



Board of Behavioral Sciences

Memo

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To: Board Members

Date: May 6, 2024

From: Steve Sodergren
Executive Officer

Subject: Executive Officer Report

BUDGET UPATE

The Board's budget for fiscal year (FY) 2023-24 is \$14,148,000. Based on the information available to the Board, expenditures to date are \$9,271,063.

- Personal Services \$5,178,629 (36.60%)
- Operating Expenses & Equipment \$2,461,924 (17.40%)
- Enforcement \$674,408 (4.77%)
- Exams \$956,103 (6.76%)

The Board's Fund Condition for FY 2023-24 currently reflects a reserve of 12.0 months.

Attachment A – BBS Fund Condition

PERSONNEL UPDATE

PROMOTIONS/NEW EMPLOYEES

Enforcement Unit

Office Technician (Enforcement Technician) / Complaint & Investigations Unit

Priscilla Sazo transferred from an OT position in the Criminal Conviction Unit. Priscilla's first day as an enforcement technician was May 1, 2024.

Registration Unit

Staff Services Analyst (Licensing Associate Evaluator) / Registration Unit

Lydia Va'a has accepted a promotion as a Licensing Associate Evaluators within the Registration Unit. Lydia's first day in this position was March 15, 2024.

Staff Services Analyst (Licensing Associate Evaluator) / Registration Unit

Shari Brunner was hired from the Board of Registered Nursing as a Licensing Associate Evaluator and will be working within the Registration Unit. Shari's first day in this position was March 19, 2024.

Examination & Cashiering Unit

Office Technician (OT) / Cashier Unit

Bimala Rai was hired from private industry and will be working within the Cashier Unit. Bimala's first day in this position was May 8, 2024.

DEPARTURES

Office Technician (OT) / Registration Unit

Mariana's last day with the Board was May 8, 2024.

PERSONNEL REQUESTS

Staff Service Manager I (SSM I) – Licensing Unit

Board staff gained approval from Human Resources to reclass the vacant Associate Governmental Program Analyst (AGPA) position within the Licensing Unit to create a second Licensing Unit. The final filing date for this position has been posted. Applications are being reviewed.

Assistant Governmental Program Analyst (AGPA) - Administration Unit

Board staff gained approval from Human Resources to create a limited-term AGPA position to assist with special projects within the Administration Unit. This position is currently posted.

Staff Services Analyst (SSA) - Licensing Unit

Board staff gained approval from Human Resources to create a limited-term SSA position to assist with the review of licensing applications within the Licensing Unit. This position is currently posted.

VACANCIES

The Board currently has four (3) vacancies.

Enforcement Unit

Office Technician (OT) - Enforcement Technician

Board staff has received applications and will be scheduling interviews within the next few weeks to fill the vacancies.

Registration Unit

Management Services Technician-Licensing Associate Evaluator

Board staff has completed interviews and has started the hiring process for the selected candidate.

Office Technician (OT)

Board staff will submit a request to Human Resources to refill the vacant OT position.

LICENSING UPDATE

POPULATION

A total of 4, new registration/licenses were issued in the third quarter of fiscal year (FY) 2023/2024. As of January 22, 2024, the Board has 142,714 registrants/licensees which is an approximate .9% gain since second quarter of FY 2023/2024. This figure includes all licenses that have been issued and that are current and/or eligible to renew.

Attachment B1: BBS Population Report

APPLICATIONS RECEIVED/APPROVED (FY 2023-24)

Overall, in the third quarter of FY 2023/24, the Board received approximately 19% more applications than were received in the second quarter of FY 2023/2024.

Attachment B2: Licensing Applications Received/Processing Times

PROCESSING TIMES

To address delayed processing times for LMFT and LPCC applications for licensure, the LPCC license evaluators were cross trained and began evaluating LMFT and LCSW applications for licensure. These efforts have helped in reducing application processing times. Additionally, the Board is recruiting for a Limited Term Staff Services Analyst to assist in the licensure application process. At the time of writing, the registrant unit is processing applications received in April.

Attachment B2: Licensing Applications Received/Processing Times

ADMINISTRATION APPLICATIONS RECEIVED

Overall, in the third quarter of FY 2023/24, the Board received approximately 17% more applications than were received in the second quarter of FY 2023/2024.

Attachment B3: Administration Applications Received

Attachment B4: Renewal Applications Received

EXAMINATION UPDATE

EXAMINATION PASS RATES

A total of 5,599 exams were administered in the third quarter of FY 2023/2024. This represents an approximate .6% decrease in exam administrations from the second quarter of FY 2023/2024.

Attachment C1: Exam Pass Rate Report

Attachment C2: Exam School Report 3rd Quarter FY 2023-2024.

BOARD DEVELOPED EXAMINATIONS

Examination Development

Eight examination development workshops were conducted from January 1, 2024 through March 31, 2024. Three workshops were in person and five workshops were remote. Of these workshops, three were for the LEP written examination, two for the LMFT clinical examination, two for the LMFT law and ethics examination, and one for the LPCC law and ethics examination. Board staff continues to work with OPES on recruiting subject matter experts (SME) for the various Board administered exams.

Office of Professional Examination Services (OPES)

OPES has reviewed the LMFT clinical examination and with conversations with the Board, the LMFT clinical examination will be reduced from 170 questions to 150 questions. The current examination consists of 150 scored questions and 20 pretest questions. Effective with the September 1, 2024 examination, there will be 125 scored questions and 25 pretest questions. The examination time allotted will remain at 240 minutes.

Pearson VUE

A request has been submitted to Pearson Vue to include links to the LCSW, LMFT, and LPCC law and ethics examination sample questions in the exam candidate handbook providing study material references to assist candidates prepare for the examinations.

OPES is working on study material references for the LEP written and LMFT clinical examinations. Once the Board receives, these will be added to the exam candidate handbook.

ENFORCEMENT UPDATE

In the third quarter of FY 2023/24, the Board received 520 consumer complaints and 201 criminal convictions. Additionally, 576 cases were closed and 27 were referred to

the office of the Attorney General. Currently, the average number of days to complete formal discipline is 373 days, the average number of days a case is at the Attorney General's office is 279 days, and the average number of days to complete a Board investigation is 77 days.

During the third quarter of FY 2023/24, the Board received 2 petitions for modifications or early termination of probation.

Attachment D: Consumer Complaint and Criminal Conviction Report

EDUCATION AND OUTREACH

SOCIAL MEDIA ENGAGEMENT

The Board remains dedicated to using social media platforms to disseminate timely updates and valuable resources to its stakeholders. Through various social media platforms, the Board ensures consistent communication and accessibility, fostering transparency and engagement with its audience.

Although, the Board has noticed a decrease in Facebook and Instagram visits, the pages continue to increase in followers and reaches across all platforms, including X (formerly Twitter). Most notably, Instagram followers have increased by 21.9%.

OUTREACH EVENTS

During the third quarter of FY 2023/24, Board staff conducted nine outreach events. Staff have been encouraging stakeholder and organizations to submit request for outreach by emailing www.bbs.outreach@dca.ca.gov. The Board is also in the process of recruiting for a staff member that will be responsible for coordinating the outreach events.

Attachment E: Outreach Event Report

ORGANIZATIONAL EFFECTIVENESS

BREEZE SYSTEM UPDATES

Over the last quarter, staff has continued to advance with the BreEZe online application project. Most tasks have been completed for the Associate Marriage and Family Therapist (AMFT) Registration application and staff have begun working on other registration applications. Collaboration with the BreEZe team is ongoing to prepare for the implementation of the online AMFT Registration application. It is anticipated the application will be available late this summer.

In addition to creating online applications, staff is implementing enhancements to our correspondence with applicants by adding email notifications with information to steer applicants and registrants through the licensure process.

Staff efforts are aligned with the projected timeline for project completion by January 2025 for online applications for registration and licensure.

COMMUNICATION

The Department of Consumer Affairs (DCA) Consumer Information Center handled 3,920 calls for the Board during the third quarter of FY 2023/24. The average wait time per call was 1:55 minutes.

Board staff received 29,357 emails during the third quarter of FY 2023/24.

Attachment F1: BBS Calls Received/Handled by CIC

Attachment F2: BBS Emails Received

ORGANIZATIONAL DEVELOPMENT (DONE)

Licensing Unit Restructure

To enhance efficiency, improve overall productivity, and to allow for a more effective staffing alignment, the Board is restructuring its Licensing Unit. Currently the Board's Licensing Manager oversees the activities for the four license types (LMFT, LCSW, LPCC, and LEP). The restructure consists of adding a second Licensing Manager and assigning each manager to oversee two license types. The Board is currently in recruitment for a second Licensing Manager and a Limited Term Licensing Evaluator.

Research and Outreach Analyst

The Board is currently recruiting for a Limited Term Special Projects and Research Analyst. The Board's legislative activities have increased significantly in the past years due to increased interest in mental health services. Over the years, the Governor has signed numerous bills that impact the operations of the Board and require the Board to propose regulations. Some of these bills include an expeditious pathway to licensure for candidates who have military experience, revisions of the Board's examination process, and provisions to enhance the Board's enforcement process.

The Breeze database system and collection of demographic data via DCA's license renewal survey have greatly expanded the potential data sets available to the Board. At the same time, California's mental health professions have been evolving rapidly and demand for mental health services have increased. Currently, there are focused efforts on the profession's demographics, ability to assist underserved populations, and the utilization of telehealth. In recent years, there has been increasing demand for more complex data analysis from Board members, Board stakeholders, and the Legislature to use when making policy decisions to guide the rapidly evolving mental health professions.

In addition to research assignments, the Limited Term Special Projects and Research Analyst will also be responsible for coordinating the Board's outreach program.

Hiring and Onboarding Procedures

Executive staff has developed "Hiring Process" procedures and a "New Employee Onboarding Checklist" for Board management. An effective onboarding process for new employees can have a positive impact on engagement, productivity, job satisfaction, and retention. A successful onboarding experience provides a new employee with the tools, resources, and information they need to quickly integrate into an organization's culture, and it builds the foundation for future success.

DIVERSITY, EQUITY, AND INCLUSION (DEI)

The DEI Steering Committee met on April 5, 2024, and discussed the following topics:

- Update on DEI Hiring Principles Guide
- DEI Committee Membership Application
- Creating a Workforce Development Survey
- Future Priorities and Activities
- Language Access

On April 18, 2023, DCA offered an in-person training to all managers, supervisors, and DCA leaders. The DEI training titled, "Beyond the Obvious: Cultivate Human Skills & Critical Thinking" was facilitated by Dr. Bernard Gibson. The training focused on the importance of human skills in leadership and the benefits within a team when they are developed.

Yeaphana La Marr, DEI Committee Chair, last day with DCA was on January 16, 2024. The Committee will vote and elect a new Chair at its August 16th meeting.

STRATEGIC PLAN UPDATE

The Strategic Plan Update is attached.

Attachment G: BBS Strategic Plan Update February 2024

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**0773 - Behavioral Science Fund Analysis of Fund Condition
(Dollars in Thousands)**

Prepared 4.22.2024

2024-25 Governor's Budget With FM 9 Projections

	Actual 2022-23	CY 2023-24	BY 2024-25	BY +1 2025-26	BY +2 2026-27
BEGINNING BALANCE	\$ 11,048	\$ 18,461	\$ 15,302	\$ 20,915	\$ 26,188
Prior Year Adjustment	\$ 146	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 11,194	\$ 18,461	\$ 15,302	\$ 20,915	\$ 26,188
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS					
Revenues					
4121200 - Delinquent fees	\$ 180	\$ 179	\$ 183	\$ 183	\$ 183
4127400 - Renewal fees	\$ 12,231	\$ 12,271	\$ 12,457	\$ 12,457	\$ 12,457
4129200 - Other regulatory fees	\$ 187	\$ 187	\$ 190	\$ 190	\$ 190
4129400 - Other regulatory licenses and permits	\$ 7,384	\$ 7,843	\$ 7,600	\$ 7,600	\$ 7,600
4163000 - Income from surplus money investments	\$ 406	\$ 434	\$ 456	\$ 387	\$ 459
4171400 - Escheat of unclaimed checks and warrants	\$ 29	\$ 18	\$ 18	\$ 18	\$ 18
4172500 - Miscellaneous revenues	\$ 5	\$ 4	\$ 4	\$ 4	\$ 4
Totals, Revenues	\$ 20,422	\$ 20,936	\$ 20,908	\$ 20,839	\$ 20,911
Loan from the Behavioral Sciences Fund (0773) to the General Fund (0001) per Control Section 13.40, Budget Act of 2023	\$ -	\$ -10,000	\$ -	\$ -	\$ -
Totals, Transfers and Other Adjustments	\$ -	\$ -10,000	\$ -	\$ -	\$ -
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 20,422	\$ 10,936	\$ 20,908	\$ 20,839	\$ 20,911
TOTAL RESOURCES	\$ 31,616	\$ 29,397	\$ 36,210	\$ 41,754	\$ 47,099
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 12,130	\$ 13,145	\$ 14,306	\$ 14,735	\$ 15,177
9892 Supplemental Pension Payments (State Operations)	\$ 212	\$ 212	\$ 158	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 813	\$ 738	\$ 831	\$ 831	\$ 831
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 13,155	\$ 14,095	\$ 15,295	\$ 15,566	\$ 16,008
FUND BALANCE					
Reserve for economic uncertainties	\$ 18,461	\$ 15,302	\$ 20,915	\$ 26,188	\$ 31,091
Months in Reserve	15.7	12.0	16.1	19.6	22.7

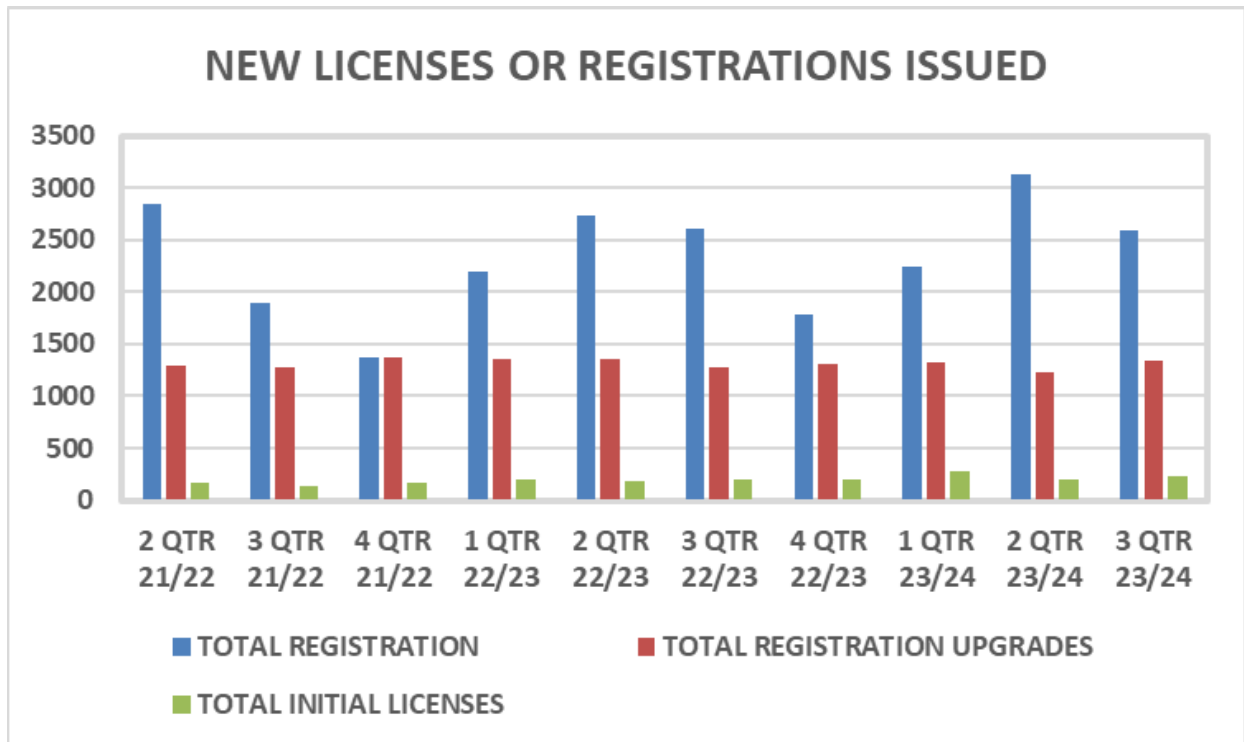
NOTES:

1. Assumes workload and revenue projections are realized in BY +1 and ongoing.
2. Expenditure growth projected at 3% beginning BY +1.

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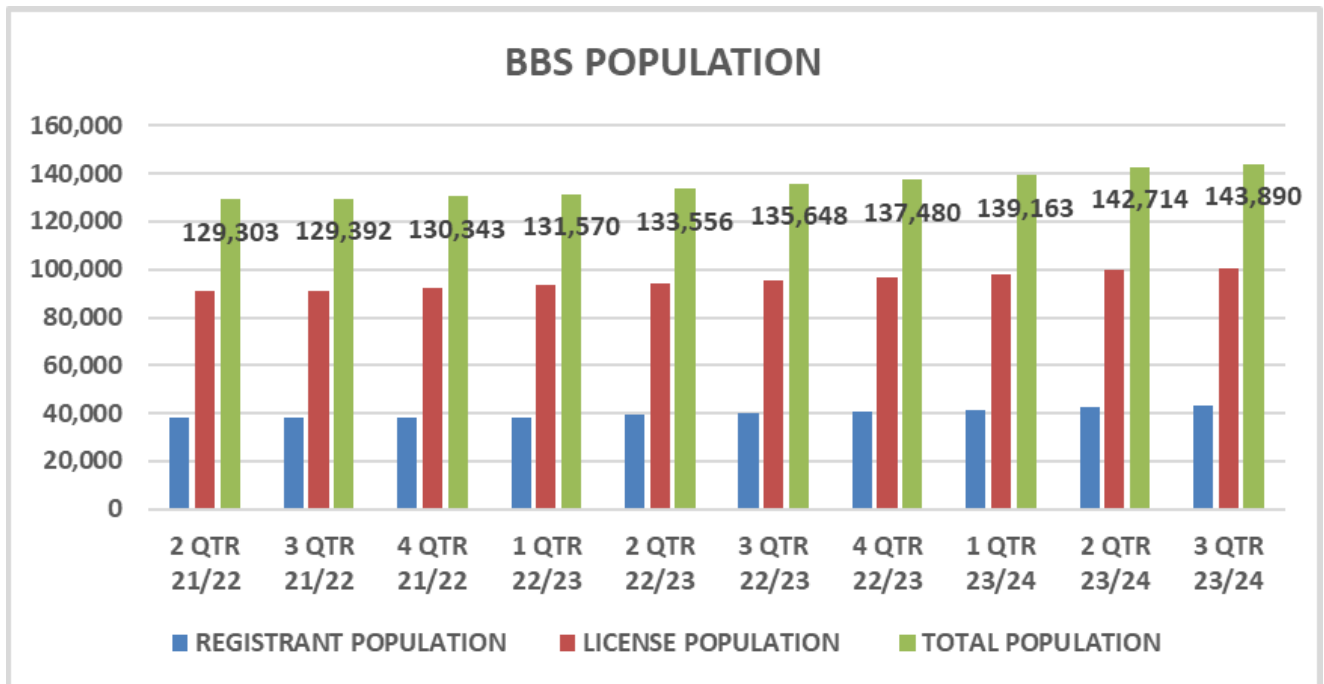
ATTACHMENT B1: LICENSING POPULATION

NEW REGISTRATIONS & LICENSES ISSUED FY 23/24					
	1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	TOTALS
AMFT Registration	763	1,590	1,213		3,566
ASW Registration	1,131	1,061	870		3,062
APCC Registration	355	479	508		1,342
LMFT Upgrade	558	612	657		1,827
LMFT Initial	16	12	12		40
LCSW Upgrade	610	492	541		1,643
LCSW Initial	145	105	88		338
LEP Initial	48	36	56		140
LPCC Upgrade	154	130	143		427
LPCC Initial	73	49	77		199
TOTAL	3,749	4,566	4,165		12,480



ATTACHMENT B1: LICENSING POPULATION

POPULATION AS OF APRIL 26, 2024				
	CURRENT	CURRENT INNACTIVE	DELINQUENT	
AMFT	14,987	0	1,944	16,931
LMFT	47,608	3,658	3,377	54,643
	62,595	3,658	5,321	71,574
ASW	16,110	0	3,137	19,247
LCSW	34,634	2,234	2,088	38,956
	50,744	2,234	5,225	58,203
LEP	1,687	283	287	2,257
	1,687	283	287	2,257
LPCC	4,366	175	139	4,680
APCC	5,057	0	2,119	7,176
	9,423	175	2,258	11,856
	124,449	6,350	13,091	143,890

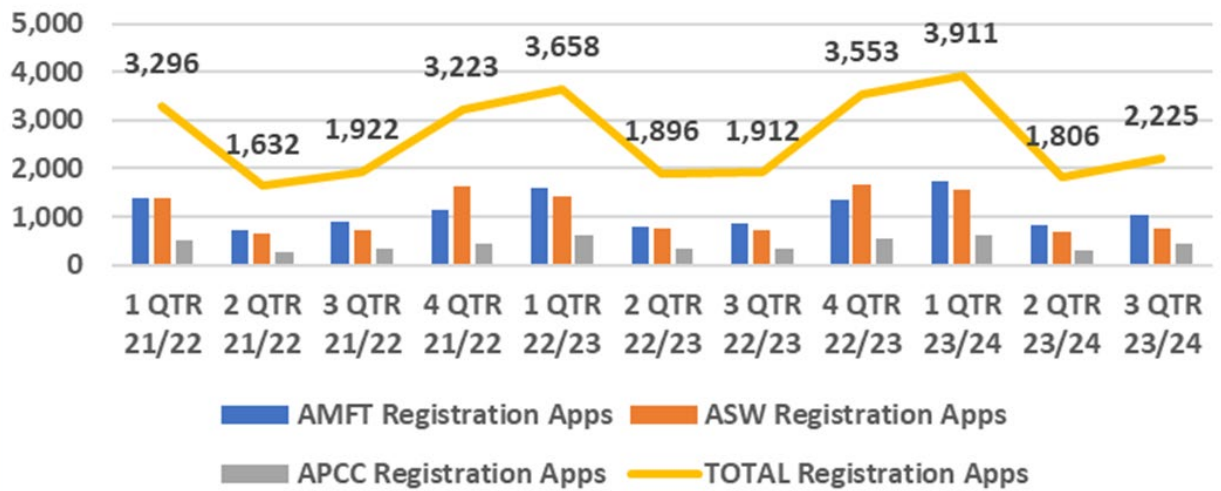


Attachment B2: Licensing Applications Received/Processing Times

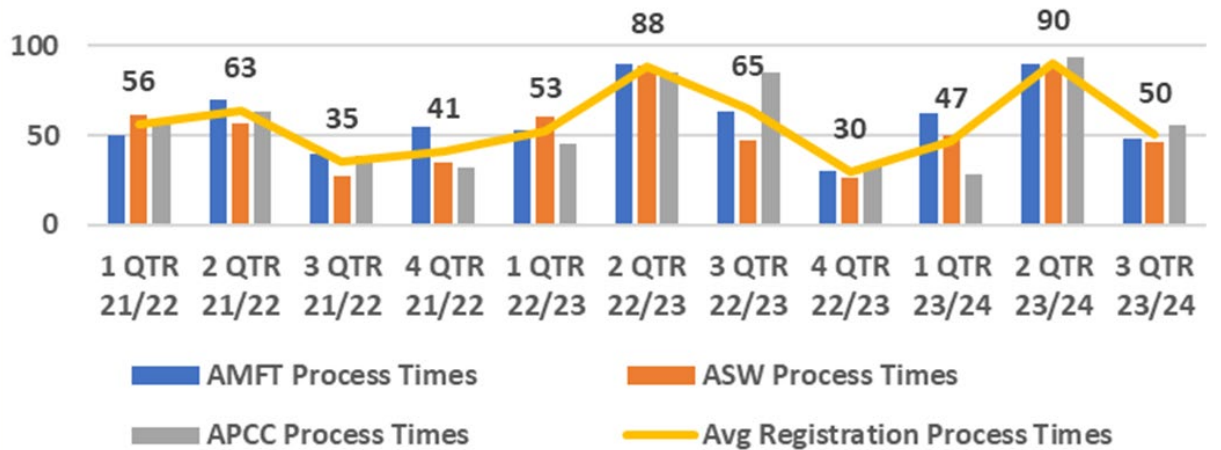
APPLICATIONS RECEIVED FY 23/24					
Applications	1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	+/- Last Qtr
AMFT Registration	1,558	687	899		+31%
AMFT Sub Registration	181	127	151		+19%
LMFT Exam	677	618	779		+26%
LMFT Out of State	8	16	6		-63%
ASW Registration	1,280	522	592		+13%
ASW Sub Registration	264	167	156		-7%
LCSW Exam	617	665	763		+15%
LCSW Out of State	125	88	81		-8%
LEP Exam	45	39	35		-11%
APCC Registration	613	285	402		+41%
APCC Sub Registration	15	18	25		+39%
LPCC Examination	150	147	198		+35%
LPCC Out of State	75	69	2		-97%
Total Applications	5,608	3,448	4,089		+19%

APPLICATION PROCESSING TIMES FY 23/24					
Applications	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	+/- Last Qtr
AMFT Registration	62	90	48		-42 Days
LMFT Examination	108	117	119		+2 Days
ASW Registration	50	88	46		-42 Days
LCSW Examination	97	85	82		-3 Days
LEP Examination	40	43	41		-2 Days
APCC Registration	28	93	56		-27 Days
LPCC Examination	57	48	24		-24 Days

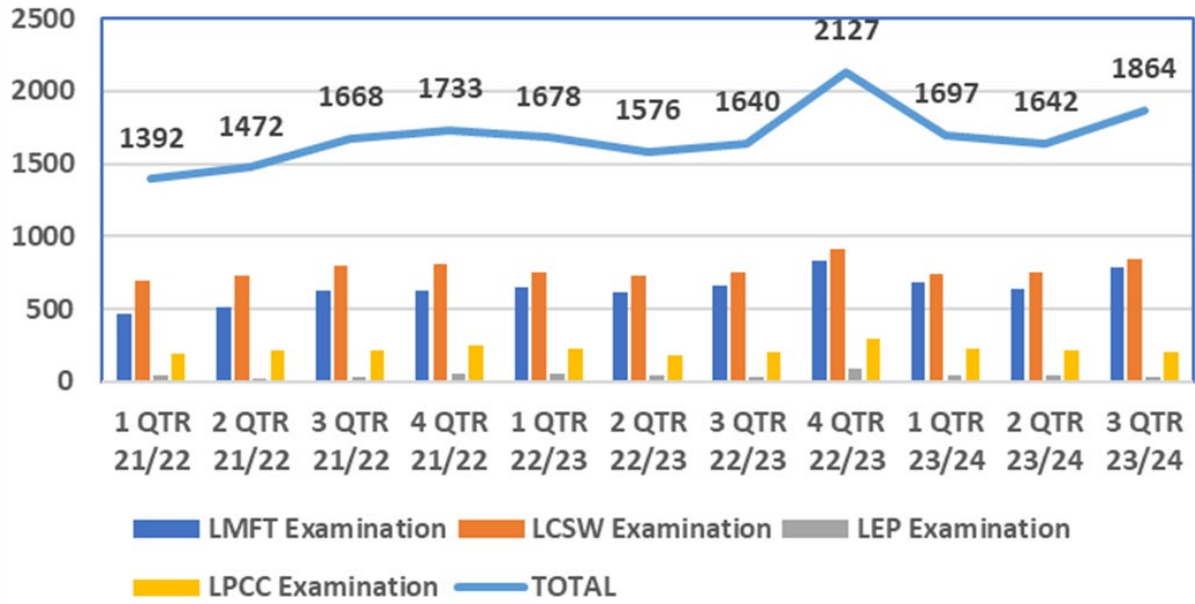
REGISTRATION APPLICATIONS RECEIVED



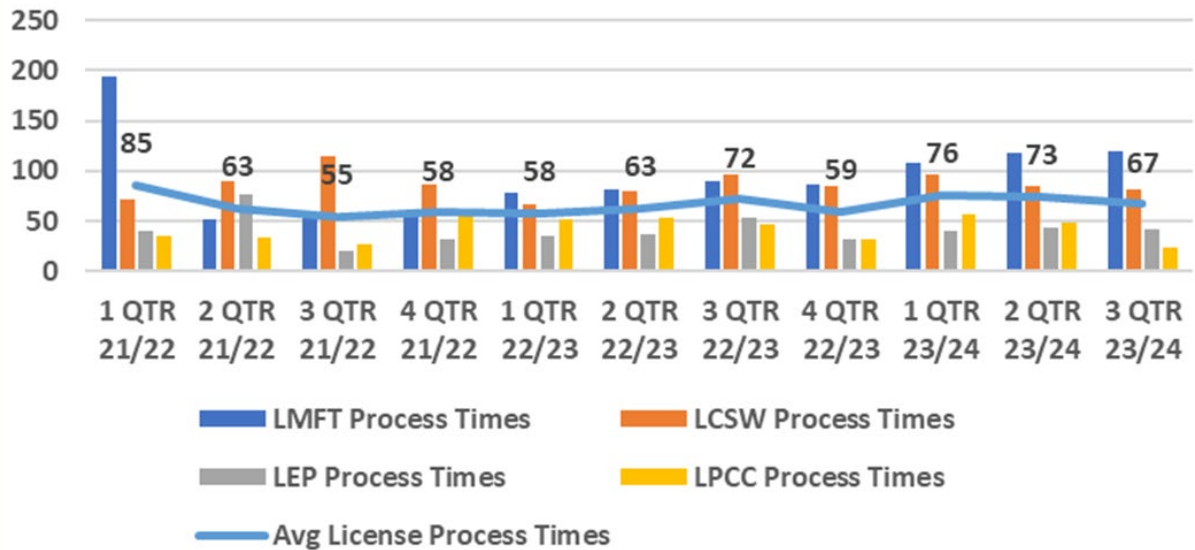
REGISTRATION AVERAGE QUARTERLY PROCESSING TIMES



LICENSING APPLICATIONS RECEIVED



LICENSING AVERAGE QUARTERLY PROCESSING TIMES



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Attachment B3: Administration Applications Received

ADMINISTRATIVE APPLICATION VOLUMES FY 23/24						
Applications		1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	TOTAL
Duplicate Certification No Fee	M	35	46	92		173
	O	0	0	0		0
Duplicate Cert with Fee	M	26	17	19		62
	O	1,157	1,101	1,388		3,646
Supervisor Certification	M	1	0	0		1
	O	143	102	120		365
Change of Name	M	432	231	116		779
	O	0	249	447		696
Change of Address	M	129	99	161		389
	O	3,548	3,125	3,595		10,268
Certification Letter	M	131	105	124		360
	O	782	648	718		2,148
TOTAL Applications		6,394	5,732	6,780		18,906
M=Manual (Submitted Paper Form)						
O=Online (Submitted Online Form)						

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ATTACHMENT B4: RENEWAL APPLICATIONS RECEIVED

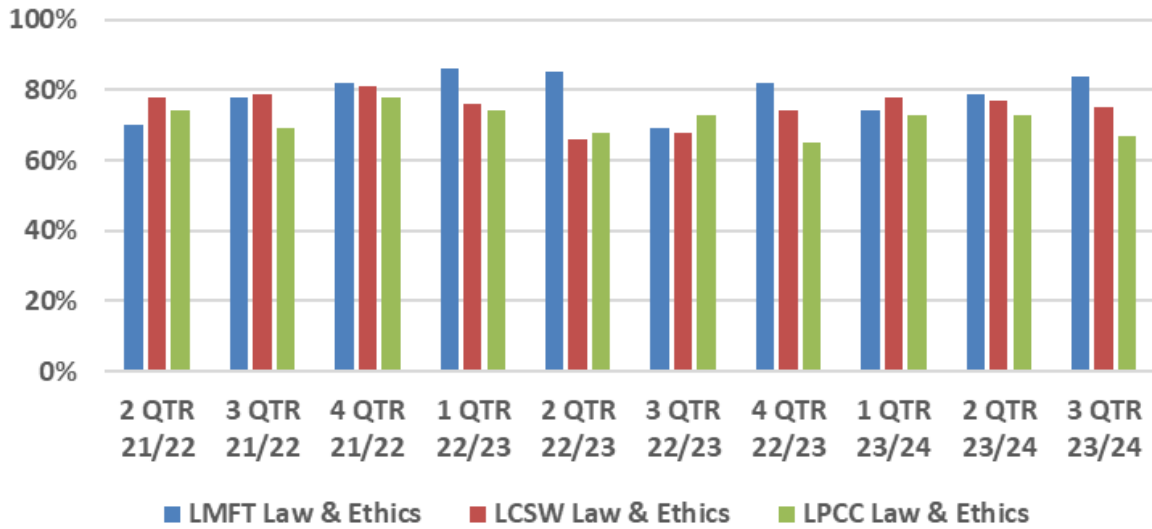
RENEWAL APPLICATIONS RECEIVED FY 23/24						
Renewals		1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	TOTAL
AMFT	M	20	19	24		63
	O	2,968	2,988	2,925		8,881
LMFT	M	45	61	57		163
	O	5,505	5,399	5,625		16,529
ASW	M	35	27	25		87
	O	4,179	3,309	2,151		9,639
LCSW	M	44	37	45		126
	O	3,956	3,612	3,527		11,095
LEP	M	3	3	3		9
	O	220	193	192		605
APCC	M	5	5	4		14
	O	1,022	838	774		2,634
LPCC	M	2	2	2		6
	O	431	431	458		12,320
TOTAL RENEWALS		18,819	17,305	15,413		51,537
Active from Inactive		52	65	63		180
Active from Retired		2	1	0		3
Retired		48	40	57		145
M=Manual (Submitted Paper Form) O=Online (Submitted Online Form)						

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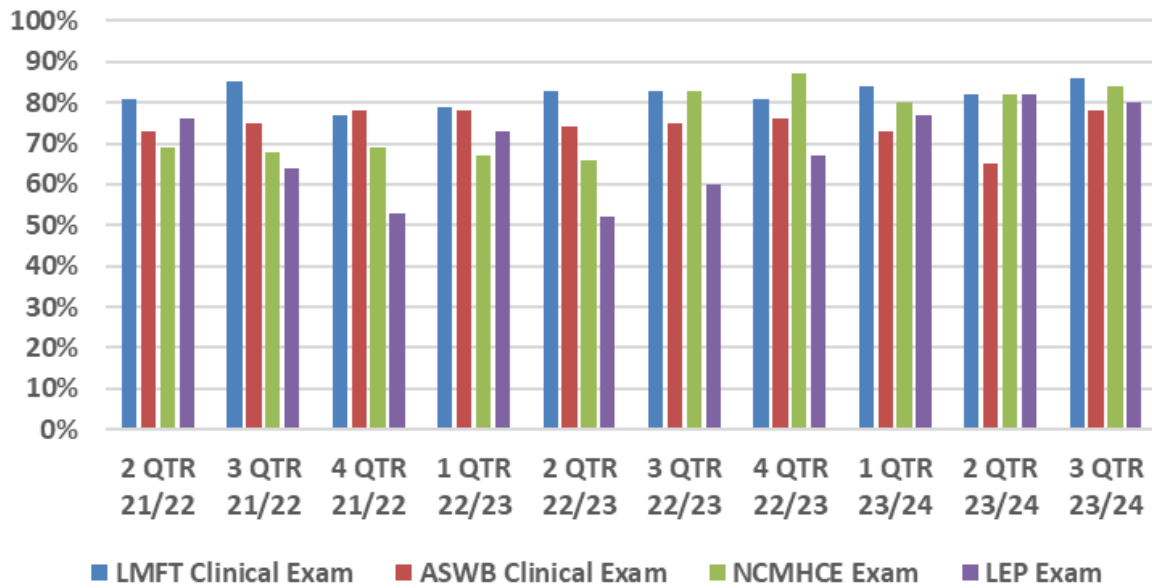
Attachment C1: Exam Pass Rate Report

	2nd QTR FY 2023/2024				3rd QTR FY 2023/2024			
	Total	Pass %	TOTAL 1st Time	Pass % 1st Time	Total	Pass %	TOTAL 1st Time	Pass % 1st Time
LMFT								
Law & Ethics	1,383	73%	1,029	79%	1,443	79%	1,074	84%
Clinical	918	66%	594	82%	901	72%	623	86%
LCSW								
Law & Ethics	1,619	73%	1,108	77%	1,378	73%	995	75%
ASWB	969	45%	503	65%	1,022	56%	578	78%
LPCC								
Law & Ethics	507	69%	353	73%	571	61%	425	67%
NCMHCE	180	73%	132	82%	210	78%	159	84%
LEP								
LEP	58	78%	44	82%	74	73%	50	80%
TOTALS								
Total	5,634				5,599			

LAW & ETHICS EXAM FIRTS TIME PASS RATE PERCENTAGE



CLINICAL EXAM FIRST TIME PASS RATES



Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

LICENSE TYPE: LCSW

EXAM: LCSW Clinical Exam (ASWB)

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University, Azusa	103	29	17	59%	12	41%	11	8	73%	3	27%
BRANDMAN UNIVERSITY	147	3	1	33%	2	67%	1	1	100%	0	0%
Cal Poly Humbolt	014	6	4	67%	2	33%	4	4	100%	0	0%
California Baptist University	146	14	8	57%	6	43%	6	4	67%	2	33%
California State University, Bakersfield	002	25	15	60%	10	40%	14	11	79%	3	21%
California State University, Chico	003	16	5	31%	11	69%	6	4	67%	2	33%
California State University, Dominguez Hills	004	29	10	34%	19	66%	13	6	46%	7	54%
California State University, Fresno	005	27	14	52%	13	48%	13	11	85%	2	15%
California State University, Fullerton	006	17	15	88%	2	12%	10	10	100%	0	0%
California State University, Hayward	007	29	9	31%	20	69%	11	5	45%	6	55%
California State University, Long Beach	008	100	64	64%	36	36%	57	51	89%	6	11%
California State University, Los Angeles	009	40	19	48%	21	52%	21	16	76%	5	24%
California State University, Monterey Bay	018	10	5	50%	5	50%	6	3	50%	3	50%
California State University, Northridge	010	49	22	45%	27	55%	22	15	68%	7	32%
California State University, Sacramento	011	31	17	55%	14	45%	17	15	88%	2	12%
California State University, San Bernardino	012	27	15	56%	12	44%	16	13	81%	3	19%
California State University, San Marcos	019	17	15	88%	2	12%	12	12	100%	0	0%
California State University, Stanislaus	013	18	8	44%	10	56%	6	4	67%	2	33%
Loma Linda University	125	16	8	50%	8	50%	6	5	83%	1	17%
OUT-OF-COUNTRY	400	3	1	33%	2	67%	1	1	100%	0	0%
Out-of-State	300	156	108	69%	48	31%	108	89	82%	19	18%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
San Diego State University	015	25	22	88%	3	12%	21	20	95%	1	5%
San Francisco State University	016	6	2	33%	4	67%	2	2	100%	0	0%
San Jose State University	017	42	25	60%	17	40%	28	20	71%	8	29%
UC, Berkeley	050	18	17	94%	1	6%	18	17	94%	1	6%
UC, Los Angeles	052	15	14	93%	1	7%	14	14	100%	0	0%
University of Southern California, Los Angeles	145	254	117	46%	137	54%	134	92	69%	42	31%

LCSW Clinical Exam (ASWB) TOTAL:	1,022	577	56%	445	44%	578	453	78%	125	22%
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EXAM: LCSW Law and Ethics

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University,	20	3	2	67%	1	33%	3	2	67%	1	33%
Azusa Pacific University, Azusa	103	11	5	45%	6	55%	5	2	40%	3	60%
BRANDMAN UNIVERSITY	147	54	30	56%	24	44%	41	21	51%	20	49%
Cal Poly Humbolt	014	25	23	92%	2	8%	21	19	90%	2	10%
California Baptist University	146	26	19	73%	7	27%	19	12	63%	7	37%
California State University, Bakersfield	002	31	24	77%	7	23%	20	17	85%	3	15%
California State University, Chico	003	13	10	77%	3	23%	10	8	80%	2	20%
California State University, Dominguez Hills	004	16	13	81%	3	19%	10	9	90%	1	10%
California State University, Fresno	005	28	23	82%	5	18%	20	16	80%	4	20%
California State University, Fullerton	006	28	23	82%	5	18%	21	17	81%	4	19%
California State University, Hayward	007	20	14	70%	6	30%	12	9	75%	3	25%
California State University, Long Beach	008	59	48	81%	11	19%	44	38	86%	6	14%
California State University, Los Angeles	009	29	23	79%	6	21%	18	16	89%	2	11%
California State University, Monterey Bay	018	10	10	100%	0	0%	8	8	100%	0	0%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Northridge	010	32	26	81%	6	19%	24	19	79%	5	21%
California State University, Sacramento	011	21	16	76%	5	24%	15	11	73%	4	27%
California State University, San Bernardino	012	42	33	79%	9	21%	27	22	81%	5	19%
California State University, San Marcos	019	26	18	69%	8	31%	23	15	65%	8	35%
California State University, Stanislaus	013	20	16	80%	4	20%	15	13	87%	2	13%
Loma Linda University	125	15	7	47%	8	53%	9	3	33%	6	67%
OUT-OF-COUNTRY	400	6	4	67%	2	33%	1	1	100%	0	0%
Out-of-State	300	490	359	73%	131	27%	360	271	75%	89	25%
PACIFIC OAKS COLLEGE, PASADENA (CANDIDACY)	133	3	1	33%	2	67%	3	1	33%	2	67%
San Diego State University	015	33	30	91%	3	9%	27	26	96%	1	4%
San Francisco State University	016	12	8	67%	4	33%	7	5	71%	2	29%
San Jose State University	017	35	25	71%	10	29%	26	20	77%	6	23%
UC, Berkeley	050	18	16	89%	2	11%	15	13	87%	2	13%
UC, Los Angeles	052	19	13	68%	6	32%	17	12	71%	5	29%
UMASS Global	272	8	8	100%	0	0%	8	8	100%	0	0%
University of Southern California, Los Angeles	145	231	149	65%	82	35%	154	107	69%	47	31%
UNIVERSITY OF THE PACIFIC	148	14	10	71%	4	29%	12	9	75%	3	25%

LCSW Law and Ethics TOTAL: 1,378 1,006 73% 372 27% 995 750 75% 245 25%

LICENSE TYPE: LEP

EXAM: LEP Standard Written Exam

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	13	7	54%	6	46%	8	5	62%	3	38%
Alliant International University (aka US International)	139	1	1	100%	0	0%	0	0		0	
Azusa Pacific University, Azusa	103	4	2	50%	2	50%	3	1	33%	2	67%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California Baptist University, Riverside	105	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Chico	003	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Fresno	005	1	0	0%	1	100%	1	0	0%	1	100%
California State University, Hayward	007	7	7	100%	0	0%	5	5	100%	0	0%
California State University, Long Beach	008	5	5	100%	0	0%	4	4	100%	0	0%
California State University, Northridge	010	2	1	50%	1	50%	1	1	100%	0	0%
California State University, Sacramento	011	2	2	100%	0	0%	2	2	100%	0	0%
Chapman University, Orange	113	4	3	75%	1	25%	3	2	67%	1	33%
Fresno Pacific University	153	2	2	100%	0	0%	1	1	100%	0	0%
Loyola Marymount University, Los Angeles	126	3	2	67%	1	33%	2	1	50%	1	50%
National University	129	11	6	55%	5	45%	6	5	83%	1	17%
Out-of-State	300	10	9	90%	1	10%	9	8	89%	1	11%
Phillips Graduate Institute	106	1	1	100%	0	0%	0	0		0	
St. Mary's College of CA, Moraga	136	2	1	50%	1	50%	0	0		0	
University of La Verne, La Verne	140	3	2	67%	1	33%	2	2	100%	0	0%

LEP Standard Written Exam TOTAL:	74	54	73%	20	27%	50	40	80%	10	20%
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LICENSE TYPE: LMFT

EXAM: LMFT Clinical Exam

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka US International)	139	23	20	87%	3	13%	17	15	88%	2	12%
Antioch University, Los Angeles	241	57	44	77%	13	23%	47	42	89%	5	11%
Antioch University, Santa Barbara	243	15	13	87%	2	13%	8	7	88%	1	12%
Argosy University (aka American School of Prof. Psych.)	204	18	8	44%	10	56%	7	4	57%	3	43%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University,	20	3	3	100%	0	0%	3	3	100%	0	0%
Azusa Pacific University, Azusa	103	14	10	71%	4	29%	9	8	89%	1	11%
Bethel Theological Seminary	152	4	3	75%	1	25%	4	3	75%	1	25%
Brandman University	253	43	25	58%	18	42%	26	20	77%	6	23%
Calif. Polytechnic State University, San Luis Obispo - Cal Poly	001	3	3	100%	0	0%	3	3	100%	0	0%
California Baptist University, Riverside	105	43	27	63%	16	37%	26	17	65%	9	35%
California Institute of Integral Studies, S.F.	107	25	22	88%	3	12%	21	21	100%	0	0%
California Lutheran University, Thousand Oaks	108	8	6	75%	2	25%	8	6	75%	2	25%
California School of Professional Psychology, Fresno	110	1	1	100%	0	0%	1	1	100%	0	0%
California Southern University	246	3	3	100%	0	0%	3	3	100%	0	0%
California State Polytechnic University, Pomona	019	2	2	100%	0	0%	1	1	100%	0	0%
California State University, Bakersfield	002	5	5	100%	0	0%	4	4	100%	0	0%
California State University, Chico	003	4	2	50%	2	50%	3	2	67%	1	33%
California State University, Dominguez Hills	004	11	3	27%	8	73%	5	2	40%	3	60%
California State University, Fresno	005	15	13	87%	2	13%	10	10	100%	0	0%
California State University, Fullerton	006	13	11	85%	2	15%	10	10	100%	0	0%
California State University, Hayward	007	10	8	80%	2	20%	8	7	88%	1	12%
California State University, Long Beach	008	6	5	83%	1	17%	6	5	83%	1	17%
California State University, Los Angeles	009	3	3	100%	0	0%	3	3	100%	0	0%
California State University, Northridge	010	15	11	73%	4	27%	9	8	89%	1	11%
California State University, Sacramento	011	12	7	58%	5	42%	8	7	88%	1	12%
California State University, San Bernardino	012	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Stanislaus	013	1	1	100%	0	0%	1	1	100%	0	0%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Cambridge University	265	1	1	100%	0	0%	1	1	100%	0	0%
Chapman University, Orange	113	5	4	80%	1	20%	5	4	80%	1	20%
Dominican University of California	117	6	4	67%	2	33%	5	4	80%	1	20%
Eisner Institute for Professional Studies	250	1	1	100%	0	0%	0	0		0	
Fresno Pacific Biblical Seminary, Fresno	127	1	1	100%	0	0%	1	1	100%	0	0%
Fresno Pacific University	153	1	1	100%	0	0%	1	1	100%	0	0%
Fuller Theological Seminary, Pasadena	119	6	6	100%	0	0%	6	6	100%	0	0%
Golden Gate University	151	4	2	50%	2	50%	4	2	50%	2	50%
HIS University	247	1	1	100%	0	0%	1	1	100%	0	0%
Holy Names University, Oakland	122	6	4	67%	2	33%	4	4	100%	0	0%
Hope International University	131	16	9	56%	7	44%	8	7	88%	1	12%
Jessup University	266	6	6	100%	0	0%	6	6	100%	0	0%
John F. Kennedy University, Orinda	124	27	18	67%	9	33%	17	14	82%	3	18%
Loma Linda University	125	5	1	20%	4	80%	3	1	33%	2	67%
Loyola Marymount University, Los Angeles	126	3	3	100%	0	0%	3	3	100%	0	0%
Meridian University	231	1	1	100%	0	0%	1	1	100%	0	0%
Mount St. Mary's University, Los Angeles	128	10	9	90%	1	10%	9	8	89%	1	11%
National University	129	57	35	61%	22	39%	30	23	77%	7	23%
Northcentral University	256	3	2	67%	1	33%	3	2	67%	1	33%
Notre Dame de Namur University	116	14	7	50%	7	50%	10	7	70%	3	30%
OUT-OF-COUNTRY	400	1	0	0%	1	100%	0	0		0	
Out-of-State	300	19	14	74%	5	26%	11	9	82%	2	18%
Pacific Graduate School of Psychology, Palo Alto	149	2	2	100%	0	0%	2	2	100%	0	0%
Pacific Oaks College, Pasadena	133	19	10	53%	9	47%	8	8	100%	0	0%
Pacifica Graduate Institute, Carpinteria	154	17	14	82%	3	18%	14	13	93%	1	7%
Palo Alto University	258	18	16	89%	2	11%	14	14	100%	0	0%
Pepperdine University, Malibu	135	44	38	86%	6	14%	38	34	89%	4	11%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Phillips Graduate Institute	106	13	9	69%	4	31%	7	6	86%	1	14%
POINT LOMA NAZARENE UNIVERSITY	261	5	5	100%	0	0%	5	5	100%	0	0%
Ryokan College, Los Angeles	216	1	0	0%	1	100%	0	0		0	
San Diego State University	015	4	4	100%	0	0%	4	4	100%	0	0%
San Diego University for Integrative Studies	244	1	1	100%	0	0%	1	1	100%	0	0%
San Francisco State University	016	5	3	60%	2	40%	3	3	100%	0	0%
San Jose State University	017	4	4	100%	0	0%	4	4	100%	0	0%
Santa Barbara Graduate Institute	245	1	1	100%	0	0%	1	1	100%	0	0%
Santa Clara University	144	22	20	91%	2	9%	21	19	90%	2	10%
Simpson University	254	2	1	50%	1	50%	1	1	100%	0	0%
Sofia University, San Jose	155	1	1	100%	0	0%	1	1	100%	0	0%
Sonoma State University	018	6	6	100%	0	0%	6	6	100%	0	0%
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	3	0	0%	3	100%	1	0	0%	1	100%
St. Mary's College of CA, Moraga	136	3	3	100%	0	0%	3	3	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	10	9	90%	1	10%	8	8	100%	0	0%
TOURO UNIVERSITY	262	17	13	76%	4	24%	11	8	73%	3	27%
University of La Verne, La Verne	140	6	5	83%	1	17%	4	4	100%	0	0%
University of Phoenix, Sacramento	238	4	1	25%	3	75%	1	0	0%	1	100%
University of Phoenix, San Diego	236	66	27	41%	39	59%	20	12	60%	8	40%
University of San Diego, San Diego	142	12	11	92%	1	8%	10	9	90%	1	10%
University of San Francisco, San Francisco	143	25	19	76%	6	24%	18	16	89%	2	11%
University of Southern California, Los Angeles	145	13	13	100%	0	0%	13	13	100%	0	0%
University of the West	255	1	0	0%	1	100%	1	0	0%	1	100%
Vanguard University of Southern California	156	4	4	100%	0	0%	3	3	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	9	9	100%	0	0%	8	8	100%	0	0%
Wright Institute, Berkeley	150	11	10	91%	1	9%	11	10	91%	1	9%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

LMFT Clinical Exam TOTAL:	901	649	72%	252	28%	623	535	86%	88	14%
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EXAM: LMFT Law and Ethics

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	2	2	100%	0	0%	2	2	100%	0	0%
Alliant International University (aka US International)	139	38	34	89%	4	11%	31	29	94%	2	6%
Antioch University, Los Angeles	241	99	82	83%	17	17%	77	67	87%	10	13%
Antioch University, Santa Barbara	243	23	18	78%	5	22%	19	15	79%	4	21%
Argosy University (aka American School of Prof. Psych.)	204	13	8	62%	5	38%	5	2	40%	3	60%
Azusa Pacific University, Azusa	103	37	31	84%	6	16%	33	28	85%	5	15%
Bethel Theological Seminary	152	1	1	100%	0	0%	1	1	100%	0	0%
Brandman University	253	63	43	68%	20	32%	33	26	79%	7	21%
Cal Poly Humbolt	014	1	1	100%	0	0%	1	1	100%	0	0%
Calif. Polytechnic State University, San Luis Obispo - Cal Poly	001	6	5	83%	1	17%	5	5	100%	0	0%
California Baptist University, Riverside	105	71	57	80%	14	20%	51	40	78%	11	22%
California Graduate Institute, Los Angeles	203	1	0	0%	1	100%	1	0	0%	1	100%
California Institute of Integral Studies, S.F.	107	61	54	89%	7	11%	54	50	93%	4	7%
California Lutheran University, Thousand Oaks	108	7	6	86%	1	14%	4	3	75%	1	25%
California Southern University	246	6	5	83%	1	17%	3	3	100%	0	0%
California State Polytechnic University, Pomona	019	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Bakersfield	002	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Chico	003	6	6	100%	0	0%	6	6	100%	0	0%
California State University, Dominguez Hills	004	18	14	78%	4	22%	13	11	85%	2	15%
California State University, Fresno	005	19	11	58%	8	42%	10	8	80%	2	20%
California State University, Fullerton	006	27	26	96%	1	4%	23	23	100%	0	0%
California State University, Hayward	007	15	10	67%	5	33%	9	5	56%	4	44%

Board of Behavioral Sciences
EXAM RESULTS BY SCHOOL
EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Long Beach	008	13	11	85%	2	15%	11	10	91%	1	9%
California State University, Los Angeles	009	2	1	50%	1	50%	0	0		0	
California State University, Northridge	010	31	28	90%	3	10%	28	27	96%	1	4%
California State University, Sacramento	011	4	4	100%	0	0%	2	2	100%	0	0%
California State University, San Bernardino	012	4	4	100%	0	0%	4	4	100%	0	0%
California State University, Stanislaus	013	2	1	50%	1	50%	2	1	50%	1	50%
Cambridge University	265	1	0	0%	1	100%	0	0		0	
Chapman University, Orange	113	15	13	87%	2	13%	11	11	100%	0	0%
Dominican University of California	117	8	7	88%	1	12%	6	6	100%	0	0%
Eisner Institute for Professional Studies	250	1	0	0%	1	100%	0	0		0	
Fresno Pacific University	153	4	4	100%	0	0%	4	4	100%	0	0%
Fuller Theological Seminary, Pasadena	119	6	4	67%	2	33%	5	4	80%	1	20%
Golden Gate University	151	9	7	78%	2	22%	7	5	71%	2	29%
HIS University	247	1	0	0%	1	100%	0	0		0	
Holy Names University, Oakland	122	22	15	68%	7	32%	15	12	80%	3	20%
Hope International University	131	28	23	82%	5	18%	22	19	86%	3	14%
Jessup University	266	22	18	82%	4	18%	21	17	81%	4	19%
John F. Kennedy University, Orinda	124	11	8	73%	3	27%	3	3	100%	0	0%
La Sierra University	252	2	1	50%	1	50%	1	1	100%	0	0%
Loma Linda University	125	4	4	100%	0	0%	3	3	100%	0	0%
Loyola Marymount University, Los Angeles	126	3	2	67%	1	33%	2	1	50%	1	50%
Meridian University	231	2	2	100%	0	0%	2	2	100%	0	0%
Mount St. Mary's University, Los Angeles	128	15	11	73%	4	27%	10	7	70%	3	30%
National University	129	84	55	65%	29	35%	57	39	68%	18	32%
New College of California, San Francisco	130	1	1	100%	0	0%	1	1	100%	0	0%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Northcentral University	256	8	7	88%	1	12%	7	7	100%	0	0%
Notre Dame de Namur University	116	7	7	100%	0	0%	4	4	100%	0	0%
OUT-OF-COUNTRY	400	1	1	100%	0	0%	1	1	100%	0	0%
Out-of-State	300	45	36	80%	9	20%	32	24	75%	8	25%
Pacific Graduate School of Psychology, Palo Alto	149	1	1	100%	0	0%	1	1	100%	0	0%
Pacific Oaks College, Pasadena	133	37	20	54%	17	46%	16	10	62%	6	38%
Pacifica Graduate Institute, Carpinteria	154	23	21	91%	2	9%	22	20	91%	2	9%
Palo Alto University	258	43	34	79%	9	21%	36	27	75%	9	25%
Pepperdine University, Malibu	135	160	138	86%	22	14%	124	110	89%	14	11%
Phillips Graduate Institute	106	11	8	73%	3	27%	10	8	80%	2	20%
POINT LOMA NAZARENE UNIVERSITY	261	13	9	69%	4	31%	11	7	64%	4	36%
San Diego State University	015	4	4	100%	0	0%	4	4	100%	0	0%
San Francisco State University	016	5	5	100%	0	0%	5	5	100%	0	0%
San Jose State University	017	1	1	100%	0	0%	1	1	100%	0	0%
Santa Clara University	144	12	12	100%	0	0%	10	10	100%	0	0%
Saybrook University	137	1	0	0%	1	100%	1	0	0%	1	100%
Simpson University	254	4	2	50%	2	50%	2	0	0%	2	100%
Sofia University, San Jose	155	3	2	67%	1	33%	3	2	67%	1	33%
Sonoma State University	018	5	5	100%	0	0%	5	5	100%	0	0%
Southern California School of Theology: Theological Studies	138	1	1	100%	0	0%	0	0		0	
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	2	2	100%	0	0%	1	1	100%	0	0%
St. Mary's College of CA, Moraga	136	11	11	100%	0	0%	10	10	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	34	25	74%	9	26%	27	21	78%	6	22%
TOURO UNIVERSITY	262	44	34	77%	10	23%	33	27	82%	6	18%
Trinity College of Graduate Studies, Orange	201	1	1	100%	0	0%	1	1	100%	0	0%
UMASS Global	272	19	14	74%	5	26%	19	14	74%	5	26%
University of La Verne, La Verne	140	5	4	80%	1	20%	4	3	75%	1	25%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
University of Phoenix, Sacramento	238	1	1	100%	0	0%	0	0		0	
University of Phoenix, San Diego	236	61	40	66%	21	34%	29	20	69%	9	31%
University of San Diego, San Diego	142	8	6	75%	2	25%	8	6	75%	2	25%
University of San Francisco, San Francisco	143	26	23	88%	3	12%	18	16	89%	2	11%
University of Southern California, Los Angeles	145	11	10	91%	1	9%	8	7	88%	1	12%
Vanguard University of Southern California	156	1	1	100%	0	0%	1	1	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	6	4	67%	2	33%	4	4	100%	0	0%
Wright Institute, Berkeley	150	16	15	94%	1	6%	15	14	93%	1	7%

LMFT Law and Ethics TOTAL: 1,443 1,146 79% 297 21% 1,074 898 84% 176 16%

LICENSE TYPE: LPCC

EXAM: LPCC Law and Ethics

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	16	8	50%	8	50%	13	8	62%	5	38%
Alliant International University (aka US International)	139	4	1	25%	3	75%	2	1	50%	1	50%
Antioch University, Los Angeles	241	7	6	86%	1	14%	7	6	86%	1	14%
Antioch University, Santa Barbara	243	8	7	88%	1	12%	8	7	88%	1	12%
Azusa Pacific University, Azusa	103	30	11	37%	19	63%	21	9	43%	12	57%
Bethel Theological Seminary	152	1	0	0%	1	100%	0	0		0	
Brandman University	253	14	5	36%	9	64%	7	3	43%	4	57%
California Baptist University, Riverside	105	16	10	62%	6	38%	13	8	62%	5	38%
California Institute of Integral Studies, S.F.	107	6	4	67%	2	33%	5	3	60%	2	40%
California State University, Fresno	005	8	6	75%	2	25%	5	4	80%	1	20%
California State University, Fullerton	006	10	9	90%	1	10%	9	8	89%	1	11%
California State University,	007	2	2	100%	0	0%	2	2	100%	0	0%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Hayward											
California State University, Los Angeles	009	2	1	50%	1	50%	0	0		0	
California State University, Sacramento	011	6	2	33%	4	67%	5	2	40%	3	60%
California State University, San Bernardino	012	6	5	83%	1	17%	5	4	80%	1	20%
California State University, Stanislaus	013	5	1	20%	4	80%	2	1	50%	1	50%
Chapman University, Orange	113	7	5	71%	2	29%	7	5	71%	2	29%
Concordia University	268	19	14	74%	5	26%	18	13	72%	5	28%
Dominican University of California	117	2	2	100%	0	0%	2	2	100%	0	0%
Fuller Theological Seminary, Pasadena	119	2	1	50%	1	50%	2	1	50%	1	50%
Golden Gate University	151	1	1	100%	0	0%	0	0		0	
Holy Names University, Oakland	122	1	0	0%	1	100%	0	0		0	
Hope International University	131	5	3	60%	2	40%	4	3	75%	1	25%
Jessup University	266	2	2	100%	0	0%	2	2	100%	0	0%
John F. Kennedy University, Orinda	124	1	1	100%	0	0%	1	1	100%	0	0%
LA SIERRA	252	2	1	50%	1	50%	1	0	0%	1	100%
Loma Linda University	125	3	1	33%	2	67%	2	1	50%	1	50%
Loyola Marymount University, Los Angeles	126	3	1	33%	2	67%	1	0	0%	1	100%
National University	129	15	7	47%	8	53%	11	6	55%	5	45%
Notre Dame de Namur University	116	7	3	43%	4	57%	4	3	75%	1	25%
Out-of-State	300	203	120	59%	83	41%	136	89	65%	47	35%
Pacific Graduate School of Psychology, Palo Alto	149	1	1	100%	0	0%	1	1	100%	0	0%
Pacific Oaks College, Pasadena	133	2	2	100%	0	0%	1	1	100%	0	0%
Pacifica Graduate Institute, Carpenteria	154	4	4	100%	0	0%	3	3	100%	0	0%
Palo Alto University	258	18	15	83%	3	17%	18	15	83%	3	17%
Pepperdine University, Malibu	135	34	28	82%	6	18%	32	27	84%	5	16%
Point Loma Nazarene University	261	2	2	100%	0	0%	0	0		0	
San Diego State University	015	10	8	80%	2	20%	8	6	75%	2	25%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
San Francisco State University	016	6	5	83%	1	17%	6	5	83%	1	17%
San Jose State University	017	6	3	50%	3	50%	5	2	40%	3	60%
Santa Clara University	144	1	1	100%	0	0%	1	1	100%	0	0%
Saybrook University	137	3	1	33%	2	67%	2	1	50%	1	50%
Sofia University, San Jose	155	1	1	100%	0	0%	1	1	100%	0	0%
Sonoma State University	018	1	1	100%	0	0%	1	1	100%	0	0%
St. Mary's College of CA, Moraga	136	5	3	60%	2	40%	4	3	75%	1	25%
The Chicago School of Professional Psychology at Los Angeles	251	7	3	43%	4	57%	4	3	75%	1	25%
TOURA UNIVERSITY	262	4	3	75%	1	25%	4	3	75%	1	25%
UC, San Francisco	055	2	1	50%	1	50%	0	0		0	
UMASS Global	272	14	7	50%	7	50%	13	7	54%	6	46%
University of La Verne, La Verne	140	6	0	0%	6	100%	5	0	0%	5	100%
University of Phoenix, San Diego	236	6	3	50%	3	50%	4	1	25%	3	75%
University of Redlands	259	4	1	25%	3	75%	1	0	0%	1	100%
University of San Diego, San Diego	142	6	4	67%	2	33%	6	4	67%	2	33%
University of San Francisco, San Francisco	143	8	6	75%	2	25%	6	4	67%	2	33%
University of Southern California, Los Angeles	145	1	1	100%	0	0%	1	1	100%	0	0%
University of the Pacific, Stockton	146	1	0	0%	1	100%	0	0		0	
Western Seminary (Western Conservative Baptist Seminary)	232	3	2	67%	1	33%	2	1	50%	1	50%
Wright Institute, Berkeley	150	1	1	100%	0	0%	1	1	100%	0	0%

LPCC Law and Ethics TOTAL: 571 347 61% 224 39% 425 284 67% 141 33%

EXAM: NCMHCE Exam

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	2	2	100%	0	0%	2	2	100%	0	0%
Alliant International University (aka US International)	139	1	1	100%	0	0%	1	1	100%	0	0%
Antioch University, Los Angeles	241	1	1	100%	0	0%	1	1	100%	0	0%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University, Azusa	103	9	7	78%	2	22%	6	5	83%	1	17%
Bastyr University	267	1	1	100%	0	0%	1	1	100%	0	0%
Brandman University	253	6	5	83%	1	17%	4	3	75%	1	25%
California Baptist University, Riverside	105	1	1	100%	0	0%	1	1	100%	0	0%
California Institute of Integral Studies, S.F.	107	2	1	50%	1	50%	2	1	50%	1	50%
California State University, Bakersfield	002	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Fresno	005	6	6	100%	0	0%	5	5	100%	0	0%
California State University, Fullerton	006	1	0	0%	1	100%	1	0	0%	1	100%
California State University, Long Beach	008	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Northridge	010	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Sacramento	011	3	1	33%	2	67%	3	1	33%	2	67%
California State University, San Bernardino	012	7	5	71%	2	29%	5	3	60%	2	40%
California State University, Stanislaus	013	4	4	100%	0	0%	2	2	100%	0	0%
Chapman University, Orange	113	1	1	100%	0	0%	1	1	100%	0	0%
Concordia University	268	4	4	100%	0	0%	3	3	100%	0	0%
GRAND CANYON UNIVERSITY	264	1	0	0%	1	100%	1	0	0%	1	100%
Holy Names University, Oakland	122	1	0	0%	1	100%	1	0	0%	1	100%
Hope International University	131	1	1	100%	0	0%	0	0		0	
Jessup University	266	1	1	100%	0	0%	1	1	100%	0	0%
John F. Kennedy University, Orinda	124	1	1	100%	0	0%	1	1	100%	0	0%
Loma Linda University	125	5	4	80%	1	20%	4	4	100%	0	0%
Loyola Marymount University, Los Angeles	126	6	5	83%	1	17%	4	4	100%	0	0%
National University	129	3	3	100%	0	0%	2	2	100%	0	0%
Notre Dame de Namur University	116	1	1	100%	0	0%	1	1	100%	0	0%
Out-of-State	300	57	42	74%	15	26%	38	33	87%	5	13%
Pacific Graduate School of	149	1	1	100%	0	0%	1	1	100%	0	0%

Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Jan 1, 2024 THROUGH Mar 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Psychology, Palo Alto											
Palo Alto University	258	4	3	75%	1	25%	4	3	75%	1	25%
Pepperdine University, Malibu	135	12	10	83%	2	17%	12	10	83%	2	17%
San Diego State University	015	4	4	100%	0	0%	3	3	100%	0	0%
San Francisco State University	016	6	5	83%	1	17%	5	4	80%	1	20%
San Jose State University	017	5	3	60%	2	40%	3	2	67%	1	33%
Saybrook University	137	2	1	50%	1	50%	2	1	50%	1	50%
St. Mary's College of CA, Moraga	136	2	2	100%	0	0%	2	2	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	4	1	25%	3	75%	3	1	33%	2	67%
TOURA UNIVERSITY	262	1	0	0%	1	100%	0	0		0	
University of La Verne, La Verne	140	7	5	71%	2	29%	4	3	75%	1	25%
University of Redlands	259	4	1	25%	3	75%	1	0	0%	1	100%
University of San Diego, San Diego	142	13	11	85%	2	15%	11	10	91%	1	9%
University of San Francisco, San Francisco	143	11	11	100%	0	0%	10	10	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	2	2	100%	0	0%	1	1	100%	0	0%
Wright Institute, Berkeley	150	2	2	100%	0	0%	2	2	100%	0	0%
NCMHCE Exam TOTAL:		210	164	78%	46	22%	159	133	84%	26	16%

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ATTACHMENT D: Consumer Complaint and Criminal Conviction Report

CRIMINAL COMPLAINT & CRIMINAL CONVICTION REPORT FY 23/24					
	1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	TOTAL
Consumer Complaints	537	505	520		1,562
Criminal Convictions	202	240	201		643
Cases Closed	474	532	576		1,582
Referred to Attorney General	32	27	27		86
Cases Pending at Attorney General	97	100	85		-
Accusations Filed	16	9	8		33
Statement of Issues Filed	8	8	2		18
Citations Issued	2	4	4		10
Final Disciplinary Orders	12	19	18		49
AVERAGES					
Average Number of Days to Complete Formal Discipline*	371	374	373		373
Average Number of Days a Case is at Attorney General**	274	233	279		262
Average Number of Days to Complete Board Investigations	55	71	77		68

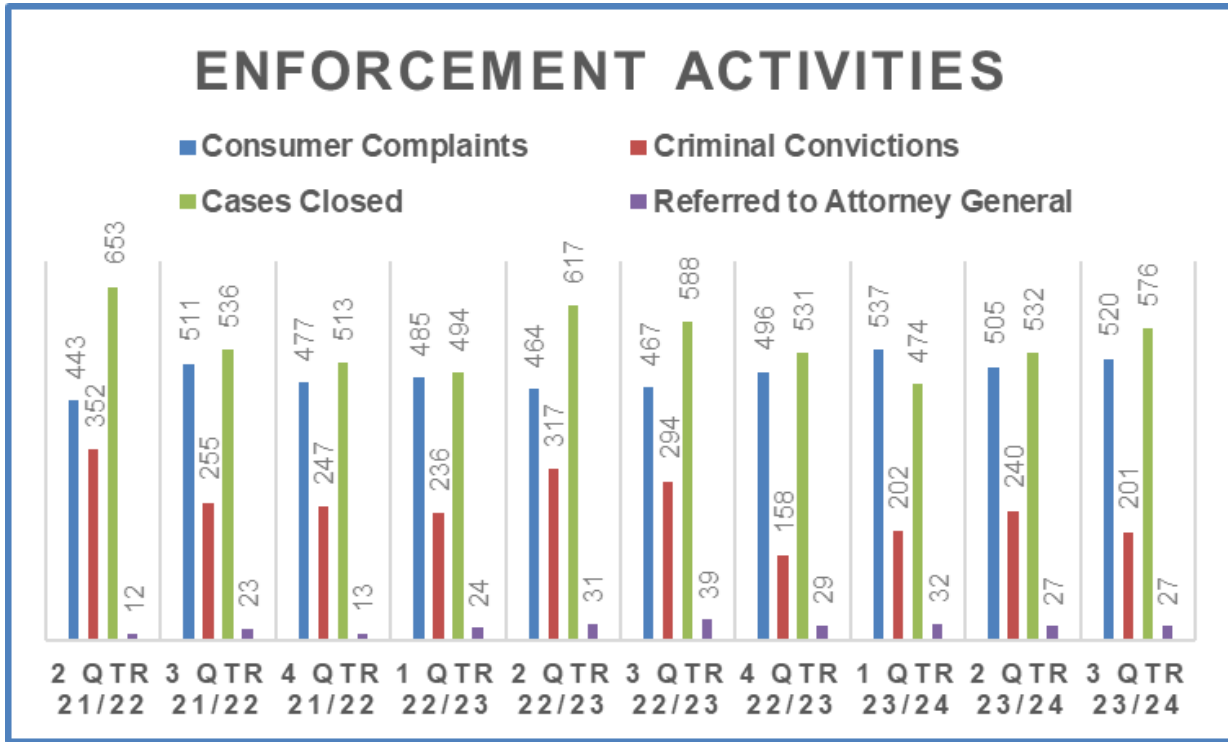
*This statistic is measured by the average number of days to complete the enforcement process for cases investigated and transmitted to the Attorney General’s (AG) Office for formal discipline within the reference period. The DCA Performance Measure to complete formal discipline is 540 days.

**This statistic is measured from the date the Board refers the matter to the AG’s Office to the date the case is complete.

PETITIONS RECEIVED January 1 – March 31

Modification and Early Termination	2
Reinstatement	1
Reconsideration	2
Vacate Default Decision	1
Ineligible/withdrawn	1

ATTACHMENT D: Consumer Complaint and Criminal Conviction Report



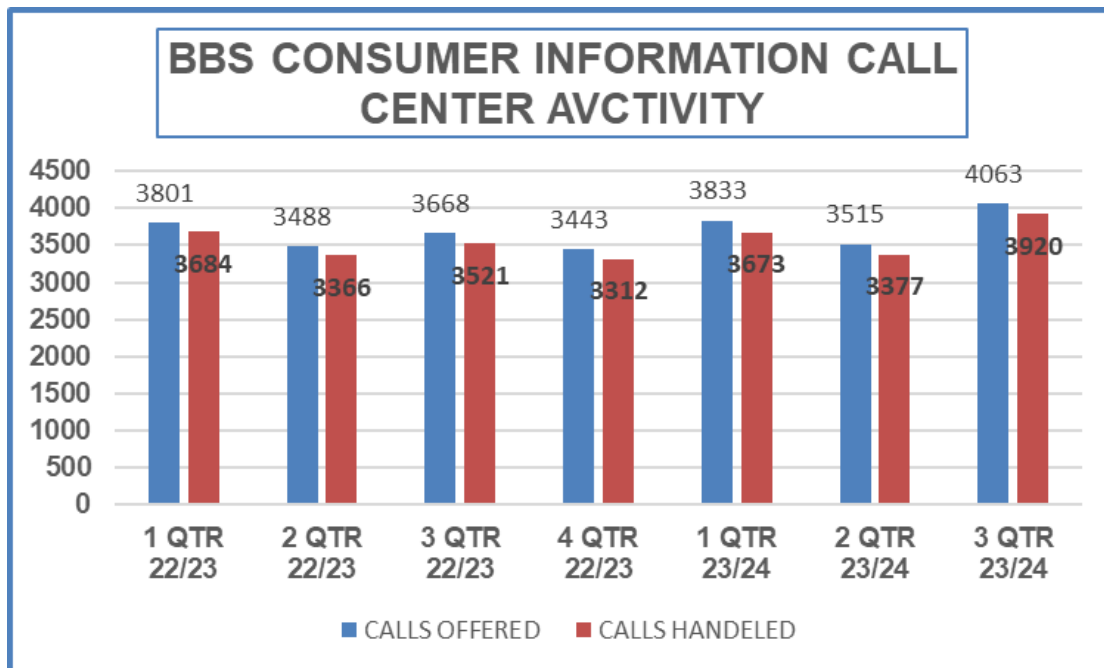
Attachment E1: Outreach Event Report

DATE	ORGANIZATION
July 7, 2023	3,000 Club (Redding Chapter)
July 14, 2023	CALPCC Educator's Forum
July 19, 2023	MFT Consortium Orange County
July 19, 2023	NASW Lunch with the BBS
August 25, 2023	MFT Consortium Sacramento
August 28, 2023	KP School of Allied Sciences (MFT Program)
September 1, 2023	MFT Central Coast Consortium
September 8, 2023	MFT Consortium Greater LA
September 14, 2023	MFT Consortium Inland Empire
September 12, 2023	USF Sacramento
September 20, 2023	MFT Consortium Orange County
October 12, 2023	CA Telehealth Policy Coalition Legislative Briefing
October 13-14, 2023	CALPCC Conference
November 13, 2023	NASW Lunch with the BBS
November 15, 2023	MFT Consortium Orange County
January 17, 2024	MFT Consortium Orange County
February 9, 2024	MFT Consortium Central Valley
February 15, 2024	MFT Consortium Inland Empire
March 6, 2024	Sac County Office of Education
March 6, 2024	Sac County Office of Education
March 14, 2024	Tibor Rubin VA Medical Center
March 20, 2024	KP Mental Health Training Program NORCAL
March 27, 2024	UMass Global
March 28, 2024	UMass Global
April 15, 2024	KP Mental Health Training Program NORCAL
April 27, 2024	CA Society of Clinical Social Workers
April 30, 2024	UC Berkeley, School of Social Welfare
May 4, 2024	CALPCC Student & Associate Symposium
May 10, 2024	Counselor Educators' Meeting

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ATTACHMENT F: BBS Calls Received/Handled by CIC

MONTH	OFFERED	HANDLED	AVG WAIT	MAX WAIT
22-Jul	1,060	1,036	0:58	11:07
22-Aug	1,389	1,347	1:10	6:39
22-Sep	1,352	1,301	1:17	15:48
22-Oct	1,233	1,189	1:08	11:32
22-Nov	1,165	1,118	1:05	10:10
22-Dec	1,090	1,059	0:55	9:40
23-Jan	1,214	1,155	2:10	7:41
23-Feb	1,183	1,136	1:08	12:48
23-Mar	1,271	1,230	1:25	16:20
23-Apr	1,020	974	1:52	5:00
23-May	1,190	1,159	1:23	13:36
23-Jun	1,233	1,179	1:48	5:59
23-Jul	1,253	1,214	2:10	19:05
23-Aug	1,431	1,374	2:45	7:10
23-Sep	1,149	1,085	2:38	3:09
23-Oct	1,259	1,219	1:17	11:10
23-Nov	1,193	1,149	1:46	14:27
23-Dec	1,063	1,009	2:24	8:39
23-Jan	1,495	1,439	2:50	11:42
23-Feb	1,266	1,231	1:50	20:34
23-Mar	1,302	1,250	1:06	13:02



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Attachment F2 – BBS Emails Received

EMAILS RECEIVED FY 23/24					
UNIT	1st Qtr Volumes	2nd Qtr Volumes	3rd Qtr Volumes	4th Qtr Volumes	+/- Last Qtr
Criminal Conviction Unit	1,799	1,833	2,637		+44%
Consumer Complaint Unit	1,070	980	825		-15%
Discipline/Probation Unit	56	84	158		+50%
Licensing Unit	6,718	5,647	6,493		-16%
Registration Unit	5,316	6,058	5,803		+3%
Examination Unit	3,978	3,427	4,054		+18%
Cashier Unit	2,319	3,427	4,053		+48%
Administrative Unit	4,922	4,535	5,334		-8%
TOTAL EMAILS	26,290	26,182	29,357		+12%

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STRATEGIC PLAN UPDATE

MAY 2024

Goal 1: Licensing

Establishing licensing standards to protect consumers and allow reasonable and timely access to the profession.

Objective 1.1: Streamline application process with online submission to decrease processing times.

Success Measure: Processing times have decreased from Q1 2022

Number	Major Activity	Completion Date
	START DATE	Q1 2022
1.1.1	Electronic Form Submittal Staff is in discussion with the Department of Consumer's Office of Information Services and outside vendors to identify alternate solution for submitting transcripts and supervision forms.	Ongoing
1.1.1.1	Staff submitted a project request to DCA's Office of Information Services (OIS) to research possible modifications to the Breeze system that will allow applicants to submit supervision forms through Breeze.	April 2023
1.1.2	Breeze Reconfiguration-Board License Types (WA 165) Staff continues to work with the Breeze team to implement Work Authorization 165 that will make changes the Breeze system that will allow the Board to enhance its efficiencies	Ongoing
1.1.3	Breeze Subsequent Registration Application Establish online subsequent registration applications	Ongoing
1.1.3.1	Staff began collaborating with DCA's BreEZe team to design the online transaction.	July 2023
1.1.3.2	Staff met with the BreEZe design team to discuss the profile reports and application details.	April 2024
1.1.4	Breeze Subsequent Registration Application Establish online registrant applications.	Ongoing
1.1.5	Breeze Licensure Application Establish online licensing applications	Planned
1.1.6	Breeze Application Deficiencies Update Breeze to allow for applicants to view their application deficiencies through their Breeze account.	Ongoing

1.1.6.1	Staff began reviewing and modifying the current BreeZe deficiency phrases for each license type.	July 2023
1.1.7	Application “Check-in” Process Implemented a new application “check in” process that allows for the early identification and resolution of application errors.	January 2023
1.1.8	Licensing Support Analyst Hired a licensing support assistant to coordinate the collection of application materials to allow licensing evaluator to focus on processing and evaluating rather than researching documents.	March 2023
1.1.9	Breeze Law & Ethics Re-Exam Application Established the online submittal of the Law & Ethics R-exam application through Breeze	April 2023
	END DATE	Q4 2024

Objective 1.2: Collaborate with the Department of Consumer Affairs’ Organizational Improvement Office to review the application process and implement improvements to reduce processing times.

Success Measure: Processing times have reduced since Q1 2022.

Number	Major Activity	Completion Date
	START DATE	Q1 2022
1.2.1	Process Improvement As-Is Mapping Participate in As-Is mapping session to document the current business process.	March 2022
1.2.2	Process Improvement Value Stream Added Mapping Participate in Value Stream Added mapping sessions	June 2022
1.2.3	Process Improvement Could be Mapping Participate in Could be Mapping sessions	October 2022
1.2.4	Process Improvement Report Finalization OIO finalizing the draft of the report.	March 2023
1.2.5	Process Improvement Change Management Workshop OIO to conduct organization change management workshop	Planned

Number	Major Activity	Completion Date
1.2.6	Supervised Hours Review Improvement Reviewed the process for evaluating experience and found ways to improve and streamline the process.	May 2023
	END DATE	Q1 2024

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

Success Measure: Plan created for a more culturally diverse workforce and increased outreach.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
1.3.1	Barriers to Licensure Initiate and/or participate in conversation regarding barriers to licensure	Ongoing
1.3.1.1	Met with California Dean and Directors of social work and members of the National Association of Social Workers California Chapter to discuss the ASWB exam pass rate report.	December 2022
1.3.1.2	Met with representatives from CA Dept of Health Care Access and Information regarding the mental health workforce and wellness coaches.	January 2023
1.3.1.3	Sergio Aguilar-Gaxiola, MD, PhD, presented “An Overview of California’s Behavioral Health Workforce: Challenges and Recommendations” to the Licensing Committee	January 2023
1.3.1.4	Met with representatives from California Alliance of Child and Family Services to discuss recommendation to increase the mental health workforce.	April 2023
1.3.1.5	Representatives from California Alliance of Child and Family Services made a presentation to the Workforce Development Committee regarding testing disparities and barriers.	October 2023
	END DATE	Q4 2025

Objective 1.4: Increase communication to applicants and licensees to reduce common application or licensing maintenance errors.

Success Measure: Application deficiencies have decreased since Q2 2022.

Number	Major Tasks	Completion Date
	START DATE	Q2 2022
1.4.1	Registration Application Tutorial Developed a power point presentation that explains the process of applying for a registration and the 90-day rule. The presentation highlights common errors and how to complete an application to avoid delays.	September 2022
1.4.2	Social Media-Registration/License Maintenance Alerts Develop Social Media plan that will alert registrants and licensee of important steps in maintaining and renewing their registration or license.	Ongoing
1.4.3	Registration Sixth Year Alert Began sending email notifications to registrants when they are reaching the sixth year of their registration to ensure they understand the process to apply for a subsequent registration.	March 2022
1.4.4	Website-Instructional Videos Develop short instruction videos to be posted on the Board’s website and through social media that will highlight how to apply for and renew a registration or license.	Planned
1.4.6	Online Application Status Checks Establish a system that will allow an applicant or licensee to check on the status of an application or renewal through the Board’s website or Breeze.	Planned
1.4.7	License Application Courtesy Email Implemented automated “courtesy email notifications” (CEN) to licensing and examination applicants to notify them when applications are approved.	January 2023
1.4.8	Registration Application Courtesy Email Implement automated “courtesy email notifications” (CEN) to registrant applicants to notify them when applications are approved.	Planned
1.4.9	Initial License Application Courtesy Email Implement automated “courtesy email notifications” (CEN) to initial license applicants to notify them when applications are approved.	Planned
1.4.10	10 Tips for a Smoother Licensing Process Developed a publication that assists applicants during their licensure process, including tips on applying, use of BreEZe, registration renewal, exams, avoiding loss of experience hours, and the best ways to communicate with the BBS.	May 2023

Number	Major Tasks	Completion Date
1.4.11	Update Application Packets Decrease application deficiencies by improving application instructions, providing an application checklist, and performing a complete overhaul of the out-of-state licensure applications.	October 2023
	END DATE	Q4 2025

Objective 1.5: Develop video presentations to increase understanding of the licensing process and the pathways to licensure.

Success Measure: Videos posted to website.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
1.5.1	Pathway to Licensure Videos Develop Pathway to Licensure Videos	COMPLETED
1.5.1.1	Started to collaborate with the Department of Consumer Affairs Public Information Office to develop Pathway to Licensure Videos to be posted on the Board's website.	April 2022
1.5.1.2	Pathway to licensure video complete	September 2022
1.5.1.3	Public Information Office completed 7 Steps to Licensure video.	September 2022
1.5.1.4	LMFT Degree Requirement video in post-production	January 2023
1.5.1.5	LCSW Degree Requirement, LPCC Degree Requirement videos in post-production.	March 2023
1.5.1.6	Law & Ethics Exam, Registrant, 90-day Rule in post-production.	October 2023
1.5.1.7	Supervision and Criminal history video in production.	October 2023
1.5.1.8	Videos posted to the internet and a link created in the Board's FAQs. Staff advertised videos on the Board's social media platforms.	March 2023
	END DATE	Q1 2024

Goal 2: Examinations

Administer fair, valid, comprehensive, and relevant licensing examinations.

Objective 2.1: Identify and implement strategies to increase diversity of Subject Matter Experts to ensure that examinations are culturally responsive and address diverse populations.

Success Measure: Strategy/policy in place to increase the diversity of Subject Matter Experts (SMEs).

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
2.1.1	Subject Matter Expert Recruitment Implement improvements to the current recruitment process to increase pool of SME candidates.	Ongoing
2.1.1.1	Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	March 2023
2.1.1.2	Staff coordinated with the DCA's Public Information Office in developing a social media campaign to promote the Board's SME program.	March 2024
2.1.2	Subject Matter Diversity Collaborate with OPES to identify ways to increase diversity of participants in exam development workshops.	Planned
2.1.2.1	Collaborate with DCA's Public Information Office to translate SME social media posts into different languages.	April 2024
	END DATE	Q1 2024

Objective 2.2: Improve examination process to ensure timely and equitable access to licensure.

Success Measure: Decrease in time in the exam process.

Number	Major Tasks	Completion Date
	START DATE	Q4 2022
2.2.1	ASWB 90-Day Waiting Period Waiver	December 2022
2.2.2	Exam Eligibility Expiration Date Notification: Develop a procedure to notify exam candidates of their impending exam eligibility expiration date.	February 2023

Number	Major Tasks	Completion Date
2.2.2.1	Staff began working on developing an exam eligibility expiration report.	August 2022
2.2.2.2	Staff completed report and began to notify exam candidates. This will be done monthly.	February 2023
2.2.3	Path A Email Notifications Staff began tracking and sending email notifications to exam candidates who applied under Path A (portability) or have an exam deficiency in their application for licensure to ensure they understand the next step to licensure.	July 2022
2.2.4	LEP Exam Waiting Periods Staff is discussing with OPES the possibility of reducing the examination waiting periods for the Licensed Educational Psychologist Standard Written Exam.	Ongoing
2.2.5	ESL Accommodation Requirements Determine whether the Board's current English as a Second Language (ESL) accommodation requirements need to be modified to mirror the Association of Social Work Boards English Language Learner accommodation requirements.	Ongoing
2.2.5.1	The Workforce and Development Committee directed staff to draft language amending section 1805.2 to include another option for qualifying for the additional examination time that would include the application certification under penalty of perjury that their primary or 1st language is one other than English and explore revising the examination time to two hours.	January 2024
2.2.5.2	The Workforce and Development Committee directed staff to draft discussed language into and bring the proposal to the Policy and Advocacy Committee for consideration.	April 2024
2.2.6	Exam No-Show Notifications Staff began tracking and sending email notifications to exam candidates for Boards administered exams who were a no-show. This notification provides instructions on the process to re-apply for the exam.	September 2022
2.2.7	File Abandonment Notifications Staff began tracking and sending email notifications to exam candidates who abandoned their licensing file as per CA CCR 1806. The notification provides instructions on how to reapply.	September 2022
2.2.8	Clinical Exam Seven Year Limit Notification Staff began tracking and sending notification to exam candidates who have been in the clinical exam cycle for seven years from their first attempt and must retake and pass the current version of the law and ethics exam. This notification provides instruction on how to apply for the law and ethics exam and provides the date they must exam by to ensure they maintain licensure eligibility.	September 2022

Number	Major Tasks	Completion Date
	END DATE	Q4 2023

Objective 2.3: Review, report, and determine feasibility of adopting the use of the Association of Marital and Family Therapists Regulatory Boards (AMFTRB) national exam for the Licensed Marriage and Family Therapist (LMFT) Clinical exam.

Success Measure: Board has discussed whether to adopt AMFTRB exam.

Number	Major Tasks	Completion Date
	START DATE	Q3 2021
2.3.1	AMFTRB Exam Review Request the DCA's Office of Professional Examination Service (OPES) to conduct a review of the Association of Marriage and Family Therapist Regulatory Board's (AMFTRB) Clinical examination.	July 2021
2.3.2	AMFTRB Exam Review Presentation OPES to present the findings of their review and provide a recommendation to the Board. Board determines if the AMFTRB Clinical exam should be adopted for California licensure.	November 2022
2.3.3	AMFTRB Staff Research Board staff opened discussions with AMFTRB executive staff to address Board's concerns.	January 2023
2.3.4	AMFTRB Presentation Lois Paff Bergen from AMFTRB presented to the Board an overview of the AMFTRB examination and its development.	August 2023
2.3.5	AMFTRB Board Discussion Conducted a discussion in closed session to discuss the acceptance of the AMFTRB exam.	February 2024
	END DATE	Q2 2024

Goal 3: Enforcement

Protect the health and safety of consumers through the enforcement of laws.

Objective 3.1: Develop and implement an effective communication process from open to close of a case to ensure applicants, complainants, and respondents are better informed about the status of their case.

Success Measure: New process has been implemented.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
3.1.1	Applicant-Enforcement Communication Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	Planned
3.1.2	Complaint-Enforcement Communication Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	Planned
	END DATE	Q4 2025

Objective 3.2: Educate licensees, associates, and consumers about the enforcement process to increase awareness of the Board’s enforcement role and responsibilities.

Success Measure: Awareness plan implemented.

Number	Major Tasks	Completion Date
	START DATE	Q4 2022
3.2.1	Enforcement Outreach Materials Develop and publish outreach material that includes flow chart of enforcement process.	Ongoing
3.2.1.1	Staff met to discuss possible ideas for the outreach materials.	April 2024
3.2.2	Enforcement Outreach Videos Develop video presentations that explain the enforcement process steps.	Planned
3.2.2.1	Staff met to possible ideas for the video presentations.	April 2024
	END DATE	Q4 2023

Objective 3.3: Complete review and make recommendations on the Board’s existing enforcement statutes and regulations for clarity, cohesiveness, and equity.

Success Measure: Regulatory process has begun.

Number	Major Tasks	Completion Date
	START DATE	Q2 2022
3.3.1	Uniform Standards & Disciplinary Guidelines Review Review the Uniform Standards and Disciplinary Guidelines for possible updates or amendments.	Ongoing
3.3.1.1	Recommended changes brought to the P & A Committee	July 2022
3.3.1.2	Recommended changes brought to the P & A Committee	October 2022
3.2.1.3	Recommended changes brought to the P & A Committee	January 2023
3.2.1.4	Recommended changes brought to the P & A Committee	July 2023
3.2.1.5	Recommended changes approved by the Board; staff preparing regulation package for DCA initial review	August 2023
3.2.1.6	Regulation proposal was noticed to the public on February 2, 2024, and the public comment period ended on March 25, 2024.	February 2024
3.2.1.7	Public comment period ended.	March 2024
3.3.2	Enforcement Statutes & Regulation Review Review current statutes and regulations related to enforcement to determine possible needed updates.	Planned
	END DATE	Q4 2024

Objective 3.4: Evaluate and establish internal policies and procedures related to enforcement issues to ensure an equitable process that reflects rehabilitation versus punitive measures for the purpose of consumer protection.

Success Measure: Updated policies, procedures, and reports.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
3.4.1	Probation Program Reporting Develop an automated report for the probation program that will assist in determining trends and possible opportunities for improvement.	Planned
3.4.2	Application Denial Reporting Develop an automated report that for application denials that will assist in determining trends in violations.	Planned

Number	Major Tasks	Completion Date
	END DATE	Q4 2024

Objective 3.5: Create diversity in the pool of qualified enforcement Subject Matter Experts to ensure equitable enforcement proceedings.

Success Measure: Strategy/policy in place to increase the diversity of SMEs.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
3.5.1	Subject Matter Expert Recruitment Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	March 2023
3.5.1.1	Staff coordinated with the DCA's Public Information Office in developing a social media campaign to promote the Board's SME program.	March 2024
3.5.2	Subject Matter Diversity Identify ways to increase diversity of subject matter experts.	Planned
3.5.2.1	Staff are collaborating with DCA's Public Information Office to translate SME social media posts into different languages.	April 2024
	END DATE	Q4 2023

Goal 4: Legislation & Regulation

Ensure the statutes, regulations, policies, and procedures strengthen the Board's mandates and mission.

Objective 4.1: Implement statutes and regulations that comprehensively address telehealth and educate stakeholders, licensees, and consumers about telehealth.

Success Measure: Law passed, and outreach plan implemented.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022

Number	Major Tasks	Completion Date
4.1.4	Temporary License Allowance Consider an Incidental allowance for out-of-state provider providing online telehealth in CA.	COMPLETED
4.1.4.1	Temporary practice allowance proposal was introduced at the Telehealth Committee	June 2022
4.1.4.2	Temporary practice allowance proposal brought to Policy and Advocacy Committee	July 2022
4.1.4.3	Temporary practice allowance proposal brought to Policy and Advocacy Committee	October 2022
4.1.4.4	Temporary practice allowance proposal brought to Board	November 2022
4.1.4.5	AB 232 (Aguiar-Curry) Introduced and moving through the legislative process	January 2023
4.1.4.6	AB 232 signed by the Governor and becomes law January 1, 2024.	October 2023
4.1.5	Telehealth Service Platforms Review Research alternative modes of services (email, texting, and app-based therapy) to identify consumer protection issues that current law does not address.	Ongoing; Timeline same as 4.1.6 below.
4.1.6	Online Therapy Sites Review Discuss the necessity of regulating online therapy sites.	Ongoing
4.1.6.1	Online therapy site and alternative modes of therapy discussion brought to Telehealth Committee	December 2022
4.1.6.2	Staff discussed potential concerns with Legislature (Business and Professions Committee)	December 2022
4.1.6.3	Telehealth Committee reviewed draft survey for licensees and registrants who have experience working for these platforms.	March 2023
4.1.6.4	Survey distributed to licensees and registrants via social media, email subscriber list, and professional associations	April 2023
4.1.6.5	Survey results discussed at Telehealth Committee; next steps determined.	June 2023
4.1.7	Inter-State Compact Review Examine, research, and discuss Inter-state compacts.	COMPLETED
4.1.7.1	Inter-state compacts discussion brought to Telehealth Committee. Committee determined staff will continue to monitor ongoing progress of compacts.	June 2023

Number	Major Tasks	Completion Date
4.1.7.2	SB 2566 (Wilson) Interstate Counseling Compact introduced. The Policy & Advocacy Committee held a discussion concerning the bill. No recommendation at this time.	April 2024
4.1.8	Telehealth Best Practice Documents Create best practices document to assist employers/supervisor in determine the best way to proceed with telehealth	COMPLETED
4.1.8.1	Best practices document discussion brought to Telehealth Committee	March 2022
4.1.8.2	Best practices document discussion brought to Telehealth Committee	June 2022
4.1.8.3	Best practices document discussion brought to Telehealth Committee (Staff directed to draft two documents; Videoconferencing in Supervision, Utilizing Telehealth to Deliver Services)	December 2022
4.1.8.4	Telehealth Committee reviewed three best practice documents: for providers, supervisors, and consumers	March 2023
4.1.8.5	Staff worked with DCA's publication office to finalize the documents. Documents were presented to the Board.	April 2023
4.1.8.6	Telehealth best practice documents posted to the Board website and advertised through social media.	July 2023
	END DATE	Q4 2025

Objective 4.2: Review current licensing requirements regarding registration, exam, and supervised experience timeframes and make recommendation for possible amendments to current statutes and regulations.

Success Measure: Recommendations made to the Board.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
4.2.1	Six Year Rule Discuss 6 years rule (experience hours and length of registration).	July 2022
4.2.2	Law & Ethics Exam Age Limit Discuss in committee the CA law and ethics exam age limit and limiting attempts.	Planned

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
4.2.3	NCMHCE Acceptance Without Experience Determine National Clinical Mental Health Counseling Examination (NCMHCE) acceptability from applicants who do not have supervised experience.	Planned
4.2.4	Registration of Trainees Consider and make recommendation on the registration of trainees.	Planned
4.2.5	Early Eligibility for Clinical Examinations Permitting applicants for licensure to take the required clinical examination after completing 1,500 hours of postgraduate supervised experience.	Ongoing
4.2.5.1	Early exam eligibility discussed during the Workforce Development Committee.	January 2024
4.2.5.2	Workforce Development Committee directed staff to start drafting the language, consult with legal for direction on what will be proposed in statute and in regulations, and continue discussions to iron out details	April 2024
	END DATE	Q4 2025

Objective 4.3: Review and update statutes and regulations related to additional coursework requirements for associates and the Continuing Education Unit requirements for licensees.

Success Measure: Law passed.

Number	Major Tasks	Completion Date
	START DATE	Q4 2023
4.3.1	Course Requirement Timing Make timing and requirement of course consistent across license types where needed.	Ongoing
4.3.1.1	Staff presented an overview of the additional coursework requirements to the Workforce Committee. The Committee discussed the Human Sexuality Coursework and possible amendments.	April 2024
	END DATE	Q4 2025

Objective 4.4: Modernize and clarify statutes and regulations related to advertising to ensure they keep up with current advertisement practices.

Success Measure: Regulation proposal noticed to the public.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
4.4.1	Advertising Regulations Update: Update advertising statutes and regulations	Ongoing
4.4.1.1	Recommendations brought to P & A Committee	October 2022
4.4.1.2	Continued discussion of potential amendments to statute and regulation at P&A Committee	October 2023
4.4.1.3	Continued discussion of potential amendments to statute and regulations. Board directed staff to pursue as a legislative proposal.	November 2023
4.4.1.4	Senate Bill 1024 (Ochoa Bogh) was introduced.	January 2024
4.4.2	Review Requirements for Posting Legal Name Review and possibly amend requirements for posting legal name	COMPLETED
4.4.2.1	SB 372 introduced by stakeholders and is currently moving through the Legislature. The Board will consider updating its position for the latest version of the bill at its August meeting. Staff will continue to provide technical support as the bill moves through the legislative process.	Ongoing
4.4.2.2	SB 372 signed by the Governor and becomes law January 1, 2024.	October 2023
	END DATE	Q4 2025

Goal 5: Organizational Effectiveness

Build an excellent organization through proper Board governance, effective leadership, and responsible management.

Objective 5.1: Review current organizational structure to ensure efficient operations and to foster upward career mobility among staff.

Success Measure: Office of Human Resources (OHR) approves the new organizational chart.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
5.1.1	Staffing Needs Evaluation Determine current organizational needs based upon current processing times and future workload projections.	Planned
5.1.1.1	Paperwork submitted for approval of two Limited Term Management Service Technicians.	December 2022
5.1.2	Duty Statement Updates Review staff duty statements to ensure they properly reflect current duties.	Ongoing
5.1.2.1	Board AEO began meeting with unit managers to discuss current duties of their unit and staff members to ensure all duties have been documented.	March 2024
5.1.4	Organizational Structure Review Determine appropriate ideal organizational structure.	Planned
5.1.5	Staff Training and Development Research training opportunities for staff and create a training pathway for upward mobility.	Ongoing
5.1.5.1	Staff met to discuss the creation and implementation of “BBS Academy” and ways to increase awareness of training opportunities for staff.	April 2024
	END DATE	Q2 2023

Objective 5.2: Collaborate with the Department of Consumer Affairs’ Organizational Improvement Office to review internal processes and implement improvements to better serve the stakeholders and the Board.

Success Measure: Streamlined processes implemented.

Number	Major Activity	Completion Date
	START DATE	Q1 2022
5.2.1	Process Improvement As-Is Mapping Participate in As-Is mapping session to document the current business process.	March 2022
5.2.2	Process Improvement Value Stream Added Mapping Participate in Value Stream Added mapping sessions	June 2022

Number	Major Activity	Completion Date
5.2.3	Process Improvement Could be Mapping Participate in Could be Mapping sessions	October 2022
5.2.4	Process Improvement Report Finalization OIO finalizing the draft of the report.	March 2023
5.2.5	Process Improvement Change Management Workshop OIO to conduct organization change management workshop	Planned
	END DATE	Q1 2023

Objective 5.3: Advance transition to reduce the use of paper documents to promote environmental friendliness, reduce costs, and reduce processing times.

Success Measure: Paper reduction of 50%-75%.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
	END DATE	Q1 2024

Objective 5.4: Formalize a communication plan that will ensure quicker responses to emerging concerns from stakeholders.

Success Measure: Communication plan implemented.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
	END DATE	Q3 2023

Goal 6: Outreach & Education

Engage stakeholders through continuous communication about the practice and regulation of the professions, and mental health care.

Objective 6.1: Create a more robust consumer and licensing education program through videos, social media campaigns, and electronic publications to ensure understanding of new changes in laws and regulations.

Success Measure: Plan implemented for increased communication of new law changes.

Number	Major Tasks	Completion Date
	START DATE	Q4 2022
	END DATE	Q4 2025

Objective 6.2: Collaborate with entities that work with consumers to increase equitable and inclusive outreach to diverse populations.

Success Measure: Complete at least 5 collaborations.

Number	Major Tasks	Completion Date
	START DATE	Q1 2023
	START DATE	Q4 2025

Objective 6.3: Increase Board engagement with schools, training programs, public events, and relevant professional organizations to raise awareness of the Board’s role and activities.

Success Measure: A presentation posted on website.

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
6.3.1	Develop social media campaign for awareness days and months.	Ongoing
6.3.1.1	Developed Social media campaign for National School Counseling Week (February 6-10), Mental Health Awareness Month (May), National Minority Mental Health Awareness Month (July), National Psychotherapy Day (September 25), National Social Workers Month (February 2023
6.3.2	Outreach Coordination	March 2023

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
	Streamlined outreach with schools and associations by creating a new centralized calendar and email account dedicated to outreach events and requests.	
6.3.3	Quarterly School Outreach Presentations Develop quarterly outreach events for schools that will focus on the pathway to licensure and law and ethics.	Planned
	END DATE	Q4 2025

Objective 6.4: Identify and implement strategies to gain increased participation in Board meetings from a wider group of stakeholders.

Success Measure: Increase Board meeting attendance by 10%.

Number	Major Tasks	Completion Date
	START DATE	Q4 2022
	END DATE	Q4 2025