigations Unit for issuance of a citation and fine.

The remaining two Staff Services Analysts are responsible for the analysis of material involved in the Licensure of Licensed Clinical Counselors who graduate from clinical counseling programs. The SSAs review and evaluate all applications for professional clinical counselor intern registrations. This includes

applications from individuals whose education and experience in other states and countries do not qualify under standard criteria used for applicants from within California. The SSAs review the submitted course descriptions and syllabi from these academic clinical counseling programs and determine whether the course work meets the requirements for registration. They validate the documentation submitted. Where there are deficiencies in the material submitted, they determine whether to issue an intern registration based on fulfillment of the education requirements and prepare a deficiency letter to the applicant identifying the deficient areas of the application and review the additional documents submitted in response to the deficiency letter. They ascertain if the applicant has prior convictions that may be a basis for application denial and referral to the Board's Enforcement Unit for further investigation. The two SSAs also develop detailed procedures for all licensure programs to evaluate education gained in degree programs not previously evaluated by the Board to determine whether they meet the statutory curriculum requirements. They gather documentation such as applicant transcripts and course catalogs from clinical counseling advanced degree programs and make recommendations to colleges and universities on changes necessary to ensure compliance with core curriculum to meet the Board's statutory and regulatory requirements. They also work with faculty and staff at accredited universities and colleges to facilitate outreach events and presentations and with professional associations to ensure Board participation at their events. They develop and present information on the BBS licensing process to graduate-level students, pre-licensed registrants and licensees.

Management Services Technician (MST)

One Management Services Technician is responsible for evaluating Marriage and Family Therapist Intern applications and supporting documentation to determine the applicant's eligibility for IMF registration. The MST reviews and evaluates course descriptions and syllabi from Marriage and Family Therapist graduate school programs to determine if the coursework is equivalent and meets statutory and regulatory requirements for licensure. The MST evaluates transcripts and other documents, including for out-of-state and out-of-country degrees to determine if the required educational requirements have been met. The MST enters applicant data into BreEZe and determines whether the applications are complete and comply with all educational requirements and notifies applicants of any deficiencies. The MST follows up on the deficient applications to determine whether they have been "abandoned". If so, the MST withdraws the application and updates BreEZe. The MST identifies prior convictions that may be a basis for registration denial and referral to the Board's Enforcement Unit. The MST is the Board's school liaison and reviews new schools and degree programs for compliance with statutes and regulations. The MST proposes curriculum changes to school programs, if appropriate. The MST reviews existing school programs to ensure they continue in compliance and maintain their accreditation or approval and verifies the regional accreditation credentials of the graduate schools. The MST responds to applicant inquiries regarding the MFT licensure process, requirements and how to complete the various required forms.

There are eight Management Services Technician positions that review and evaluate licensure applications, assess the applicant's pre-degree practicum and post degree clinical experience and verify the total supervised hours per licensee. They analyze the validity of the supporting documentation to determine whether the education and experience requirements have been met. They identify deficiencies and prepare a letter to the applicant identifying specific issues with the application or other supporting documents. They evaluate the licensee applicant experience verification forms and confirm

that the applicant meets the required supervisions hours in all therapeutic categories. They make the final determination of the application and whether the applicant is eligible to enter the exam process. They ascertain if the applicant has prior convictions that may be a basis for application denial and referral to the Board's Enforcement Unit for further investigation. They follow up by reviewing the documents submitted in response to the deficiency letter and determine whether to clear the deficiency, determine that the applicant has "abandoned" the application, or generate an additional letter requesting information on the continued deficiencies. The MSTs respond to applicant inquiries regarding application status, the licensure process, licensing requirements, and completion of the various forms.

Office Technicians (Typing) (OT) (T)

There are two Office Technicians (Typing) who provide support to the licensing MSTs by keying and updating licensing information in BreZE and preparing and mailing out approval letters. The OTs (T) verify supervisors to ensure that the applicant's hours of experience are acquired under a licensed supervisor. The OTs (T) prepare correspondence responding to inquiries from supervisors, professional organizations, other governmental agencies or licensure applicants. They are also responsible for creating new files and preparing and coordinating the transfer of the archived files to the State Record Center for storage.

Examinations and Cashiering Unit

The Examinations and Cashiering Unit is responsible for developing, administering, evaluating accommodations requests and investigating complaints for the examinations administered through the Board of Behavioral Sciences and for the cashiering of fees paid for licensing and renewal applications as well as payments for citations and fines and enforcement cost recovery fees paid by licensees and registrants. The Unit consists of 10 positions: one Staff Services Manager I (SSMI); the examination team which consists of six staff, two Staff Services Analysts (SSAs) and four Management Services Technicians (MST); and the cashiering team which consists of three staff, one Staff Services Analyst (SSA) and three Office Technicians (Typing) (OT) (T).

Staff Services Manager I (SSMI)

Under the direction of the Executive Officer (EO) and the Assistant Executive Officer (AEO) the Staff Services Manager I over the Examination and Cashiering Unit oversees, monitors and maintains the examination and cashiering units. The SSMI directs the day-to-day activities of the Examination and Cashiering Units and acts as the recognized authority for the Examination Program. As such, the SSMI formulates, recommends, analyzes and implements legislation, regulations, policies and procedures, and reviews and approves all versions of Board developed examinations. The SSMI represents the Board with professional examination entities, including the Office of Professional Examination Services (OPES), the Association of Social Work Boards (ASWB), and the National Board for Certified Counselors. The SSMI makes recommendations on complex and sensitive issues in the Examination and Cashiering Unit, monitors workload, identifies backlogs and develops solutions. The SSMI also investigates client complaints, responds to inquiries about licensure requirements, departmental policies and procedures, and statutory and regulatory provisions. The SSMI is also responsible for ensuring that all cashiering functions are accurate and adhere to the State Administrative Manual (SAM) and Department of Consumer Affairs (DCA) cashiering policies and procedures.

Examination Team

Staff Services Analysts (SSAs)

Two Staff Services Analysts perform examination development, administration, complaint and contract analysis duties for the Examination Unit. The two SSAs are liaisons to the Office of Professional Examination Services (OPES) regarding examination development workshops and the selection of Subject Matter Experts (SME). They proofread new versions of exams and oversee the implementation of the exams. They assist OPES in conducting occupational analyses for all Board license types. They recruit new and existing SMEs from all license types to participate in examination development workshops. They develop and maintain SME information in BreEZe. They evaluate applications submitted by potential SMEs and determine whether the applicant should be approved by the Board. The SSAs prepare materials for exam workshops and assist OPES research analysts and participants. The SSAs also verify applicant clinical exam eligibility. They are the Board liaison for the National Exams given by the AWSB and NBCC and gather exam statistics for management. They research complaints regarding examination administration, testing sites, candidate concerns and accommodations. The SSAs recommend an appropriate response to the complaint and prepare the written response to the candidate and document it in the Board's database.

Management Services Technicians (MSTs)

There are two Management Services Technicians responsible for evaluating testing accommodation requests for compliance with the guidelines for Title II of the Americans with Disabilities Act (ADA). They determine whether the accommodation requested is appropriate for the candidate's needs. They review the supporting medical documentation and verify the medical professional's license. They communicate with the candidates regarding their accommodation request, the accommodation process, examination requirements and completion of the appropriate forms. They may request additional documentation or information regarding the testing accommodation requested. They correspond with the candidates notifying them of the accommodation approval and the specific accommodation granted. The SSAs review special accommodation candidate applications to retake the exam and identify whether any changes to the existing accommodation are needed. They update the candidates' BreEZe file with the testing accommodation outcome. They also investigate and resolve special accommodation candidate's complaints/concerns regarding the testing facility's failure to provide the approved testing accommodation. The MSTs generate a monthly testing accommodation report and statistics. They review and approve the examination testing vendor's invoices for payment. They identify, investigate and resolve discrepancies regarding the fees charged candidates, including accommodation fees. The MSTs also assist in hand scoring the examination, when the examination candidate requests hand scoring.

Cashiering Team

Staff Services Analyst (SSA)

The Cashiering Team SSA acts as a Business Process Analyst. The SSA reviews and documents cashiering business processes and makes recommendations to support and improve those processes. The SSA develops cashiering and functional technical specifications and provides assistance in designing, developing and implementing cashiering business process changes in BreEZe. The SSA develops new or

revises existing cashiering policies to streamline processes and improve efficiency. The position reviews and reports potential cashiering defects, prepares complete documentation of the cashiering defects and participates in meetings with the DCA Central Cashiering Unit and BreEze team staff to resolve issues. The SSA develops and updates the Board's BreEze training and procedure manual. The SSA also assists staff with cashiering issues and provides direction to resolve them and personally handles the most complex issues. The SSA also reviews cashiering data error reports and corrects records in BreEze and writes and tests cashiering scripts to test business requirements and cashiering designs. The SSA is also responsible for developing a Cashiering BreEze Training Program and writes procedures and develops material for training new users.

Office Technicians (Typing) (OT) (T)

The three Cashiering Team OTs (T) are responsible for cashiering the Board's licensing and renewal applications by entering the cashiering data into BreEze. They process requests for replacement licenses, license certificates, citations and fines, cost recovery payments and name and address changes and update the information in BreEze. They also process reimbursement of dishonored checks, refunds and revenue transfers. The OTs (T) respond to cashiering inquiries regarding the renewal process, submission of insufficient fees and dishonored checks.

Criminal Conviction Unit

The unit is responsible for investigating all criminal convictions for existing licensees and registrants and works with the Attorney General's Office to ensure timely resolution to criminal conviction cases. The unit consists of seven employees; an SSM I (1), SSAs (4) and Office Technicians (Typing) (OT) (T)(2).

Staff Services Manager I

Under the direction of the Executive Officer and Assistant Executive Officer, the Staff Services Manager I is responsible for supervising the Criminal Conviction Unit. The SSMI reviews and approves investigation reports and recommends approval or denial of applicants with criminal conviction history for licensure/registration. The SSMI initiates action to immediately suspend licensee or registrant from practice upon notification of an arrest involving significant public harm under the provisions of PC 23 (Penal Code). Works with the Division of Investigation(DOI) within DCA, local District Attorney Offices and with the Office of the Attorney General. The SSMI is the recognized authority for the Criminal Conviction Unit, and formulates, recommends, analyzes and implements legislation, regulations, policies and procedures. The SSMI also represents the Board at statewide hearings, enforcement meetings and task forces, as required.

Staff Services Analysts

The Criminal Conviction Unit has four Staff Services Analysts. Three of the SSAs are responsible for conducting Applicant Background Investigations. They analyze Criminal Offender Record Information (CORI) (rapsheets) received from the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) to determine if the applicant can be approved for licensure, registration or renewal in compliance with the Board's Statutes and regulations. The SSAs review and evaluate the applicant's prior conviction history and/or prior disciplinary history relating to a professional license held in California or other states. They request additional information from the applicant, and contact local law

enforcement agencies and courts to obtain a certified copy of arrest and/or other court documents. They maintain and update the case record in the BreEZe system.

Two of these Staff Services Analysts also prepare disciplinary cases and settlement terms for review and approval by the Assistant Executive Officer and Executive Officer for referral to the Office of the Attorney General and provide testimony at administrative hearings.

The other two Staff Services Analysts are responsible for reviewing Subsequent Arrest Notifications (subraps) to determine possible violation of the Board's statutes and regulations. They request additional documents, review and analyze the arrest reports/court documents and information from the registrants/licensees to determine if the case should be referred to the Office of the Attorney General (AG) for possible disciplinary action. They present recommendations to the SSMI, EO and AEO regarding case disposition and settlement terms. They respond to inquiries from the Deputy Attorney Generals and testify at administrative hearings. They review cases referred by the Licensing Unit to determine whether the convictions disclosed on the Licensure Exam Eligibility Applications have been previously reviewed by the Enforcement Unit and determine if a new enforcement case should be opened. They prepare citations for failure to disclose conviction(s) and for minor violations convictions cases.

One of these Staff Services Analysts is also the Public Disclosure Coordinator. This SSA is responsible for preparing accusations, PC 23 orders, Petitions to Revoke Probation, citations, Final Decisions and other court documents for public disclosure on the Board's website. This SSA also updates BreEZe to ensure all appropriate information has been entered and updated and conducts a final review of the Board's disciplinary file before closure to ensure that all required steps are completed.

Office Technician (Typing) (OT)(T)

The two Office Technicians (Typing) provide clerical support to the unit and are the Board's liaison to the DOJ to assist in processing fingerprint submissions to obtain CORI information. The OTs (T) enter CORI information into the BreEZe system. They process hard copy fingerprint cards by mailing them to applicants, reviewing the returned cards for accuracy and completeness, and they batch the fingerprint cards for transmission to DOJ. They research unmatched fingerprint submissions. They respond to inquiries from applicants, Live Scan operators and Board staff regarding Live Scan/Fingerprint processes, status and other related questions.

The OTs (T) also conduct the initial review of subsequent arrest notifications, subsequent dispositions, CORI and applicant reported convictions to determine if a case needs to be opened. If so, they create new case records in BreEZe, set up a case file and assign to an Enforcement Analysts.

Consumer Complaint and Investigations Unit

The Consumer Complaint and Investigations Unit is responsible for reviewing, investigating and determining whether complaints against licensees/registrants/applicants should be pursued for prosecution, disciplinary action, citation, and fine. The unit recommends case disposition and as needed settlement terms. The unit consists of 8 employees: Staff Services Manager I (SSMI)(1), Special Investigator(1), Associate Governmental Program Analyst s (AGPA) (5) and Office Technician (OT) (1).

Staff Services Manager I (SSMI)

Under the direction of the Executive Officer and the Assistant Executive Officer, the Staff Services Manager I is responsible for directing the Consumer Complaint & Investigations Unit of the BBS Enforcement Program. The SSM I reviews and approves investigation reports, citations, petitions, accusations, statements of issues, proposed decisions and stipulated settlement agreements. The SSM I works with the Division of Investigations, and Office of the Attorney General in interpreting the BBS's laws, regulations and disciplinary guidelines and the direction or handling of each disciplinary case. The position monitors case status and assists the Deputy Attorney General s (DAGs) with preparation of technical language and makes recommendations for case disposition. The SSM I testifies at administrative hearings. The position formulates, recommends, analyzes and implements legislation, regulations, policies and procedures.

Special Investigator (SI)

The Special Investigator conducts diverse administrative investigations of professional licensees and registrants for alleged violations and pursues cases for prosecution or hearing. The SI plans and conducts investigations into allegations of unprofessional conduct against licensees, registrants and applicants. The SI conducts face-to-face field interviews with complainants, licensees/registrants and witnesses. The SI identifies, gathers, assembles and preserves statements, affidavits and other evidence, and prepares and serves subpoenas and other legal papers. The SI also interacts with federal, state and local law enforcement agencies on investigations and advises and makes recommendations to the EO, AEO and SSM I regarding case disposition. The SI prepares detailed investigation reports, including documented evidence, witness statements and other information to ensure that the findings are fully supported by the facts and evidence. The SI also assists with probation case monitoring by conducting interviews with probationers and examining a variety of records to obtain or verify compliance with the probationary order. The SI also confers with and assists the DAGs in preparing cases for administrative hearings.

Associate Governmental Program Analysts (AGPAs)

The five Associate Governmental Program Analysts are responsible for evaluating and investigation incoming consumer complaints. They request, review, evaluate, and analyze a variety of documents, notifications and evidence from consumers, law enforcement agencies, other Boards and licensees to determine whether the evidence supports formal field investigation and whether the case warrants review by the Office of the Attorney General. The AGPAs prepare investigation reports detailing the findings and evidence collected during the investigation and document violations of the law. The AGPAs apply policies, procedures and regulatory requirements to make determinations regarding violations of the law. They use disciplinary guidelines and consider mitigating and aggravating factors to develop recommendations regarding case disposition and the appropriate level of discipline. They also determine merit for issuance of an administrative citation and fine and prepare and issue citation orders. They schedule and participate in informal hearings and coordinate citation appeal cases with the AG's Office. They respond to verbal and written inquiries regarding enforcement matters and represent the Board at administrative appeal hearings.

Office Technician (Typing) (OT)(T)

The Office Technician (Typing) provides clerical support to the Consumer Complaint and Investigations Unit. The OT (T) performs the initial review of customer complaints to determine if a case should be

opened. If so, the OT (T) creates the case record on the BreEZe system and assigns the case to an analyst. The OT (T) answers, screens and refers complaint telephone calls to appropriate Board staff and provides general information regarding the Board's complaint process. The OT (T) maintains hard copy documents and files and updates enforcement records in BreEZe. The OT (T) reviews, logs and distributes mail for the unit and processes investigative reports. The OT (T) also copies and forwards confidential and sensitive documents to analysts, DOI, the AGs Office, Board Members, licensees and other concerned parties.

Discipline and Probation Unit

The Discipline and Probation Unit is responsible for ensuring that the licensees and registrants who have been disciplined and or placed on probation are in full compliance with their probationary terms and conditions. For licensees and/or registrants that are not in full compliance, the unit ensures that all measures are taken to bring them into compliance, including referral to the AGs Office for an Accusation and/or Petition to Revoke Probation. The unit consists of 7.8 positions, one Staff Services Manager I, 4.8 Associate Governmental Program Analysts (AGPA) and two Office Technicians (OT).

Staff Services Manager I

Under the direction of the Executive Officer and the Assistant Executive Officer, the Staff Services Manager I supervises the day-to-day operations of the Board's Discipline and Probation Unit. The SSMI reviews and approves citations, accusations, statements of issues, proposed decisions and petitions to revoke probation. The SSMI acts as a liaison with the Division of Investigations (DOI), and the Office of the Attorney General (AG) to assist with interpretation of the BBS's laws, regulations and disciplinary guidelines and approach to handling specific discipline cases. The SSMI makes recommendations for case disposition. The SSMI acts as an authority for the Discipline & Probation Unit including formulating, analyzing and implementing legislation, regulations, procedures and policies.

Associate Governmental Program Analysts (AGPA)

Two point eight (2.8) Associate Governmental Program Analysts spend fifty percent of their time on probation related cases. The AGPAs review and approve plans submitted by probationers to ensure compliance with the specific terms of their probation. They schedule and conduct comprehensive interviews with probationers to monitor adherence to their probation terms and conditions. The AGPAs authenticate and certify all terms and conditions documents and corroborate employment and duties performed. They address non-compliance when a probationer is not appropriately employed. They serve notice to the probationer of any failure to comply with the terms and conditions of probation, which may include suspension of their registration/license. The AGPAs oversee and track cost recovery and probation monitoring payments from the probationers. They maintain and update the probationer's information in BreEZe. They ensure that probationers whose terms and conditions require random drug testing are compliant. When there is a positive test result or discrepancies, they prepare and send out cease and desist notices to the probationer and to the probationer's current employer. The AGPAs analyze probation violations and make recommendations for petitions to revoke the probationer's registration/license. They compile documents from the case files and refer cases to the Attorney General's Office for further disciplinary action. They review legal pleadings for content and compliance with the Board's statutes, regulations and disciplinary guidelines and make recommendations regarding case disposition and settlement terms. The AGPAs review requests from

probationers to determine whether they are eligible to file a petition to modify the terms of their probation or for reinstatement of their license. If so, they send out a petition package and coordinate the petition hearing and answer questions as needed by the Board.

Two AGPAs are responsible for the discipline process. The AGPAs review accusations, statement of issues, default decisions, stipulations and other related documents for accuracy and content and determine whether they are in compliance with the Board's statutes, regulations and disciplinary guidelines. The AGPAs coordinate with the AG's Office in preparing various discipline cases. Also, the AGPAs are liaisons to the DCA legal counsel, the Division of Investigations and the Office of the Attorney General on discipline cases. The AGPAs provide settlement terms to the DAGs. The AGPAs also review proposed decisions for accuracy and content.

One of the AGPAs oversees the Expert Reviewer Program including recruitment, policy development and training and develops Expert Reviewer criteria and maintains the expert reviewer list and data. This AGPA updates enforcement procedures and manuals as needed and trains staff to ensure consistent application of procedures. This AGPA also formulates and recommends new policies, procedures and program improvements.

The other AGPA monitors and tracks all disciplinary cases for timeliness and compliance with the Board's goals and maintains disciplinary case records in BreZE. The AGPA monitors and tracks all billing from the AGs office. The AGPA conducts quality control reviews of disciplinary cases, citations, and court documents to ensure that the information is accurately reported on the Board's website. The AGPA reports disciplinary action information to the National Practitioner Data Bank (NPDB) and reports to the California State Department of Health Care Services specific licensure information for any person whose license has been revoked, suspended, surrendered or made inactive by the licensee to prevent state reimbursement for services provided after the license is cancelled.

Office Technicians (Typing) (OT) (2)

One of the Office Technicians provides Enforcement Unit support by reviewing subsequent arrest notifications, subsequent dispositions, CORI information and applicant reported convictions to determine whether a case should be opened. The OT creates new case records in BreZE and creates a hard copy case file and assigns cases to the appropriate enforcement analysts. The OT answers inquiries regarding enforcement issues, maintains case files and provides clerical support to the analysts. The OT processes accusations, statements of issues, and other disciplinary documents and prepares declarations and official certifications of license history for disciplinary cases. The OT prepares citations, accusations, final disciplinary documents and court documents for public disclosure, updates disciplinary information in BreZE and responds to Public Records Act requests.

The other OT acts as the Cite and Fine Coordinator by preparing and mailing out citations to licensees, registrants and unlicensed individuals. The OT reviews requests for appeals and schedules informal conferences and updates citation case files in BreZE. The OT processes and tracks all enforcement related cost reimbursements from licensees and unlicensed individuals and sends demand for payment letters. The OT refers non-compliant licensees and unlicensed individuals to the Franchise Tax Board for collection. This OT also assists the Expert Reviewer Program Coordinator by preparing cases to be transmitted for expert review and updating BreZE records. The OT also reviews and processes expert reviewer invoices and maintains payment records and contracts.

Administration Unit

The Administration Unit is composed of 9 and 3/4 positions that are responsible for legislative and regulations review and analysis, budget review and tracking, internal accounting, procurement, maintaining and supporting the Board's website, coordinating communication with the Board members, DCA, the media and the legislative office. The unit supports Board and Committee meetings and provides front office support. The unit staff consists of nine and three quarters positions: one Staff Services Manager I, three and three quarters (3.75) Associate Governmental Program Analysts (AGPA), one (1) Staff Services Analyst, three (3) Office Technician (General) (OT) (G), one (1) Office Assistant (Typing) (OA) (T) and one Office Assistant(General) (OA)(G).

Staff Services Manager I

Under the direction of the Executive Officer and the Assistant Executive Officer, the Staff Services Manager I is responsible for the day-to-day operations of the Board's Administration Unit. The SSMI is responsible for the formulating, recommending, analyzing and implementing legislation, regulations, budgets, procedures and policies. The SSMI prepares correspondence on the legislative or regulatory functions of the Board and recommends policy, procedure or regulatory changes to the EO for consideration by relevant committees and the Board. The SSMI investigates sensitive customer complaints, responds to inquiries on statutory and regulatory procedures, licensure requirements and department policies and procedures.

Associate Governmental Program Analysts

One AGPA is responsible for legislative bill analysis, including recommending the Board's position. For Board sponsored legislation, the AGPA drafts amendments, works with stakeholders, agency and department analysts, and legislative staff to ensure passage of legislation. The AGPA provides administrative support by preparing issue papers, memoranda and reports for management staff and Board member review. The AGPA develops rulemaking proposals, including initial statement of reasons, public notice and regulation text, and ensures Board compliance with Administrative Procedures Act requirements for rulemaking.

One AGPA is responsible for budget analysis, is the liaison with DCA's budget office, developing budget change proposals, and reporting to assist the fiscal administration of the Board's programs. The AGPA is also the Business Services Coordinator and is responsible for working with the DCA Telecom Unit on communications issues and updating the BBS automated telephone system. This AGPA is also responsible for developing and implementing the Board's Continuity of Operations/Continuity of Government plan.

One AGPA (3/4 position) is responsible for rulemaking. The position develops rulemaking proposals, attends regulatory hearings and revises Board forms related to the rulemaking project. The AGPA also provides administrative support for implementing new legislation and approved rulemaking proposals.

One AGPA conducts the Board Customer Service Survey, interprets results and presents findings to management. The AGPA evaluates volume and licensee and registrant population trends. The position prepares annual performance data for the Department of Consumer Affairs Annual Report. This position is also responsible for reviewing all Board procurement requests to determine the most appropriate and cost-effective method for procurement and for preparing all procurement requests for

management approval. The AGPA also maintains and updates the Board's website, ensures that the Board's website meets accessibility requirements, and identifies and troubleshoots website operational problems. The AGPA also supports the Board's IT Staff Information Systems Analyst in problem solving and resolving user issues and coordinates maintenance and repair of the Board's computers for the Board's end users through the DCA Help Desk.

Staff Services Analyst (SSA)

The Staff Services Analyst develops documents, special reports, statistical reports and recommends actions. The SSA responds to inquiries from the legislature, stakeholders and DCA on sensitive or confidential issues for the EO and AEO. The SSA is the Board's liaison to oversee the administrative operations and activities of all Board and Committee Meetings. The SSA interprets and incorporates information from management and Board Meeting recordings to prepare accurate Board Meeting Minutes and Agendas. The SSA creates Board Meeting packets, prepares meeting materials for posting on the Board's website, and schedules meeting sites for Board meetings. The SSA also acts as the Public Records Act custodian, receiving records requests, researching what information can be released and ensures that responses are in compliance with the Department's Public Records Request Policy and consults with the Board's legal counsel in responding to subpoenas.

Office Technician (OT) General

There are two Office Technicians (General). One OT (G) is the receptionist and answers and directs incoming calls to the appropriate staff or unit, and answers inquiries regarding legal and procedural requirements for licensure, renewal procedures, exam scheduling and status of applications and other general licensing questions. The OT(G) processes address changes and initial licenses for successful exam candidates received from the DCA Central Cashiering Unit.

The other OT (G) prepares registrant and licensing documents for filing, files documents, and ensures that files are maintained in order. The OT (G) prepares archive transfer documents and organizes files for archiving at the State Records Center. The position prepares and updates the Board's Record Retention Schedule. The OT (G) also backs up the receptionist and provides front office support by answering, screening and directing incoming telephone calls and responding to inquiries concerning licensure requirements, renewal procedures and the examination process.

Office Assistant (Typing) OA (T)

The Office Assistant (Typing) responds to correspondence regarding general licensing requirements and regulations. The OA (T) enters fingerprint clearance and rejection data into BreEZe. The position opens, sorts and distributes incoming mail and backs up the receptionist by answering phone inquiries regarding legal and procedural requirements for registration for licensure, status of applications and other general licensing questions. The OA (T) prepares licensing documents for filing, files documents in the file room and prepares and coordinates requests for reproduction of Board forms, pamphlets and publications.

Office Assistant (General) OA (G)

The Office Assistant (General) opens, sorts and distributes all mail received by the Board. The position also sorts and distributes fax inquiries and prepares and sends overnight or certified mailings. The

position provides back up reception and front office support by answering, screening and directing incoming telephone calls and answering and responding to inquiries regarding licensure requirements, renewal procedures and the examination process. The OA (G) verifies the status of licenses and registrations. The OA (G) accepts license, registration and exam applications and provides clerical support to the unit as needed.

HISTORICAL REVENUE ANALYSIS

Table 5 shows the Board’s revenue sources include fee schedule and non-fee schedule revenue for the last four fiscal years. Fee schedule income represents approximately 95.5% of all income and Non-fee schedule revenues accounted for 4.5% of income over this period.

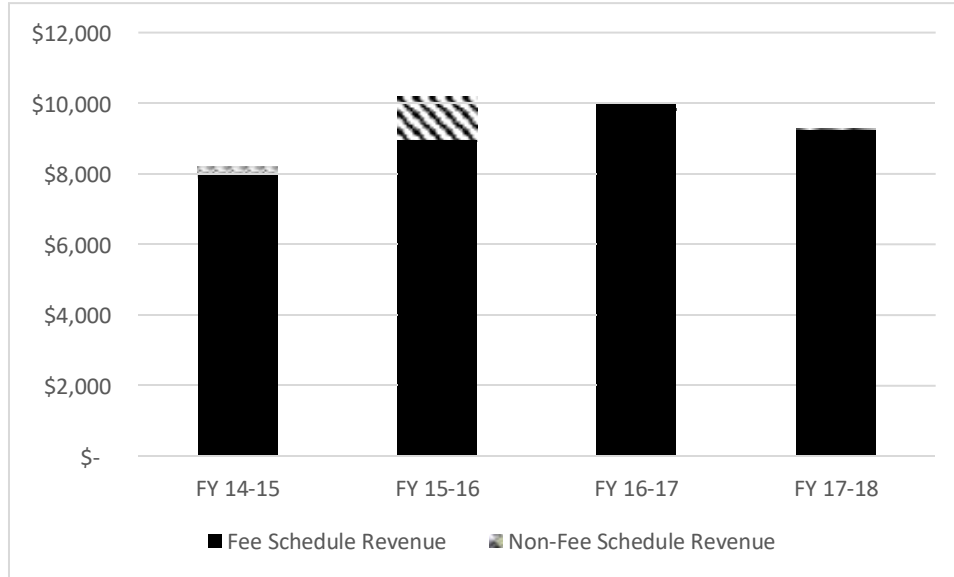
Table 5
BBS Fee and Non-Fee Scheduled Revenue
FY 2014-15 through 2017-18

Description	FY 14-15	FY 15-16	FY 16-17	FY 17-18	4 Yr Avg	% Total
Fee Schedule Revenue	\$ 7,863	\$ 8,907	\$ 9,786	\$ 9,259	\$ 8,954	95.5%
Non-Fee Schedule Revenue	\$ 338	\$ 1,274	\$ 62	\$ 13	\$ 422	4.5%
Totals	\$ 8,201	\$ 10,181	\$ 9,848	\$ 9,272	\$ 9,376	100.0%

Dollars in thousands
Source: BBS Fund Condition

Figure 2 below graphically displays the Board’s Fund revenue sources and trends from FY 2014-15 through FY 2017-18. It shows that fee revenue has increased from FY 14-15 while non-fee revenue was much higher in FY 14-15 and FY 15-16 than it was in FY 16-17 and FY 17-18.

Figure 2
BBS Fund Revenue Sources
FY 2014-15 through 2017-2018



NON-FEE SCHEDULE REVENUE

Table 6 details and summarizes the Board’s Non-Fee Schedule revenue for FY 2014-15 through FY 2017-18. Interest from Interfund Loans constituted 93% of the non-fee scheduled revenue from across the four years. Interfund loan interest is the interest BBS derives from loans given to the State General Fund in years prior. There was no revenue from interfund loan interest for FY 16-17 and FY 17-18 and the fund condition projections from FY 18-19 through FY 23-24 also don’t show any revenue for interfund loan interest. The second highest source of non-fee scheduled revenue was from the Income from Surplus Money Investments category at 5.3%, which has been steadily increasing. The remaining non-fee revenue sources have been relatively stable over the four years and constitute 1.7%.

Table 6

BBS Non-Fee Schedule Revenue Summary

FY 2014-15 through 2017-2018

Source	Description	FY 14-15	FY 15-16	FY 16-17	FY 17-18	4 Yr Avg	% Total
4163000	Income from Surplus Money Investments	\$ 9	\$ 18	\$ 53	\$ 9	\$ 22	5.3%
150500	Interest from Interfund Loans	\$ 321	\$ 1,248	\$ -	\$ -	\$ 392	93.0%
160100	Attorney General Proceeds of Anti-Trust	\$ 1	\$ -	\$ -	\$ -	\$ 0	0.1%
4171500	Escheat of Unclaimed Property	\$ -	\$ -	\$ 1	\$ -	\$ 0	0.1%
4171400	Escheat of Unclaimed Checks and Warrants	\$ 3	\$ 4	\$ 3	\$ -	\$ 3	0.6%
4172500	Miscellaneous Revenues	\$ 4	\$ 4	\$ 5	\$ 4	\$ 4	1.0%
	Totals	\$ 338	\$ 1,274	\$ 62	\$ 13	\$ 422	100.0%

Dollars in thousands
Source: BBS Fund Condition

FEE SCHEDULE REVENUE

Table 7 details and summarizes the Board’s Fund Fee Schedule revenue for FY 2014-15 through FY 2017-18. At 57.6% and 39.8%, respectively, the table shows Renewal Fees and Other Regulatory Licenses and Permits have consistently been the Board’s primary revenue drivers. The Renewal Fee category includes standard renewal fees, inactive to active fees, retired license fees and inactive renewal fees. The Other Regulatory Licenses and Permits category includes initial licenses fees, application fees, and fees associated with the Board’s various exams including the law and ethics exam, clinical exams, and the LEP written exam. The Other Regulatory Fees and Delinquent Fees categories only constituted 1.5% and 1.0% percent, respectively. The Other Regulatory Fees category included citations and fines, duplicate document and certification fees. The Delinquent Fees category included delinquent renewal and inactive delinquent fees.

Table 7

BBS Fee Schedule Revenue Summary

FY 2014-15 through 2017-18

Source	Description	FY 14-15	FY 15-16	FY 16-17	FY 17-18	4 Yr Avg	% Total
4127400	Renewal Fees	\$ 5,019	\$ 5,242	\$ 5,161	\$ 5,213	\$ 5,159	57.6%
4129400	Other Regulatory Licenses and Permits	\$ 2,680	\$ 3,462	\$ 4,345	\$ 3,770	\$ 3,564	39.8%
4129200	Other Regulatory Fees	\$ 74	\$ 117	\$ 181	\$ 176	\$ 137	1.5%
4121200	Delinquent Fees	\$ 90	\$ 86	\$ 99	\$ 100	\$ 94	1.0%
	Totals	\$ 7,863	\$ 8,907	\$ 9,786	\$ 9,259	\$ 8,954	100.0%

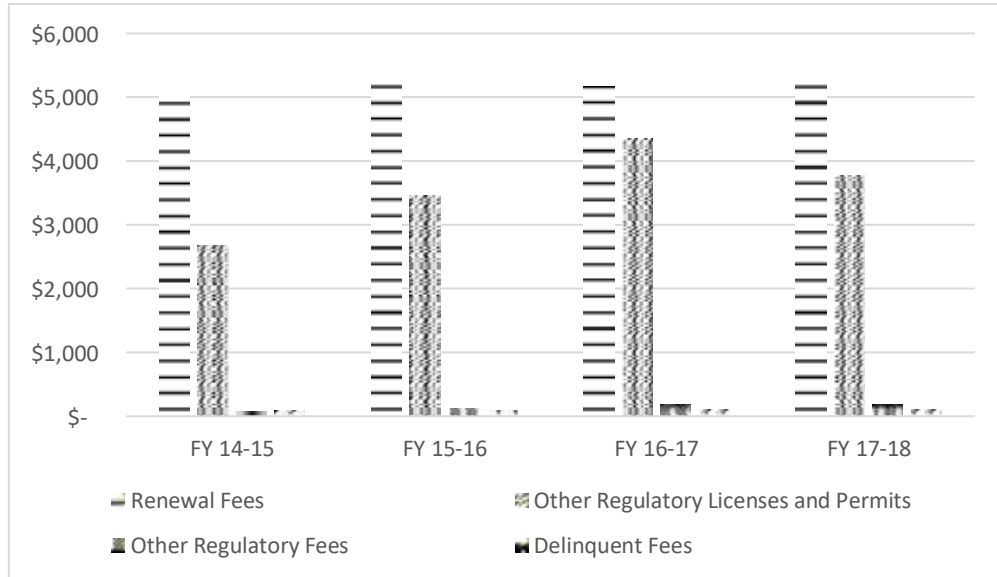
Dollars in thousands
Source: BBS Fund Condition

Figure 3 shows that while Renewal Fees, Other Regulatory Fees and Delinquent Fees have been relatively stable, Other Regulatory Licenses and Permits increased steadily from FY 14-15 through FY 16-17 and then declined slightly again in FY 17-18.

Figure 3

BBS Fee Schedule Revenue Sources, Trends & Analysis

FY 2014-15 through FY 2017-18



HISTORICAL TRANSFERS ANALYSIS

From FY 2001-2002 to FY 2010 to 2011 BBS made loans to the State General Fund that BBS has been receiving repayment for show below in table 8. These repayments are considered transfers in the BBS fund condition and are treated as income. Since FY 14-15 BBS has been receiving repayment for three separate loans as shown below. BBS has received an average of \$1,900,000 per year from FY 2014-15 through 2017-18. There are no loan repayments for GF loan repayment per item 1110-011-0773 BA of 2011 between FY 2014-15 through 2017-18, however, in FY 2018-19 \$3,300,000 is projected to be repaid from that loan.

Table 8

BBS Transfers Summary

FY 2014-15 through 2017-18

Source	Description	FY 14-15	FY 15-16	FY 16-17	FY 17-18	4 Yr Avg	% Total
F00001	GF loan repayment per item 1170-011-0773 BA of 2002	\$ 1,000	\$ 3,600	\$ -	\$ -	\$ 1,150	60.5%
F00001	GF loan repayment per item 1110-011-0773 BA of 2008	\$ -	\$ -	\$ -	\$ 3,000	\$ 750	39.5%
F00001	GF loan repayment per item 1110-011-0773 BA of 2011	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
	Totals	\$ 1,000	\$ 3,600	\$ -	\$ 3,000	\$ 1,900	100.0%

Dollars in thousands

Source: BBS Fund Condition

HISTORICAL EXPENSE ANALYSIS

The following expense analysis covers the Board’s major budget categories: Personnel Services and Operating Expenses and Equipment (OE&E) for FY 14-15 through FY 17-18. Table 9 summarizes and displays that OE&E expenses constitutes 58.1% of expenses whereas Personnel Services constitute 41.9% of expenses.

Table 9
BBS Overall Expense Categories
FYs 2014-15 through 2017-18

Category	FY 14-15	FY 15-16	FY 16-17	FY 17-18	4-Yr Avg	% of Total	4 year change
Personnel Services-Salaries and Wages	\$ 2,412,998	\$ 2,596,204	\$ 3,056,383	\$ 3,131,253	\$ 2,799,210	27.0%	29.8%
Personnel Services-Staff Benefits	\$ 1,268,657	\$ 1,390,036	\$ 1,678,785	\$ 1,849,862	\$ 1,546,835	14.9%	45.8%
Personnel Services Subtotal	\$ 3,681,656	\$ 3,986,241	\$ 4,735,168	\$ 4,981,115	\$ 4,346,045	41.9%	35.3%
OE&E-Departmental Services	\$ 1,660,217	\$ 2,496,948	\$ 2,526,220	\$ 2,945,000	\$ 2,407,096	23.2%	77.4%
OE&E-Central Administrative Services	\$ 388,161	\$ 409,927	\$ 488,000	\$ 692,000	\$ 494,522	4.8%	78.3%
OE&E-Examinations	\$ 560,468	\$ 686,082	\$ 908,408	\$ 798,353	\$ 738,328	7.1%	42.4%
OE&E-Enforcement	\$ 1,293,041	\$ 1,337,089	\$ 1,901,394	\$ 2,072,093	\$ 1,650,904	15.9%	60.2%
OE&E-Other OE&E Expenses	\$ 647,708	\$ 677,621	\$ 673,055	\$ 959,737	\$ 739,530	7.1%	48.2%
Operating Expenses & Equipment Subtotal	\$ 4,549,595	\$ 5,607,667	\$ 6,497,077	\$ 7,467,183	\$ 6,030,381	58.1%	64.1%
Total Expenses	\$ 8,231,251	\$ 9,593,907	\$ 11,232,245	\$ 12,448,298	\$ 10,376,425		51.2%

Source: FM 13 CalSTARS reports for FY 14-15 through FY 16-17 and FM 11 projected expenses for FY 17-18, with the exception of Central Administrative Services. Central Administrative Services utilizes FM 13 CalSTARS reports for FY 14-15 and FY 15-16 and BBS Fund Condition for FY 16-17 and FY 17-18 which is also factored into the Operating Expenses & Equipment Subtotal and Total Expenses for FY 16-17 and FY 17-18.

Overall expenses have increased significantly at 42.8% in the 4 years studied. The largest increases were in Departmental Services (77.4%) and Enforcement (60.2%).

PERSONNEL SERVICES EXPENSES

Within Personnel Services, Salaries and Wages constituted 64.4% percent and Staff Benefits constituted 35.6% percent over the last four fiscal years. In addition to regular employee salaries, the salary and wages category also includes expenses related to temporary help and overtime. The staff benefits category covers medical, dental and vision insurance. It also covers Medicare taxes, OASDI and retirement contributions. Salary and Wages have increased 29.8% over the last 4 fiscal years while Staff Benefits have increased 45.8% over the same time period. A primary driver of the increased costs associated with Salaries and Wages and Staff Benefits is been the increase in the number of employees. In FY 2014/15, the Board was authorized 48.2 permanent positions and 1.8 blanket positions for a total of 50 positions. As of July 1, 2018, the Board has 58.2 authorized positions and 1.8 blanket positions for a total of 60 positions. The reason for these additional positions are discussed in more detail in the Staff Tasks and Workload Breakdown section of the report, but in essence, workload has increased across all the Licensing, Examination and Enforcement units. Another driver of the increased costs related to Salaries and Wages is a 4% salary increase on July 1, 2016, a 4% increase on July 1, 2017 and an additional 3.8% scheduled for July 1, 2018.

OPERATING AND EQUIPMENT EXPENSES

As table 9 above on page displays, the Board's (OE&E) expenses include Departmental Services (23.2%), Central Administrative Services (4.8%), Examinations (7.1%), Enforcement (15.9%), and Other OE&E Expenses (7.1%) (percentages listed are related to total expenses). Examined below are the Departmental Services, Central Administrative Services, Examinations and Enforcement categories in detail. The Other OE&E Expenses category in table 9 includes expenses the following remaining OE&E categories: Fingerprints, General Expense, Printing, Communications, Postage, Insurance, Travel in State, Travel out of State, Training, Facilities Operations, Utilities, C/P SVS Interdepartmental, C/P SVS External, Data Processing, Major Equipment, Vehicle Operations, Minor Equipment.

DEPARTMENTAL SERVICES

Below, table 10 summarizes and figure 4 displays the Board's Departmental Services expenses for FYs 2014-15 through FY 2017-18. At a four-year fiscal average of 23.2% of total expenses, these activities are the Board's second largest recurring expense category next to Salaries and Wages (27%) and include all DCA services charged to the Board. Depending on the service or DCA department or division charging the service, DCA allocates or charges these expenses to BBS annually on the basis of authorized positions or workload units consumed (e.g., license transactions).

Costs that have routinely represented 96.5% of BBS's Departmental Services costs are for the Office of Information Services (OIS) (57.7%), Administration Pro-Rata (28.1%), and Interagency Agreement with OPES (10.6%). OIS costs relate to the DCA's support of all the Board's information technology activities relating to computers, software, network servers, telephones and online licensing systems (previous Online Professional Licensing System and currently BreZE). Over the period reviewed, OIS expenses increased significantly due to the costs associated with the Board's implementation of the BreZE system beginning in October 2013.

The Administration Pro Rata cost is primarily associated with the cost of salary and benefits of the centralized DCA staff that supports the Board, such as Human Resources, Finance, Procurement, the Budget Office, Accounting, Travel, Executive Office. This cost has risen significantly in the past four years due to increases in employee salaries and health and retirement benefits.

The Interagency Agreement with OPES category represents charges going to the DCA Office of Examination Services. The charges pay for the work performed by State staff at the Office of Examination Services coordinating the development of new test items for the various tests the Board administers (e.g. the Law and Ethics exams, the LMFT Clinical exam and the LEP written exam). The tests constantly need new test items to help avoid the possibility of the tests being compromised. In addition, new legal and practice requirements may necessitate new test item creation. This cost category has remained relatively stable.

The Other Departmental Services category contains the DCA Communications Division, the DCA Internal Investigations Unit and the DCA Program Policy and Regulations Division. The DCA Communications Division employees support staff who are responsible for internal and external support of the Breeze system. The DCA Internal Investigation unit investigates internal issues at DCA related to security (e.g. investigating employees that are involved in work with the potential for crime, such as employees who handle cash, or employees who are involved in sensitive legal work). The DCA Program Policy and

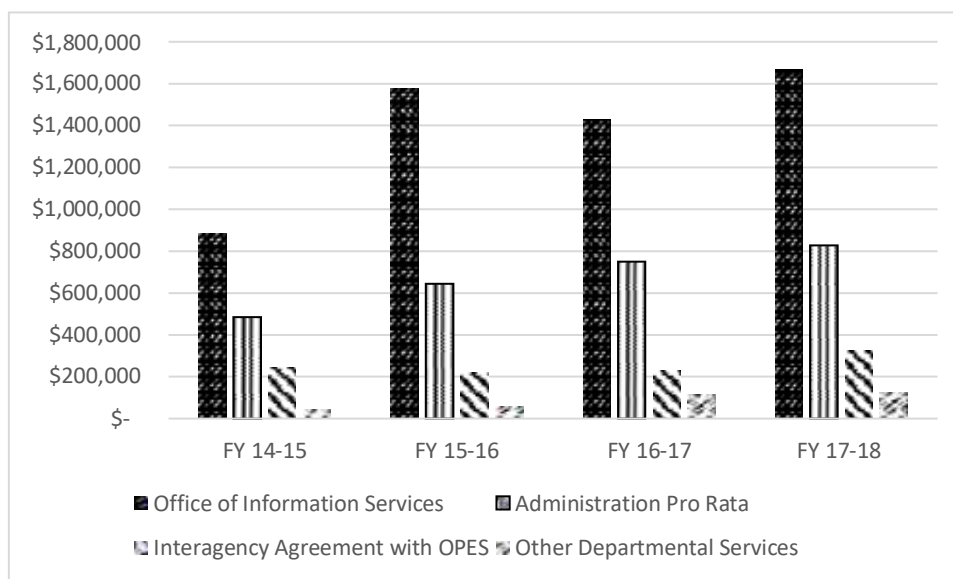
Regulations Division that is responsible for analyzing new policies and regulations in order to make recommendations about how the Board should address the changes.

Table 10
DCA Departmental Services
FYs 2014-15 through 2017-18

Description	FY 14-15	FY 15-16	FY 16-17	FY 17-18	4-Yr Avg	% of Total
Office of Information Services	\$ 885,579	\$ 1,575,028	\$ 1,428,381	\$ 1,670,000	\$ 1,389,747	57.7%
Administration Pro Rata	\$ 485,370	\$ 644,320	\$ 750,084	\$ 828,000	\$ 676,944	28.1%
Interagency Agreement with OPES	\$ 245,297	\$ 219,870	\$ 231,140	\$ 325,000	\$ 255,327	10.6%
Other Departmental Services	\$ 43,971	\$ 57,730	\$ 116,615	\$ 122,000	\$ 85,079	3.5%
Totals	\$ 1,660,217	\$ 2,496,948	\$ 2,526,220	\$ 2,945,000	\$ 2,407,096	100.0%

Source: FM 13 CalSTARS reports for FY 14-15 through FY 16-17 and FM 11 projected expenses for FY 17-18

Figure 4
BBS DCA Departmental Services Trend & Analysis
FY's 2012-13 through 2017-18



CENTRAL ADMINISTRATIVE SERVICES (STATEWIDE PRO RATA)

Table 11 summarizes expenses for Pro Rata, the only sub-category within the Centralized Services category, for FYs 2014-15 through 2017-18, which has constituted 4.8% of all the Board’s total expenses over the last four fiscal years. Statewide pro rata represents the Board’s share of indirect costs incurred by central services agencies such as the Department of Finance, State Controller’s Office, and the State

Personnel Board. The Department of Finance allocates the costs of providing central administrative services to all state departments that benefit from the services. This apportioned amount is further allocated to each state department's funding sources based on the percentage of total expenditures in each special fund. Expenses in this category increased significantly at 78.3% from FY 14-15 to FY 17-18. Much of this increase is related to the increasing personnel costs (e.g. salaries, and benefits) across the state.

Table 11
Central Administrative Services
FYs 2014-15 through 2017-18

Description	FY 14-15	FY 15-16	FY 16-17	FY 17-18	4-Yr Avg	% of Total	4 year change
Pro Rata	\$ 388,161	\$ 409,927	\$ 488,000	\$ 692,000	\$ 494,522	100.0%	78.3%
Totals	\$ 388,161	\$ 409,927	\$ 488,000	\$ 692,000	\$ 494,522		78.3%

Source: FM 13 CalSTARS reports for FY 14-15 and FY 15-16 and BBS Fund Condition for FY 16-17 and FY 17-18

ENFORCEMENT

Table 12 summarizes and figure 5 graphically displays expenses for Enforcement activities for FYs 2014-15 through 2017-18, which has constituted 15.9% of all the Board's expenses over the last four fiscal years. Collectively at 96.5% of total enforcement expenses, services from the DOJ's Office of the Attorney General, the Department of General Service's (DGS) Office of Administrative Hearings, and the DCA's DOI (Divisions of Investigation) Investigations Enforcement Unit account for most spending. The Other Enforcement Expenses contains court reporter services and evidence and witness fees. The Board's cost for the Division of Investigation (DOI), DCA's law enforcement branch, is related to investigations of the Board's licensees and are part of the Department's pro rata costs. This expense is calculated based on a two-year roll forward methodology. DOI costs are budgeted each fiscal year based on the number of investigative hours work on enforcement cases in the prior year. This annual expense more appropriately reflects the Board's current and projected ongoing usage of DOI as the Board expects to refer more cases because of the growing need for law enforcement to perform investigations. The Office of Administrative Hearings costs are associated with work performed by State employees when a licensee appeals a violation they have been charged with. The Attorney General costs are for work performed by State employees at the Attorney General's office when the Board escalates an enforcement case to that office. The increases in all Enforcement expenses are associated with the increasing licensee population, the increased need to take enforcement related actions against licensees and the increasing salary and benefits costs associated with employees at DGS and the DOJ.

Table 12

BBS Enforcement Expense Summary

FY's 2014-15 through 2017-18

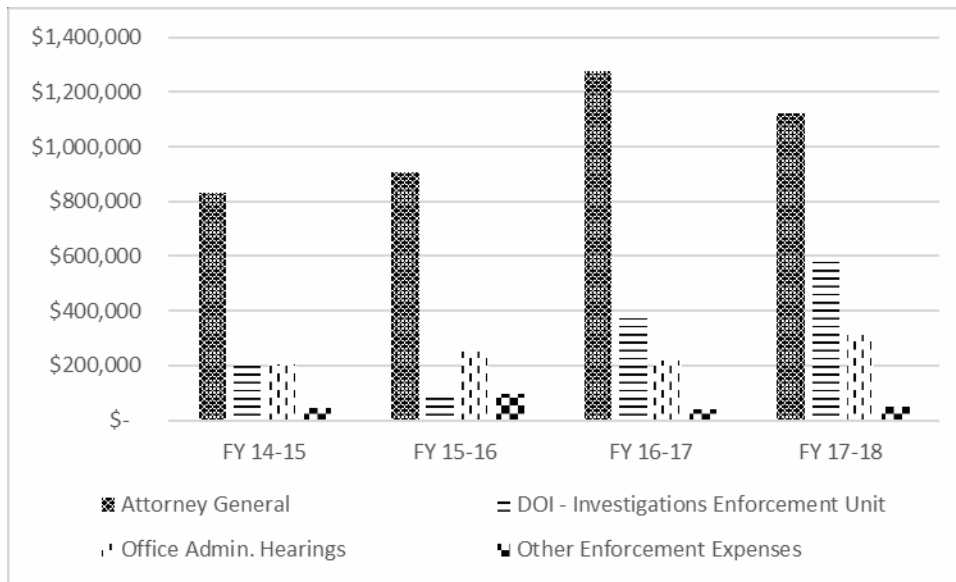
Description	FY 14-15	FY 15-16	FY 16-17	FY 17-18	4-Yr Avg	% of Total
Attorney General	\$ 829,362	\$ 907,836	\$ 1,274,123	\$ 1,123,302	\$ 1,033,656	62.6%
DOI - Investigations Enforcement Unit	\$ 217,959	\$ 82,608	\$ 371,795	\$ 589,000	\$ 315,341	19.1%
Office Admin. Hearings	\$ 202,461	\$ 249,975	\$ 216,656	\$ 310,425	\$ 244,879	14.8%
Other Enforcement	\$ 43,260	\$ 96,669	\$ 38,820	\$ 49,366	\$ 57,029	3.5%
Totals	\$ 1,293,041	\$ 1,337,089	\$ 1,901,394	\$ 2,072,093	\$ 1,650,904	

Source: FM 13 CalSTARS reports for FY 14-15 through FY 16-17 and FM 11 projected expenses for FY 17-18

Figure 5

BBS Enforcement Expense Trends & Analysis

FY's 2014-15 through 2017-18



EXAMINATIONS

Table 13 summarizes and figure 6 displays expenses for Examinations, which accounts for 7.3% of the Board's overall expenses. Within Examinations, the exam contract with an outside vendor, PSI, accounts for 75.1% of expenses. The Board contracts with PSI to provide computer-based testing administration. The Board is currently in the process of securing a new vendor to administer its computer-based examinations beginning July 1, 2019. While there will no longer be an expense for PSI, there will be an expense, just to another vendor. The Board currently collects the fees to take the exam from the candidates and then pays PSI. The increase in money spent on PSI is related to an increasing number of individuals applying for licensees and the introduction of the Law and Ethics exam.

The C/P Svcs – External Subject Matter category is the money paid to the Subject Matter Experts to write new test items. In FY 17-18 this expense was moved to a different line item called “Consulting Services”. The Exam Site Rental category is a contract with the Fairfield Inn & Suites hotel that is used to host the Subject Matter Expert test item writers during the exam development workshops. The values for FY 16-17 and FY 17-18 are blank because the Board did not have a contract in place as a result of exam unit staff transition. The Board did in fact conduct exam development workshops during that time, however; SMEs were reimbursed through the Travel Expense Claim process.

Table 13

BBS Examination Expense Summary

FY’s 2014-15 through 2017-18

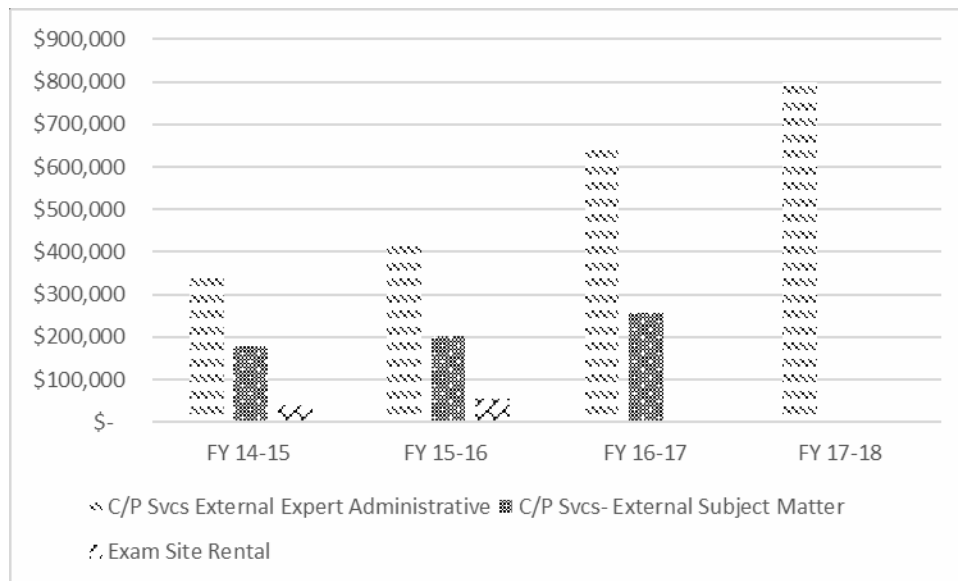
Description	FY 14-15	FY 15-16	FY 16-17	FY 17-18	2-Yr Avg	4-Yr Avg	% of Total
Exam Site Rental	\$ 41,656	\$ 55,233	\$ -	\$ -	\$ 48,445	\$ 24,222	3.3%
C/P Svcs External Expert Administrative	\$ 338,722	\$ 429,296	\$ 651,208	\$ 798,353		\$ 554,395	75.1%
C/P Svcs- External Subject Matter	\$ 180,090	\$ 201,553	\$ 257,200	\$ -		\$ 159,711	21.6%
Totals	\$ 560,468	\$ 686,082	\$ 908,408	\$ 798,353		\$ 738,328	

Source: FM 13 CalSTARS reports for FY 14-15 through FY 16-17 and FM 11 projected expenses for FY 17-18

Figure 6

BBS Examination Expense Trends & Analysis

FY’s 2014-15 through 2017-18



REVENUE, EXPENSE AND FUND BALANCE PROJECTIONS

The following presents assumptions used by the DCA Budget Office to project estimated revenue and expenses for FYs 2018-19 through 2022-23, and the results. Table 14 displays the DCA Budget revenue and expense projections for 2018-19 through 2022-23 based on DCA Budget Office guidelines. All revenue is expected to remain flat with the exception of the Income from Surplus Money Investments which is expected to vary somewhat. Generally speaking, this number grows as the Board has surplus money to actually invest and varies based on the securities market performance. In FY 2018-19 the last of the loans that the Board made to the State General Fund is expected to be repaid. The Total Revenues and Transfers amount is the total projected income estimated to be received by the Board.

Expenses include paying for development, implementation and use of the Financial Information System for California (FI\$Cal). FI\$Cal combines accounting, budgeting, cash management and procurement operations into a single financial management system. Also included are statewide general administrative pro-rata expenses which the Board pays as its apportioned share for central service agencies such as the Department of Finance, State Treasury, State Controller and the Legislature. Central services are budgeting, banking, accounting, auditing, payroll and other services used by all state departments. The Supplemental Pension Payment is additional money allocated to the CalPERS retirement system. Finally, the DCA Budget Office allocates a large program expenditure amount (expenditure #1111) to the Board to cover all operations, including projected staffing increases and other Operating & Equipment expenses analyzed in this report. This expense is expected to increase 2% each year.

The total disbursement amount represents the annual appropriation which the DCA Budget Office assumes the Board will fully spend. Table 14 (the one right below) shows a growing net loss starting in FY 2018-19 and continuing over the projected remaining fiscal years with a cumulative net loss of \$16.3 million in FY 2022-23.

Table 14

BBS Projected Revenues and Expenses by the DCA Budget Office

FY's 2018-19 through 2022-23

	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Revenues and Transfers					
Revenues:					
4129200 Other regulatory fees	\$ 221	\$ 228	\$ 228	\$ 228	\$ 228
4129400 Other regulatory licenses and permits	\$ 3,637	\$ 3,637	\$ 3,637	\$ 3,637	\$ 3,637
4127400 Renewal fees	\$ 5,268	\$ 5,268	\$ 5,268	\$ 5,268	\$ 5,268
4121200 Delinquent fees	\$ 93	\$ 93	\$ 93	\$ 93	\$ 93
4163000 Income from surplus money investments	\$ 14	\$ 19	\$ 40	\$ 31	\$ 19
4172500 Miscellaneous revenues	\$ 11	\$ 11	\$ 11	\$ 11	\$ 11
Total Revenues	\$ 9,244	\$ 9,256	\$ 9,277	\$ 9,268	\$ 9,256
Transfers from Other Funds					
F00001 GF loan repayment per item 1110-011-0773 BA of 2011	\$ 3,300	\$ -	\$ -	\$ -	\$ -
Totals, Revenues and Transfers	\$ 12,544	\$ 9,256	\$ 9,277	\$ 9,268	\$ 9,256
Expenditures					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 11,837	\$ 11,823	\$ 12,059	\$ 12,300	\$ 12,546
8880 Financial Information System for California (State Operations)	\$ 1	\$ -3	\$ -3	\$ -3	\$ -3
9892 Supplemental Pension Payment (State Operations)	\$ 100	\$ 212	\$ 212	\$ 212	\$ 212
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 957	\$ 754	\$ 754	\$ 754	\$ 754
Total Disbursements	\$ 12,895	\$ 12,786	\$ 13,022	\$ 13,263	\$ 13,509
Net Gain/Loss	\$ (351)	\$ (3,530)	\$ (3,745)	\$ (3,995)	\$ (4,253)
Cummulative Net Gain/Loss	\$ (833)	\$ (4,363)	\$ (8,108)	\$ (12,103)	\$ (16,356)

Dollars in thousands
Source: DCA Budget Office

Fund Balance Projections

Table 14 and table 15 below show there is a significant fund solvency problem. Table 15 displays months in reserve declining rapidly from 4.5 to -9.3 months by the end of the projection period, well below the desired safety range. According to the DCA budget office projections, the BBS fund will become insolvent during FY 2021 unless revenue is increased. If, at the end of any fiscal year, the amount in the fund equals or is greater than two years of reserves, licenses or other fees shall be reduced during the following fiscal year. There is no mandated minimum reserve amount, but DCA and Board management agree that a three to six-month reserve is the desired range.

Table 15

BBS Projected Fund Balance Projection

FY's 2018-19 through 2022-23

	2018-19	2019-20	2020-21	2021-22	2022-23
Beginning Balance	\$ 5,165	\$ 4,814	\$ 1,284	\$ -2,461	\$ -6,456
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ -	\$ 2
Adjusted Beginning Balance	\$ 5,165	\$ 4,814	\$ 1,284	\$ (2,461)	\$ (6,454)
Revenues and Transfers					
Totals, Revenues and Transfers	\$ 12,544	\$ 9,256	\$ 9,277	\$ 9,268	\$ 9,256
Totals, Resources					
Totals, Resources	\$ 17,709	\$ 14,070	\$ 10,561	\$ 6,807	\$ 2,802
Expenditures					
Total Disbursements	\$ 12,895	\$ 12,786	\$ 13,022	\$ 13,263	\$ 13,509
Fund Balance					
Reserve for economic uncertainties	\$ 4,814	\$ 1,284	\$ -2,461	\$ -6,456	\$ -10,707
Months in Reserve	4.5	1.2	-2.2	-5.7	-9.3

Dollars in thousands
Source: DCA Budget Office

Based on this analysis, CPS has determined the current Board fee structure is insufficient to cover expenses and will ultimately eliminate the Board’s reserve unless action is taken now. Board licensing revenue is expected to cover all expenses, including enforcement, test development, and Board overhead. Given that staffing levels, workload and operating costs are expected to grow substantially, the Board must either decrease expenses, increase revenue or achieve a combination of both to ensure the fund is solvent with a sufficient reserve.

Closing the Gap

Table 15 above demonstrates that the fund will be insolvent starting in FY 2020-21. An overall increase in revenue is required to close the revenue gap and build a satisfactory reserve by meeting or exceeding total expenditures. This assumes that, except for the selected fee increases, the Board retains the current initial and renewal license fee structure, maintains costs within its control, and does not incur significant increases in costs beyond its control, such as Departmental, inter-service agency and pro rata costs.

In raising fees, the Board must also consider the impact on licensees and the fund balance. The Board needs to set fees at a level that ensures an adequate reserve, but avoids triggering the provision that requires lowering fees when the fund has 24 months in reserve. How much the Board actually increases selected fees should be based on consultation with the DCA Budget Office and the Board’s licensee base.

Assuming non-urgency legislation was enacted, the soonest revised fees would go into effect would be January 2021. Given the urgency of the fund condition, CPS HR recommends that the Board implement

increased fees as soon as possible. An increase of \$3,008,000 in revenue (from FY 2019-20 to FY 2021-21) during the second half of FY 2020-21 would result in .5 months in reserve in FY 2020-21, thereby maintaining the fund’s solvency. Beginning in FY 21-22 and continuing forward, the proposed fee increases could lead to about \$6,016,000 additional revenue each full fiscal year. This increase would ultimately result in 5 months in reserve by FY 2023-24. Therefore, we recommend that BBS raise fees which would result in an at least an additional \$6,016,000 annually. Another aspect to note is that since 2002, fee related revenue has risen in most years even without fee increases. However, the current fund condition projections from FY 2019-20 to FY 2023-24 show at most only a \$21,000 revenue fluctuation from year to year (table 15) which is driven by income from surplus money invested (table 14). Therefore, it is probable that there may be more revenue generated than what the fund condition forecasts. In addition, a 2% increase in expenditures is projected year over year.

Table 16
Financial Impact of Selected License Fee Increase on Fund Condition

FY's 2018-19 through 2022-23

	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Beginning Balance	\$ 5,165	\$ 4,814	\$ 1,284	\$ 526	\$ 2,536	\$ 4,301
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ -	\$ 2	\$ 2
Adjusted Beginning Balance	\$ 5,165	\$ 4,814	\$ 1,284	\$ 526	\$ 2,538	\$ 4,303
Revenues and Transfers						
Totals, Revenues and Transfers	\$ 12,544	\$ 9,256	\$ 12,264	\$ 15,272	\$ 15,272	\$ 15,272
Totals, Resources	\$ 17,709	\$ 14,070	\$ 13,548	\$ 15,799	\$ 17,810	\$ 19,575
Expenditures						
Total Disbursements	\$ 12,895	\$ 12,786	\$ 13,022	\$ 13,263	\$ 13,509	\$ 13,763
Fund Balance						
Reserve for economic uncertainties	\$4,814	\$1,284	\$ 526	\$ 2,536	\$ 4,301	\$ 5,812
Months in Reserve	4.5	1.2	0.5	2.3	3.8	5.0

Dollars in Thousands

HOURLY RATE AND RECOMMENDED FEE PROJECTIONS

One study objective is to establish a cost basis to fairly assess services the Board provides for a scheduled fee and for services that lack statutory scheduled fees. Without an accurate cost accounting system, the most convenient and fairest way to charge for services is to determine an hourly charge based on full absorption costing that accounts for all Board staff, operating and overhead costs. By dividing the Board’s costs by total staff paid hours, a fully absorbed hourly and minute cost rate can be derived to identify the cost for current scheduled fees and non-scheduled tasks or services.

Table 17 shows that both expenditures and staffing have increased over the last five years, reflecting increased workload. Several factors have contributed to this increase including: the introduction of the Licensed Professional Clinical Counselor program in 2011; the implementation of the Affordable Care Act in 2014 which increased mental health care coverage and thus the demand for mental health

counseling; the revised examination program beginning in January 2016; and a Collective Bargaining agreement for a three-year salary increase package totaling 12% that began in July 2016 with the third increase in July 2018.

Table 17
Fully Absorbed Cost
FY 14-15 Through FY 18-19

	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY 18-19	Total last 3 years	AVG Last 3 years
Total Annual Expenditures	\$8,671,000	\$10,134,000	\$11,953,000	\$12,754,000	\$12,895,000	\$37,602,000	\$12,534,000
Filled PYs	51	52	56	61	60	177	59
Annual Paid Hours per PY	1776	1776	1776	1776	1776	5328	1776
Annual PY Hours per Fiscal Year	90576	92352	99456	108336	106560	314352	104784
Fully Absorbed Hourly Cost Per PY	\$96	\$110	\$120	\$118	\$121		\$120
Fully Absorbed Cost Per Minute	\$1.60	\$1.83	\$2.00	\$1.96	\$2.02		\$2.00

Source: Total Annual Expenditures from BBS Fund Condition

The hourly costs increased by 26.4% percent over this four-year period, with a slight dip in FY 17-18. The fully absorbed hourly cost results from dividing the total net expenditures by the total annual paid PY hours per fiscal year. The DCA Budget Office uses 1776 paid hours per year for budgetary forecasting and CPS HR used that for these calculations. The cost per minute is derived by dividing the hourly cost by 60. In other areas of the report, CPS HR looked at a four-year average for data forecasts. However, the cost per hour jumped over 9% in FY 16-17 and has remained relatively stable for the three-year period of FY 16-17 through FY 18-19, with a three-year average of \$120 per hour or \$2.00 a minute. CPS HR recommends using the three-year average (FY 16-17 to FY 18-19) to determine the costs per hour and minute for setting the fees at this time, since including the costs from the two earlier years would significantly understate current and future costs for the Board and would result in setting fees at levels that are too low to generate the needed revenue to support the Behavioral Science Examiners Fund and maintain a prudent reserve of 3-6 months.

Recommended Fee Rates

As previously noted, the Board of Behavioral Services has not increased fees for the LMSTs, LCSWs and LEPs for over 20 years. The LPCC program was established in FY 11-12 and fees have not been increased since then. As a result, the fee structure does not accurately reflect the time it takes staff to provide the services. In Table 15, above, the fund condition analysis shows that without fee increases, the months in reserve will drop and the fund will become insolvent in FY 20-21. Further analysis shows in Table 16 above that the Board needs to increase total revenue from all sources by approximately 65% or \$6,016,000 to develop and maintain an acceptable reserve of between three to six months over the next five fiscal years.

CPS HR developed workload time estimates for each of the 25 study fees by using licensing process times, developed by BBS and confirmed by CPS HR through interviews with the unit managers. However, this only covered Licensing Unit staff time. CPS HR spread the time spent by staff in other Units that related directly to specific fees using the percent of time identified in duty statements for the

Unit employees. Lastly, general overhead time such as management, administration and other activities that apply to all fees were spread across the fees using the four-year average volumes, except for the Examination fees. As described earlier in this report, the Board instituted an examination restructure January 1, 2016. It required all current registrants and new applicants to take the Law and Ethics exam for their specific license type in the first year of the new program. This affected exam and exam retake volumes in FY 15-16 and FY 16-17. It was not until FY 17-18 that there was a full fiscal year of data that was not skewed by: the initial volume of existing registrants having to take the new examinations; and that there was only a half year of exam data in FY 15-16 because the new examination was implemented in the middle of FY 15-16. CPS HR, in consultation with Board staff, determined that only FY 17-18 examination data reflected ongoing examination volumes. As a result, CPS HR was only able to use one year of examination data in the workload assumptions.

The proposed fees were determined by multiplying the time spent by BBS employees according to the workload assumptions by the fully absorbed cost of \$2.00 per minute. The fee specific workload assumptions are presented in Appendix A.

Table 18 compares the financial impact of the of the study fees at their current levels and the proposed fees at the four-year average volumes with the fees using the fully absorbed cost of \$120 an hour/ \$2.00 per minute. The \$120 hourly rate increases fees from the 25 study fees as a total by approximately 72%. In preparing this forecast, CPS HR left any existing fees that are higher than the newly calculated fees unchanged since they were already in place and had been charged. Also, CPS HR found that the difference in cost between initial and retake exams was relatively minor. Therefore, CPS HR proposes that the Law and Ethics Exam and Exam Retake fees be set at the same rate, based on a weighted average of the two fee costs and that the LMFT Clinical and LEP Written tests be set in the same manner.

The resulting proposed fee increases range from \$0 to \$315. After calculating the estimated additional revenue generated by the projected fees, there is an excess of approximately \$280,000

Table 18

**Projected Fees and Additional Revenue Generated using
the \$120 an hour Fully Absorbed Cost Rate**

Fee Type	4 YR AVG Volume	Current Fee	Estimated Current Revenue*	Cost based Fee	Projected Revenue	Additional Revenue Generated
Associate Registration	8464					
LMFT & LCSW	7513	\$75	\$563,475	\$280	\$2,103,640	\$1,540,165
LPCC	951	\$100	\$95,100	\$280	\$266,280	\$171,180
Associate Renewal	23310					
LMFT & LCSW	22241	\$75	\$1,668,075	\$160	\$3,558,560	\$1,890,485
LPCC	1069	\$100	\$106,900	\$160	\$171,040	\$64,140
Application for Licensure	5103					
LMFT & LCSW	4759	\$100	\$475,900	\$275	\$1,308,725	\$832,825
LPCC	227	\$180	\$40,860	\$275	\$62,425	\$21,565
LEP	117	\$100	\$11,700	\$275	\$32,175	\$20,475
Law and Ethics Exam/Re-exam	12046	\$100	\$1,204,600	\$170	\$2,047,820	\$843,220
Clinical Exam/Rexam*	7756					
LMFT	4549	\$100	\$454,900	\$215	\$978,035	\$523,135
LCSW	2988	*	\$0	\$0	\$0	\$0
LPCC	219	*	\$0	\$0	\$0	\$0
Issuance of Initial License	3809					
LMFT	2097	\$130	\$272,610	\$130	\$272,610	\$0
LCSW	1496	\$100	\$149,600	\$120	\$179,520	\$29,920
LPCC	155	\$200	\$31,000	\$200	\$31,000	\$0
LEP	61	\$80	\$4,880	\$120	\$7,320	\$2,440
License Renewal	25862					
LMFT**	15348	\$130	\$1,995,240	\$130	\$1,995,240	\$0
LCSW**	9326	\$100	\$932,600	\$130	\$1,212,380	\$279,780
LPCC**	567	\$175	\$99,225	\$175	\$99,225	\$0
LEP	621	\$80	\$49,680	\$130	\$80,730	\$31,050
LEP Written Exam/ Re-Exam	151	\$100	\$15,100	\$415	\$62,665	\$47,565
Total Estimated Revenues based on Fee times four year volumes			\$8,171,445		\$14,469,390	\$6,297,945
Additional Revenue Needed						\$6,016,000
Difference						-\$281,945
* The Estimated Current Revenue was determined by multiplying the current fee by the Four year average volume						
**This fee represents the renewal fee only and does not contain the additional \$20 that is collected by the Board for						

As mentioned above, in considering fee increases, the Board must also be sensitive to and consider the impact of the proposed fee increases on: applicants, registrants and licensees, while maintaining an adequate fund reserve. How much the Board actually increases specific fees is a judgment call that

should be based on consultation with the DCA budget office and its applicant, registrant, licensee customer base.

One factor for the Board to consider in setting fees is that over time some fees have been set at different levels between the various practices, when the cost to the Board is the same. For example, the License Renewal fee is currently different for each of the 4 practices. CPS HR recommends that the Board consider increasing the License Renewal fee to \$120 for the LCSW and LEP licenses and lowering the LMFT and LPCC renewal fees to \$120. This will acknowledge the recent move to an almost fully automated renewal process, eliminate the disparity for the LMFT and LPCC Licensees who are currently paying \$130 and \$175 for their renewals and reduce the excess revenue generated. This approach would also allow the Board to consider setting the Issuance of the Initial License fee to \$130 for all the licensees and reduce the LPCC License fee from the current \$200, making it the same as that proposed for the LMFT, LCSW and LEP licensees.

Another consideration for the Board is that because of the very small volumes for the LEP written exam/retake, the exam development costs per exam/retake are disproportionately high and the resultant proposed fee of \$415 may represent a hardship to LEP applicants. It is high, in comparison to other exam/re-exam fees. The Board may wish to consider setting the fee for the LEP written exam/re-exam fee more in line with the proposed LMFT Clinical Exam fee of \$215, since the processes are similar.

RECOMMENDATIONS

- After consultation with the DCA Budget Office and its registrant and licensee client populations, the Board should charge for select scheduled and unscheduled services based on a fully absorbed cost rate of \$120 per hour. Services should be charged and fees set, to the extent possible, based on the actual time the Board uses to provide the service.
- BBS management should develop, approve and implement or introduce legislation to revise the fee schedule as soon as possible, and inform current and prospective licensees of the changes.
- In lieu of a lengthy legislative process to change future license fees, CPS HR recommends that the Board, in obtaining legislative approval for fee increases also set a statutory maximum higher than the fees currently needed to restore the fund to a satisfactory reserve. By enabling this administrative strategy now, the Board would have flexibility in setting fees in the future to ensure adequate fund reserves as revenues decline or expenses increase.

Appendix A: Workload Assumptions

INITIAL LICENSE APPLICATION

1021 Initial License Application						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 14-15 to FY 17-18 average annual application volume	Total Processing Minutes	Total Estimated Cost	License Cost
			8464			
Clean		90%	7618			
App opened, sorted,cashiered, deficiency determination	18					
App Processed	35					
Total Clean App	53			403733		
Deficient		10%	846			
App opened, sorted	3					
Clear App	30					
Total Returned Deficiency Time	33					
Total Deficient App	86			72790		
Fingerprint Review (Licensing Unit) and referral to Enforcement	5	10%	846	4230		
Total Clean and Deficient App and Fingerprint Review				480753		
Other Direct costs						
Criminal Conviction Unit						
Fingerprint Review/ investigation				292507		
IMFT Inquiries				14386		
School Liaison				12947		
Total Other Direct Costs				319840		
Overhead						
Enforcement Costs				72743		
Admin and Mgt				159920		
licensing				143595		
T&D/Stats				13701		
Total overhead				389959		
Total Costs				1190552	\$2,381,104	\$281

LAW & ETHICS EXAM APPLICATION

1010 Law and Ethics Exam Application						
Cost Category	Total Processing Minutes per Application	Percent Clear vs. Deficient Application	FY 17-18 t annual Exam volume *	Total Processing Minutes	Total Estimate Cost	License Cost
Total Application Volume**			8177			
Clean		70		572		
App opened, sorted, cashiered, deficient, determination	18					
Total	18			10303		
Deficient		30		245		
App Returned and opened, sorted, and cleared	8					
Total	26			6378		
Total Application Time				18051		
Direct Costs						
Exam Unit						
Exam Development L & E Exam (3)				3169		
Exam Complaints				1311		
Accommodation Evaluations				6118		
Exam Administration				2622		
Exam Evaluator				5244		
Exam Inquiries				3496		
Total Exam Unit				21961		
Overhead						
licensing Cost				1370		
Admin Mgt				15501		
Total Overhead				16871		
Total Minutes Exams				56884	1,137,688	\$139
Cost for PSI						\$26
Total Cost						\$165
*FY 17-18 only full year under ne // Exam process						
**Used L & E First Time Taker from the Exam Results Report for FY 17-18						

LAW & ETHICS EXAM RE/EXAM APPLICATION

1015 L & E Exam Retake						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 17-18 annual Exam volume*	Total Processing Minutes	Total Estimated Cost	License Cost
Total Application Volume**			3869			
Clean Application Processing						
App opened, sorted, cashiered, deficiency determination	18					
Verify appropriate coursework taken before retake	5					
Total Clean Application Processing Subtotal	23	90%	3482	80088		
Deficient Application						
When returned App opened, sorted, cleared	8					
verify appropriate coursework taken before retake.	5					
Total Deficient Application Processing Subtotal	36	10%	387	13928		
Direct Costs						
Exam Development L & E Exam				31698		
Exam complaints				6198		
Accommodations Eval				28924		
Exam Admin				12396		
Exam Evaluator				24792		
Exam Inquiries				16528		
Total Exam Unit Direct Costs				120536		
Overhead						
Admin/Mgt				73284		
Total Overhead				73284		
Total Application Processing, Exam Unit Direct Costs and Overhead				287837	\$575,673	\$149
Cost for PSI per exam						\$26
Total						\$175
*FY 17-18 only full year under new Exam process						
**Used L & E Total Taking Exam less First Time Taker from Exam Results Report for FY 17-18						

AVERAGE: LAW AND ETHICS EXAM AND RE/EXAM

Law & Ethics Exam/Retake Avg						
Weighted Average Initial and Retake Cost			Volumes		Cost	
Total Exams Taken			12,045			
Initial Exam					\$1,137,688	
Retake Exam					\$575,673	
Total Cost all Exams					\$1,713,361	
Average Cost Initial and Retake						\$142
Cost to PSI per Exam						\$26
Total Average Cost per Exam						\$168

LICENSURE APPLICATION

1011 Licensure Application						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 17-18 Average Annual Application	Total Processing Minutes	Total Estimated Cost	License Cost
Total License Apps			5103			
Clean Application		50%	2552			
App opened, Sorted, cashiered, deficiency	18					
App processed	50					
Total Clean Application	68			173502		
Deficient Application		50%	2552			
App opened, sorted, cashiered	18					
App processed Deficient	75					
Total initial review Deficient	93			237290		
Deficient Application Returned						
App opened, sorted	8					
Processed App/Clear Deficiency	30					
Total Deficiency Returned	38			96957		
Total Deficient Application	131			334247		
Overhead						
T & D /Stats				13071		
Outreach and Licensing Inquiries				86574		
Admin & Mgt				96417		
Overhead Cost Subtotal				196062		
Total Application and Overhead Cost				703811	\$1,407,621	\$276

CLINICAL EXAM APPLICATION

Clinical Exam Application						
Cost Category	Total Processing Minutes per	Percent Clean vs. Deficient Application	FY 17-18 Annual Exam volume *	Total Processing Minutes	Total Estimated Cost	License Cost
Clinical Exam Volume**			3360			
Direct Costs						
Exam Development				10656		
Exam Administration Clinical				63936		
Exam Complaints				9899		
Accommodation Eval				46194		
Exam Administration				19797		
Exam Evaluator				39615		
Exam Inquires				26397		
Total Direct Costs				216494		
Overhead						
Licensing				13701		
Admin and Magt				70145		
Tota Overhead				83846		
Total Overhead and Direct Costs				300340	\$600,680	\$179
PSI Cost per Exam						\$46
Total Exam Costs						\$224
*FY 17-18 only full year under new Exam process						
**Used Clinical First Time Taker from the Exam Results Report for FY 17-18						

CLINICAL EXAM-RE/EXAM APPLICATION

1015 Clinical ReExam						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 17-18 annual Exam volume *	Total Processing Minutes	Total Estimated Cost	Cost per Exam
ReExam Application Volume**			1189			
App opened, sorted,cashiered	18	100%		21402		
Total Application Processing				21402		
Direct Costs						
Exam Development Clinical				10656		
Exam Complaint				2537		
Accommodation Evaluation				11839		
Exam Administration				5074		
Exam Evaluation				10147		
Exam Inquiries				6765		
Direct Cost Subtotal				47018		
Overhead						
Admin/Mgt				17997		
Overhead Subtotal				17997		
Total Application, and Direct Costs Minutes				86417	\$172,834	\$145
PSI Cost per Exam						\$46
Total Cost for Exam						\$191
*FY 17-18 only full year under new Exam process						
**Used Total Taking Exam less First Time Taker from Exam Results Report for FY 17-18						

AVERAGE: CLINICAL EXAM AND RE/EXAM

Clinical Exam/ReExam Avg	Volumes	Cost
Total Volumes	4549	
Initial Exams		\$600,680
Retake Exam		\$172,834
Total Cost all Exams		\$773,514
Average Cost Initial and Retake		\$170
Cost to PSI per Exam		\$40
Total Average Cost per Exam		\$210

LEP WRITTEN EXAM APPLICATION

LEP Written - Exam App						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 17-18 annual Exam volume *	Total Processing Minutes	Total Estimated Cost	License Cost
LEP Written Exam**			101			
Direct Costs						
Exam Dev				10656		
Exam Complaints				171		
Accommodation Eval				864		
Exam Admin				370		
Exam Evaluator				741		
Exam Inquiries				494		
Total Direct Costs				13296		
Overhead						
Admin and Mgt				2419		
Overhead and Direct Cost Subtotal				15715	\$31,430	\$311
PSI Cost per Exam						\$34
Total Costs						\$345
*FY 17-18 only full year under new Exam process						
*FY 17-18 only full year under new Exam process						

LEP WRITTEN EXAM RE/EXAM APPLICATION

LEP Written ReExam						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 17-18 annual Exam volume *	Total Processing Minutes	Total Estimated Cost	Cost per Exam
LEP Written Exam ReExam**			50			
Direct Costs						
Exam Dev				10656		
Exam Complaint				85		
Accommodation Eval				395		
Exam Admin				169		
Exam Eval				339		
Exam Inquiries				226		
Total Direct Costs				11870		
Overhead						
Admin and Mgt				1197		
Total Overhead				1197		
Total Direct and Overhead Costs				13067	\$26,134	\$523
PSI Cost						\$34
Total Rexam Costs with PSI						\$557
*FY 17-18 only full year under new Exam process						
**Used LEP Standard Written Exam I First Time Taker from the Exam Results Report for FY 17-18						

AVERAGE: LEP STANDARD WRITTEN EXAM AND RE/EXAM

LEP Written Exam Avg	Volumes	Cost	Avg Cost per Exam
LEP Written Initial	151	\$31,430	
ReExam		\$26,134	
Total		\$57,564	\$381
PSI Cost			\$34
Total Costs Including PSI			\$415

ISSUANCE OF INITIAL LICENSE APPLICATION

1020.3020 Initial License Application						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 14-15 to FY 17-18 Average Annual Application Volume	Total Processing Minutes	Total Estimated Cost	License Cost
Total Applications			3809			
App opened, sorted,cashiered,	18					
App processed	15					
Total Clean app	33	100%	3809	125697		
Final review before licensure	5	100%		19045		
Total Application Processing				144742		
Overhead						
T & D/Stats				13701		
Admin/Mgt				71968		
Total Overhead				85669		
Total Costs				230411	\$460,822	\$121

ASSOCIATE RENEWAL APPLICATION

2021 Associate Renewal						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 14-15 to FY 17-18 Average Annual Application	Total Processing Minutes	Total Estimated Cost	License Cost
Application Volumes			23310			
Clean		80%	18648			
App opened, sorted, cashiered, deficiency determined	18			335664		
Deficient						
Initial Processing	18					
App opened, sorted, cleared after return	8					
Total Deficient processing	26	20%	121212	630302		
Total Clean and Deficient Processing				965966		
Direct Costs						
Enforcement				143094		
Total Direct Costs				143094		
Total Application Processing and Other Direct Costs				1109060		
Overhead						
T & D and Stats				13071		
Enforcement				312599		
Admin/MGT				440423		
Total Overhead				766093		
Total Costs				1875153	\$3,750,307	\$161

LICENSE RENEWAL APPLICATION

2020 License renewal						
Cost Category	Total Processing Minutes per Application	Percent Clean vs. Deficient Application	FY 14-15 to FY 17-18 Average Annual Application Volume	Total Processing Minutes	Total Estimated Cost	License Cost
Application Volumes			25862			
Clean						
Online-no processing time	0	95%	0			
Deficient						
App opened, sorted, cashiered, deficiency cleared	18	5%	1293	23276		
Clean and Deficient Application Subtotal				23276		
Direct Cost -						
CE Audits (40%) of one PY				42624		
CriminalConviction Unit				175824		
Discipline and Probation Unit				274089		
Total Direct Costs				492537		
Total Application Processing and Other Direct Costs				515813		
Overhead						
Enforcement				597674		
Licensing				13701		
Admin/Mgt				488641		
Total Overhead				1100016		
Total Costs				1639105	\$3,278,209	\$127



Board of Behavioral Sciences

CALIFORNIA
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1625 N. Market Blvd., Suite S-200
Sacramento, CA 95834

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