



Board of Behavioral Sciences

# Memo

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

**To:** Board Members **Date:** September 9, 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 \$12,608,598.

- Personal Services \$7,002,987 (49.50%)
- Operating Expenses & Equipment \$5,605,611 (24.4%)
- Enforcement \$1,040,955 (7.36%)
- Exams \$1,112,460 (7.86%)

The Board's Fund Condition for FY 2023-24 currently reflects a reserve of 12.5 months.

Attachment A – BBS Fund Condition

## PERSONNEL UPDATE

### **PROMOTIONS/NEW EMPLOYEES**

#### ***Administration Unit***

Associate Governmental Program Analyst – Syreeta Risso transferred from an Enforcement Analyst position within the Consumer Complaints & Investigations Unit. Syreeta's first day as the Special Projects & Research Analyst was July 1, 2024.

Associate Governmental Program Analyst – Anthony (Tony) Beasley was promoted from a Licensing Evaluator position within the LMFT & LEP Unit. Tony's first day as the Administration Analyst was July 31, 2024

### ***Licensing Unit***

Staff Service Manager I / LMFT & LEP Licensing Unit - Andrea Patrick promoted from an Administration Analyst position within the Administration Unit. Andrea's first day as an SSMI was June 12, 2024.

Limited Term Staff Services Analyst (Licensing Analyst)/ LMFT & LEP Licensing Unit – Arlisha Phillips promoted from a Management Services Technician position within the LCSW & LPCC Licensing Unit to an SSA within the LMFT & LEP Licensing Unit. Arlisha's first day as a Licensing Analyst was June 17, 2024.

### ***Enforcement Unit***

Office Technician- Typing (Enforcement Technician)/Criminal Convictions Unit – Andrea Hernandez was hired from the California Department of Corrections and Rehabilitation/Board of Parole Hearings as the Enforcement Technician within the Criminal Convictions Unit. Andrea's first day in this position was June 26, 2024.

### ***Examination & Cashiering Unit***

Staff Services Analyst (Examination Analyst) – Brandy Psomas transferred from an SSA position within the Criminal Conviction Unit to the Examination & Cashiering Unit. Brandy's first day as an Examination Analyst was August 29, 2024.

## **DEPARTURES**

Staff Services Analyst (Licensing Analyst)/ LMFT & LEP Licensing Unit – Robert Esquivel departed for a promotion with the Bureau of Security and Investigative Services. Robert's last day with the Board was on August 16, 2024.

## **VACANCIES**

### ***Enforcement Unit***

Associate Governmental Program Analyst (Enforcement Analyst) /Consumer Complaint & Investigations Unit – Board staff has completed interviews and has started the hiring process for the selected candidate.

### ***Licensing Unit***

Staff Services Analyst/ LMFT & LEP Licensing Unit – Board staff submitted a request to Human Resources to refill two SSA positions. Board management is currently reviewing applications and interviews will be held in the coming weeks.

The Board currently has three (3) vacancies.

## LICENSING UPDATE

### **POPULATION**

A total of 4,255 new registration/licenses were issued in the fourth quarter of fiscal year (FY) 2023/2024. As of September 3, 2024, the Board has 147,065 registrants/licensees which is an approximate 2% gain since third 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 fourth quarter of FY 2023/24, the Board received approximately 34% more applications than were received in the third quarter of FY 2023/2024.

Attachment B2: Licensing Applications Received/Processing Times

### **PROCESSING TIMES**

Licensing Staff are now using a new manual evaluation sheet to calculate and review supervised hours. This tool was designed to improve efficiency and streamline the application review process. This enhancement also supports expanded and simplified cross-training opportunities that are now taking place. Staff are also preparing for the upcoming online registration applications by testing the Breeze system changes to ensure a smooth transition.

Attachment B2: Licensing Applications Received/Processing Times

### **ADMINISTRATION APPLICATIONS RECEIVED**

Overall, in the fourth quarter of FY 2023/24, the Board received approximately 8% less applications than were received in the third quarter of FY 2023/2024.

Attachment B3: Administration Applications Received

Attachment B4: Renewal Applications Received

### **FOUR YEAR COMPARISON**

Attached is the licensing data for the last four fiscal years.

Attachment B5: Licensing Data Four Year Comparison

## EXAMINATION UPDATE

### **EXAMINATION PASS RATES**

A total of 5,714 exams were administered in the 4th quarter of FY 2023/2024. This represents an approximate 2% increase in exam administrations from the 3rd quarter of FY 2023/2024. For a detailed view of the school pass rate, please see Attachment A-Exam School Report 4th Quarter FY 2023-2024.

Attachment C1: Exam Pass Rate Report

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

### **BOARD DEVELOPED EXAMINATIONS**

#### ***Examination Development***

Three examination development workshops were conducted in-person between April 1, 2024, through June 30, 2024. Of these workshops, one was for the LEP written examination, one for the LCSW law and ethics exam, and one for the LMFT 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***

The Pearson Vue contracts ends December 31, 2024. Board staff is working with Pearson Vue and the Department of Consumer Affairs in procuring a contract through December 31, 2027.

In June 2024, Pearson Vue was at the Board for an account review. Representing Pearson Vue were Joel Norris - Senior Director of Business Development, Carrie Dahl – Business Development, and Christine Nelson – Program Manager. Representing the Board were Steve Sodergren – Executive Officer, Marlon McManus – Assistant Executive Officer, and Cynthia Burnett – Examinations Manager.

The meeting went over BBS updates, Pearson Vue updates, test publishing, operational review, and accommodations.

Effective September 1, 2024, Pearson Vue will initiate a new exam review screen. This will allow candidates more accessibility to review questions that were incomplete, unseen, or flagged for follow-up.

Attachment C3: BBS Pearson Vue Business 2024 Business Review

### ***Section 139 Report***

BPC § 139 requires DCA programs to submit information about their licensure examinations each fiscal year. This data is published in DCA's Annual Report to the Legislature. Exam staff completed this report and forwarded to OPES for fiscal year 2023/2024.

## **ENFORCEMENT UPDATE**

In the fourth quarter of FY 2023/24, the Board received 564 consumer complaints and 202 criminal convictions. Additionally, 536 cases were closed and 28 were referred to the office of the Attorney General. Currently, the average number of days to complete formal discipline is 540 days, the average number of days a case is at the Attorney General's office is 412 days, and the average number of days to complete a Board investigation is 84 days.

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

### **RECOVERY TREK TRANSITION**

The Board transitioned to a new drug and alcohol testing vendor on September 3, 2024, following the expiration of our contract with Vault Health. As part of the process, the Department conducted an 'Invitation for Bid' to secure a testing service, with Recovery Trek emerging as the selected provider. We have worked diligently to ensure a seamless transition for our probationers, and as of September 4, 2024, 95% have successfully enrolled. Under the new contract, probationers will be able to perform remote blood tests when ordered. We are optimistic that this new partnership will continue to enhance public safety.

Attachment D: Consumer Complaint and Criminal Conviction Report

## EDUCATION AND OUTREACH

### **SOCIAL MEDIA ENGAGEMENT**

Tony Beasley was recently promoted and will be serve as the Board's Outreach Coordinator. Tony has both professional and academic experience in doing outreach both online and in person. Tony has recently taken over our social media accounts and is already helping licensees out with their questions there. He will also soon resume Facebook live events. These events were always popular with licensees. Tony brings a wealth of knowledge to this role because prior to this role he was an LMFT licensing evaluator.

Attachment E1: Social Media Engagement

### **OUTREACH EVENTS**

During the fourth quarter of FY 2023/24, Board staff conducted twelve outreach events. Staff have been encouraging stakeholder and organizations to submit request for outreach by emailing [www.bbs.outreach@dca.ca.gov](mailto:www.bbs.outreach@dca.ca.gov). The Board has successfully hired a staff member who will be responsible for coordinating and promoting the outreach events of the Board. This role had been previously filled by a licensing manager.

Attachment E2: Outreach Event Report

## ORGANIZATIONAL EFFECTIVENESS

### **BREEZE SYSTEM UPDATES**

Staff efforts are still aligned with the projected timeline for project completion by January 2025 for online applications for registration. Staff tasks for this project includes system designs, testing and data conversion. Most tasks have been completed for the AMFT and ASW registration applications. Collaboration with the BreEZe team is ongoing to prepare for the implementation of the online AMFT Registration application.

### **COMMUNICATION**

The Department of Consumer Affairs (DCA) Consumer Information Center handled 3,716 calls for the Board during the fourth quarter of FY 2023/24. The average wait time per call was 1:25 minutes.

Board staff received 37,550 emails during the fourth quarter of FY 2023/24.

Attachment F1: BBS Calls Received/Handled by CIC

Attachment F2: BBS Emails Received

## **ORGANIZATIONAL DEVELOPMENT**

### ***Licensing Unit Restructure***

The restructuring of the Licensing Unit is now complete. This change was implemented to enhance efficiencies, improve productivity, and create a more effective alignment of staff. The Licensing Unit is now divided into two specialized teams: one responsible for evaluating licensing applications for LMFTs and LEPs, and the other for LCSWs and LPCCs. To support this restructure, the Board has added a second Licensing Manager and a limited term Licensing Evaluator.

### ***Staff Training Survey***

To better understand the types of training Board staff are interested in, Board management distributed a survey. The survey asked staff about their interest in learning more about the various functions of the Board (licensing, enforcement, legislative) and their preference for specific SOLID training courses. Additionally, it inquired about their desire for one-on-one training on topics such as applying for State jobs and the interview process. Board management will use the survey results to plan future training programs and events.

## **STRATEGIC PLAN UPDATE**

The Strategic Plan Update is attached.

Attachment G: BBS Strategic Plan Update September 2024

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# Attachment A

**0773 - Behavioral Science Fund Analysis of Fund Condition**  
**(Dollars in Thousands)**  
**2024-25 Governor's Budget With 2023-24 Pre-Actuals**

Prepared 8.25.2024

	PY 2023-24	CY 2024-25	BY 2025-26	BY +1 2026-27	BY +2 2027-28
<b>BEGINNING BALANCE</b>	\$ 18,461	\$ 15,970	\$ 21,589	\$ 26,878	\$ 31,798
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 18,461	\$ 15,970	\$ 21,589	\$ 26,878	\$ 31,798
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>					
Revenues					
4121200 - Delinquent fees	\$ 177	\$ 183	\$ 183	\$ 183	\$ 183
4127400 - Renewal fees	\$ 12,075	\$ 12,457	\$ 12,457	\$ 12,457	\$ 12,457
4129200 - Other regulatory fees	\$ 186	\$ 190	\$ 190	\$ 190	\$ 190
4129400 - Other regulatory licenses and permits	\$ 7,893	\$ 7,600	\$ 7,600	\$ 7,600	\$ 7,600
4163000 - Income from surplus money investments	\$ 705	\$ 456	\$ 397	\$ 470	\$ 537
4171400 - Escheat of unclaimed checks and warrants	\$ 24	\$ 24	\$ 24	\$ 24	\$ 24
4172500 - Miscellaneous revenues	\$ 4	\$ 4	\$ 4	\$ 4	\$ 4
Totals, Revenues	\$ 21,064	\$ 20,914	\$ 20,855	\$ 20,928	\$ 20,995
Transfers to Other Funds					
Operating Transfers To General Fund 0001 per EO E 21/22-276 Revised (AB 84)	\$ -	\$ -	\$ -	\$ -	\$ -
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	\$ -	\$ -	\$ -	\$ -
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>	\$ 11,064	\$ 20,914	\$ 20,855	\$ 20,928	\$ 20,995
<b>TOTAL RESOURCES</b>	\$ 29,525	\$ 36,884	\$ 42,444	\$ 47,806	\$ 52,793
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 12,605	\$ 14,306	\$ 14,735	\$ 15,177	\$ 15,633
9892 Supplemental Pension Payments (State Operations)	\$ 212	\$ 158	\$ -	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 738	\$ 831	\$ 831	\$ 831	\$ 831
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ 13,555	\$ 15,295	\$ 15,566	\$ 16,008	\$ 16,464
<b>FUND BALANCE</b>					
Reserve for economic uncertainties	\$ 15,970	\$ 21,589	\$ 26,878	\$ 31,798	\$ 36,329
Months in Reserve	12.5	16.6	20.1	23.2	25.7

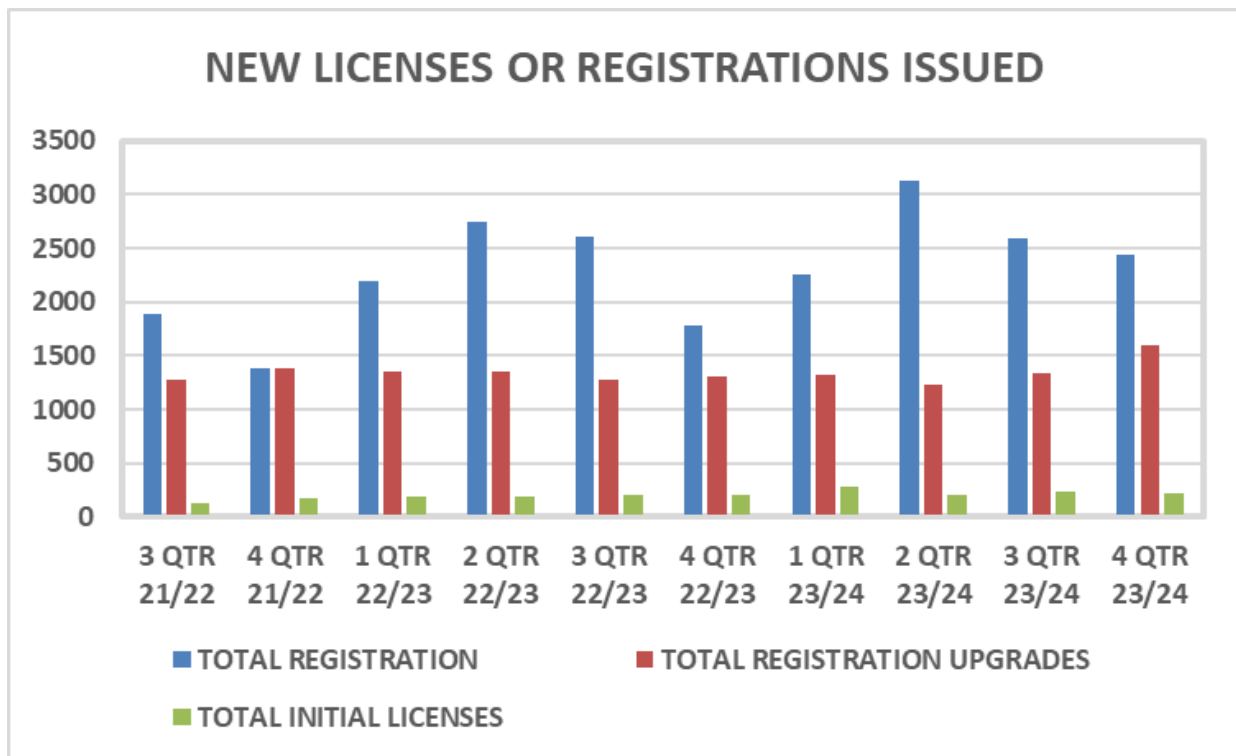
**NOTES:**

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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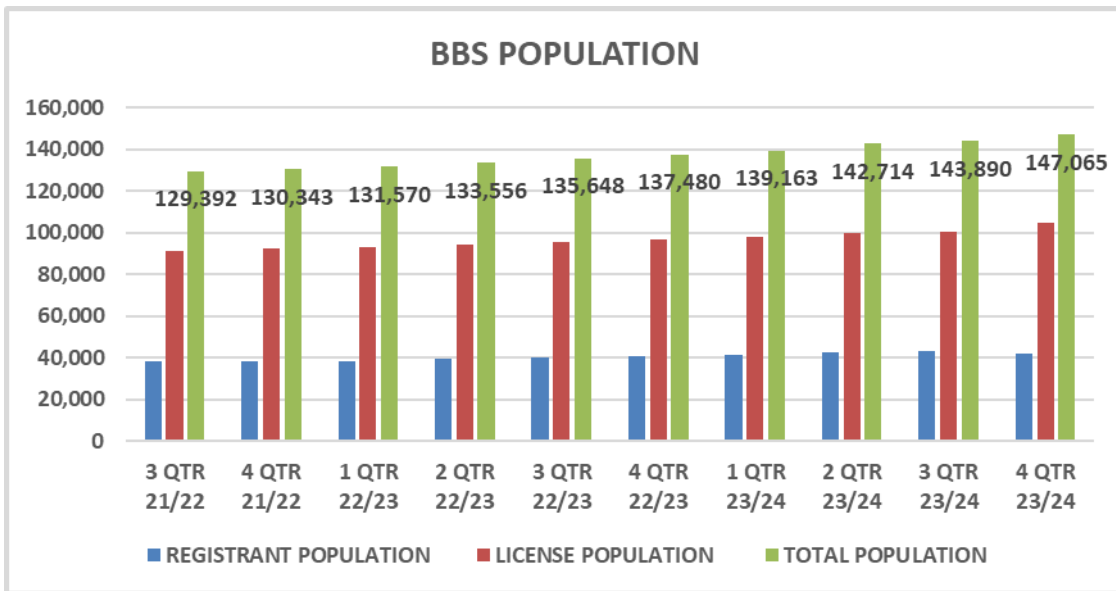
**ATTACHMENT B1: LICENSING POPULATION**

<b>NEW REGISTRATIONS &amp; LICENSES ISSUED FY 23/24</b>					
	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>TOTALS</b>
AMFT Registration	763	1,590	1,213	916	<b>4,482</b>
ASW Registration	1,131	1,061	870	1,129	<b>4,191</b>
APCC Registration	355	479	508	394	<b>1,736</b>
LMFT Upgrade	558	612	657	725	<b>2,552</b>
LMFT Initial	16	12	12	10	<b>50</b>
LCSW Upgrade	610	492	541	661	<b>2,304</b>
LCSW Initial	145	105	88	98	<b>436</b>
LEP Initial	48	36	56	42	<b>182</b>
LPCC Upgrade	154	130	143	206	<b>633</b>
LPCC Initial	73	49	77	74	<b>273</b>
<b>TOTAL</b>	<b>3,749</b>	<b>4,566</b>	<b>4,165</b>	<b>4,255</b>	<b>16,735</b>



## ATTACHMENT B1: LICENSING POPULATION

POPULATION AS OF SEPTEMBER 3, 2024				
	CURRENT	CURRENT INNACTIVE	DELINQUENT	
AMFT	15,413	0	1,901	<b>17,314</b>
LMFT	48,105	3,559	3,716	<b>55,380</b>
	<b>63,518</b>	<b>3,559</b>	<b>5,617</b>	<b>72,694</b>
ASW	16,854	0	3,054	<b>19,908</b>
LCSW	35,424	2,186	2,318	<b>39,928</b>
	<b>52,278</b>	<b>2,186</b>	<b>5,372</b>	<b>59,836</b>
LEP	1,710	267	322	<b>2,299</b>
	<b>1,710</b>	<b>267</b>	<b>322</b>	<b>2,299</b>
LPCC	4,671	178	171	<b>5,020</b>
APCC	5,045	0	2,171	<b>7,216</b>
	<b>9,716</b>	<b>178</b>	<b>2,342</b>	<b>12,236</b>
	<b>127,222</b>	<b>6,190</b>	<b>13,653</b>	<b>147,065</b>

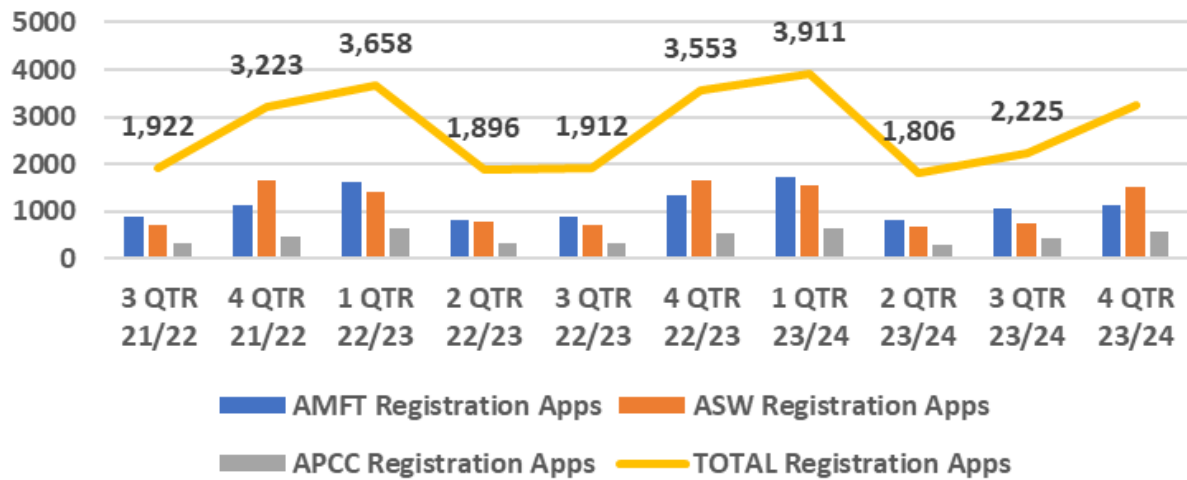


**Attachment B2: Licensing Applications Received/Processing Times**

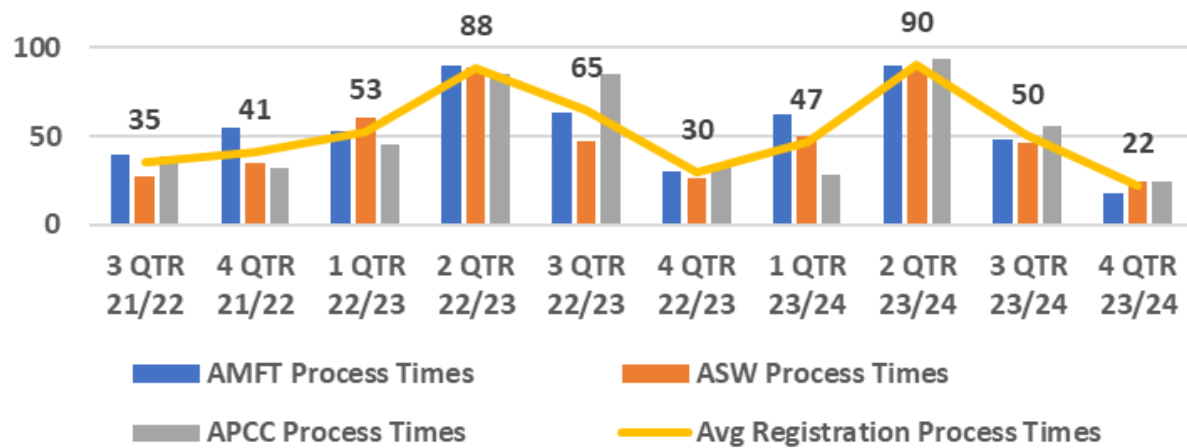
<b>APPLICATIONS RECEIVED FY 23/24</b>					
<b>Applications</b>	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>+/- Last Qtr</b>
AMFT Registration	1,558	687	899	<b>1,139</b>	<b>+27%</b>
AMFT Sub Registration	181	127	151	<b>169</b>	<b>+12%</b>
LMFT Exam	677	618	779	<b>851</b>	<b>+10%</b>
LMFT Out of State	8	16	6	<b>12</b>	<b>+1%</b>
ASW Registration	1,280	522	592	<b>1,526</b>	<b>+158%</b>
ASW Sub Registration	264	167	156	<b>230</b>	<b>+47%</b>
LCSW Exam	617	665	763	<b>650</b>	<b>-15%</b>
LCSW Out of State	125	88	81	<b>87</b>	<b>+7%</b>
LEP Exam	45	39	35	<b>46</b>	<b>+31%</b>
APCC Registration	613	285	402	<b>573</b>	<b>+43%</b>
APCC Sub Registration	15	18	25	<b>23</b>	<b>-1%</b>
LPCC Examination	150	147	198	<b>207</b>	<b>+5%</b>
LPCC Out of State	75	69	82	<b>92</b>	<b>+12%</b>
<b>Total Applications</b>	<b>5,608</b>	<b>3,448</b>	<b>4,169</b>	<b>5,605</b>	<b>+34%</b>

<b>APPLICATION PROCESSING TIMES FY 23/24</b>					
<b>Applications</b>	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>	<b>+/- Last Qtr</b>
AMFT Registration	62	90	48	<b>26</b>	<b>-22 Days</b>
LMFT Examination	108	117	119	<b>105</b>	<b>-14 Days</b>
ASW Registration	50	88	46	<b>23</b>	<b>-23 Days</b>
LCSW Examination	97	85	82	<b>83</b>	<b>+1 Days</b>
LEP Examination	40	43	41	<b>37</b>	<b>-4 Days</b>
APCC Registration	28	93	56	<b>34</b>	<b>-22 Days</b>
LPCC Examination	57	48	24	<b>18</b>	<b>-6 Days</b>

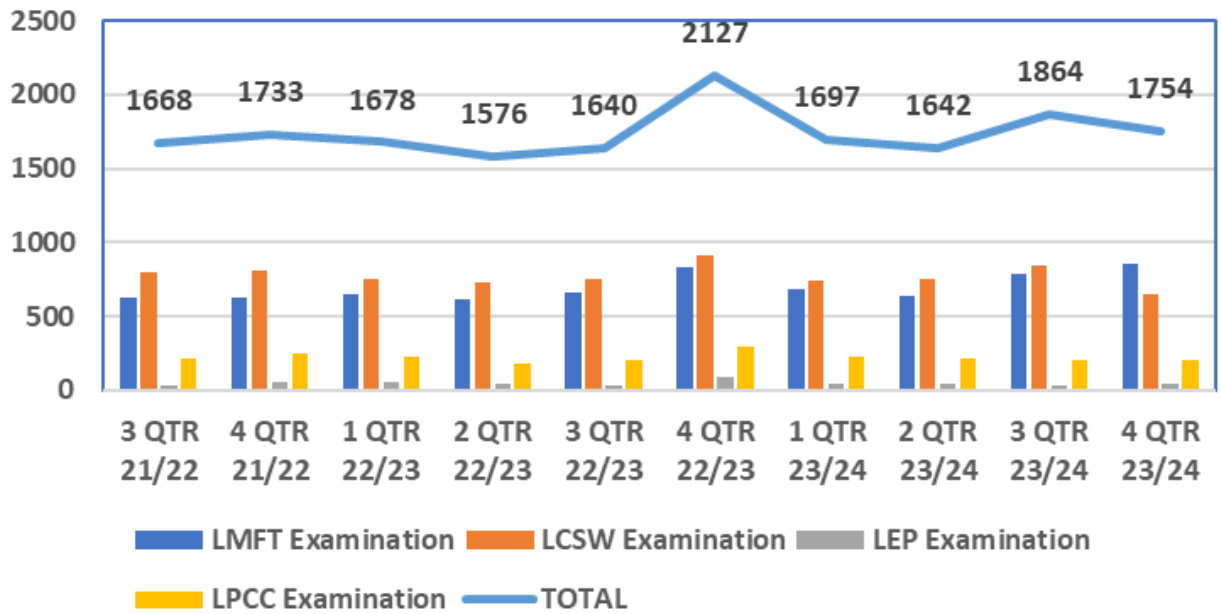
## REGISTRATION APPLICATIONS RECEIVED



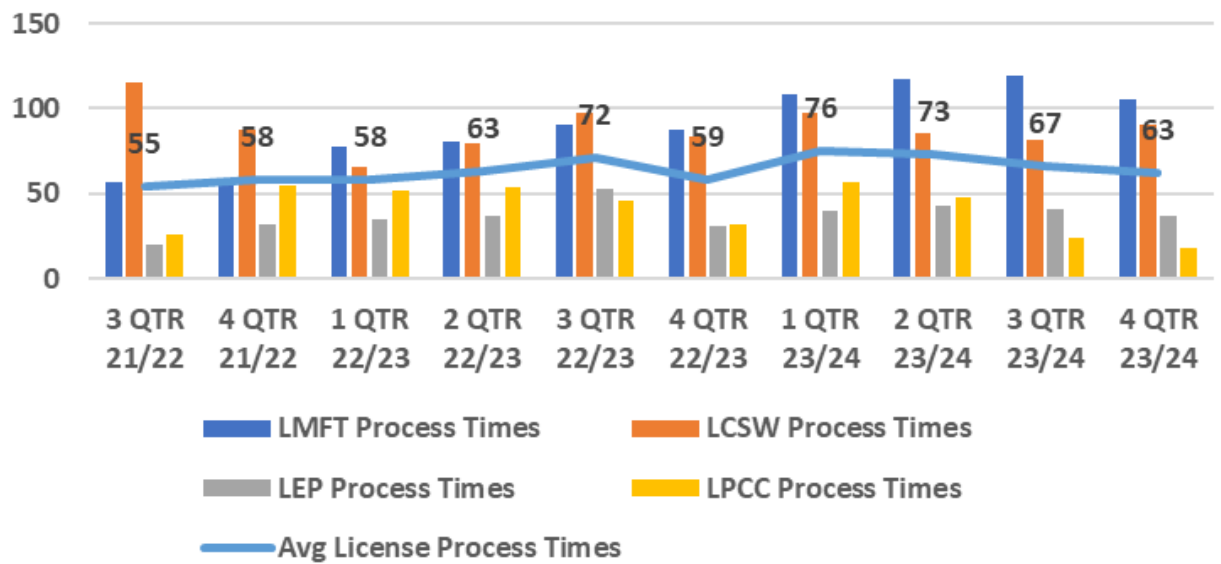
## REGISTRATION AVERAGE QUARTERLY PROCESSING TIMES



## LICENSING APPLICATIONS RECEIVED



## LICENSING AVERAGE QUARTERLY PROCESSING TIMES



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**Attachment B3: Administration Applications Received**

<b>ADMINISTRATIVE APPLICATION VOLUMES FY 23/24</b>						
<b>Applications</b>		<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>TOTAL</b>
Duplicate Certification No Fee	M	35	46	92	<b>65</b>	<b>238</b>
	O	0	0	0	<b>0</b>	<b>0</b>
Duplicate Cert with Fee	M	26	17	19	<b>27</b>	<b>89</b>
	O	1,157	1,101	1,388	<b>1,200</b>	<b>4,846</b>
Supervisor Certification	M	1	0	0	<b>0</b>	<b>1</b>
	O	143	102	120	<b>116</b>	<b>481</b>
Change of Name	M	432	231	116	<b>102</b>	<b>881</b>
	O	0	249	447	<b>343</b>	<b>1,039</b>
Change of Address	M	129	99	161	<b>100</b>	<b>489</b>
	O	3,548	3,125	3,595	<b>3,377</b>	<b>13,645</b>
Certification Letter	M	131	105	124	<b>104</b>	<b>464</b>
	O	782	648	718	<b>801</b>	<b>2,949</b>
<b>TOTAL Applications</b>		<b>6,394</b>	<b>5,732</b>	<b>6,780</b>	<b>6,235</b>	<b>25,122</b>
M=Manual (Submitted Paper Form)						
O=Online (Submitted Online Form)						

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**ATTACHMENT B4: RENEWAL APPLICATIONS RECEIVED**

<b>RENEWAL APPLICATIONS RECEIVED FY 23/24</b>						
<b>Renewals</b>		<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>TOTAL</b>
AMFT	M	20	19	24	17	80
	O	2,968	2,988	2,925	2,204	11,085
LMFT	M	45	61	57	76	239
	O	5,505	5,399	5,625	5,980	22,509
ASW	M	35	27	25	9	96
	O	4,179	3,309	2,151	2,797	12,436
LCSW	M	44	37	45	55	181
	O	3,956	3,612	3,527	4,098	15,193
LEP	M	3	3	3	4	13
	O	220	193	192	219	824
APCC	M	5	5	4	6	20
	O	1,022	838	774	782	3,416
LPCC	M	2	2	2	6	12
	O	431	431	458	476	1,796
<b>TOTAL RENEWALS</b>		<b>18,819</b>	<b>17,305</b>	<b>15,413</b>	<b>16,729</b>	<b>51,537</b>
<b>Active from Inactive</b>		<b>52</b>	<b>65</b>	<b>63</b>	<b>45</b>	<b>225</b>
<b>Active from Retired</b>		<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Retired</b>		<b>48</b>	<b>40</b>	<b>57</b>	<b>52</b>	<b>145</b>
M=Manual (Submitted Paper Form) O=Online (Submitted Online Form)						

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**ATTACHMENT B5: Licensing Data Four Year Comparison**

<b>License Population</b>	<b>FY 2020/2021</b>	<b>FY 2021/2022</b>	<b>FY 2022/2023</b>	<b>FY 2023/2024</b>
<b>AMFT</b>	14,848	14,678	15,551	17,314
<b>ASW</b>	16,612	17,316	18,481	19,908
<b>APCC</b>	5,624	6,112	6,673	7,216
<b>LMFT</b>	50,156	51,804	53,362	55,380
<b>LCSW</b>	33,544	35,012	37,235	39,928
<b>LEP</b>	2,134	2,155	2,185	2,299
<b>LPCC</b>	2,758	3,266	3,933	5,020
<b>Total Licensees</b>	<b>125,928</b>	<b>130,343</b>	<b>137,480</b>	<b>147,065</b>

<b>Application Received</b>	<b>FY 2020/2021</b>	<b>FY 2021/2022</b>	<b>FY 2022/2023</b>	<b>FY 2023/2024</b>
<b>AMFT Registration</b>	3,249	3,443	4,021	4,283
<b>AMFT Registration Subsequent Number</b>	777	682	614	628
<b>LMFT Examination</b>	3,279	2,200	2,709	2,925
<b>LMFT Out of State</b>	35	36	68	42
<b>ASW Registration</b>	3,745	3,677	3,917	3,920
<b>ASW Registration Subsequent Number</b>	689	716	631	817
<b>LCSW Examination</b>	2,653	2,626	2,734	2,695
<b>LCSW Out of State</b>	284	403	506	381
<b>LEP Examination</b>	160	134	224	165
<b>APCC Registration</b>	1,498	1,472	1,760	1,873
<b>APCC Registration Subsequent Number</b>	61	83	110	81
<b>LPCC Examination</b>	470	584	672	702
<b>LPCC Out of State</b>	211	282	341	318
<b>Total Applications</b>	<b>17,111</b>	<b>16,338</b>	<b>18,307</b>	<b>18,830</b>

Licensing Processing Times	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024
AMFT Registration	41	54	59	57
LMFT Examination	89	91	84	112
ASW Registration	51	35	56	52
LCSW Examination	68	91	82	87
LEP Examination	39	42	39	40
APCC Registration	55	48	62	53
LPCC Examination	31	37	46	37

Renewals	FY 2020/2021	FY 2021/2022	FY 2022/2023	
AMFT MANUAL	1,158	1,226	1,144	1,754
AMFT ONLINE	10,176	10,105	10,216	11,490
LMFT MANUAL	1,320	1,463	1,345	2,777
LMFT ONLINE	21,153	21,123	23,296	22,644
ASW MANUAL	1,277	1,321	1,295	2,087
ASW ONLINE	10,556	11,252	11,698	13,113
LCSW MANUAL	796	819	836	1,716
LCSW ONLINE	13,956	13,715	16,150	15,285
LEP MANUAL	97	97	90	154
LEP ONLINE	829	810	858	837
APCC MANUAL	470	632	703	933
APCC ONLINE	2,743	3,117	3,279	3,665
LPCC MANUAL	22	43	36	124
LPCC ONLINE	874	1,299	1,308	1,811
<b>Total Renewals</b>	<b>65,427</b>	<b>67,022</b>	<b>72,254</b>	<b>78,390</b>

<b>Administration Application</b>	<b>FY 2020/2021</b>	<b>FY 2021/2022</b>	<b>FY 2022/2023</b>	<b>FY 2023/2024</b>
Name Change Manual	1,171	1,618	1,687	881
Name Change Online	N/A	N/A	N/A	1,039
Address Change Manual	14,748	14,295	645	489
Address Change Online	N/A	N/A	13,620	13,645
License Certification Manual	1,290	797	618	464
License Certification Online	1,587	2,770	2,862	2,949
Duplicate License Manual	174	196	137	89
Duplicate License Online	4,729	4,585	4,732	4,846
<b>Total Admin Apps</b>	<b>23,699</b>	<b>24,261</b>	<b>24,301</b>	<b>24,402</b>

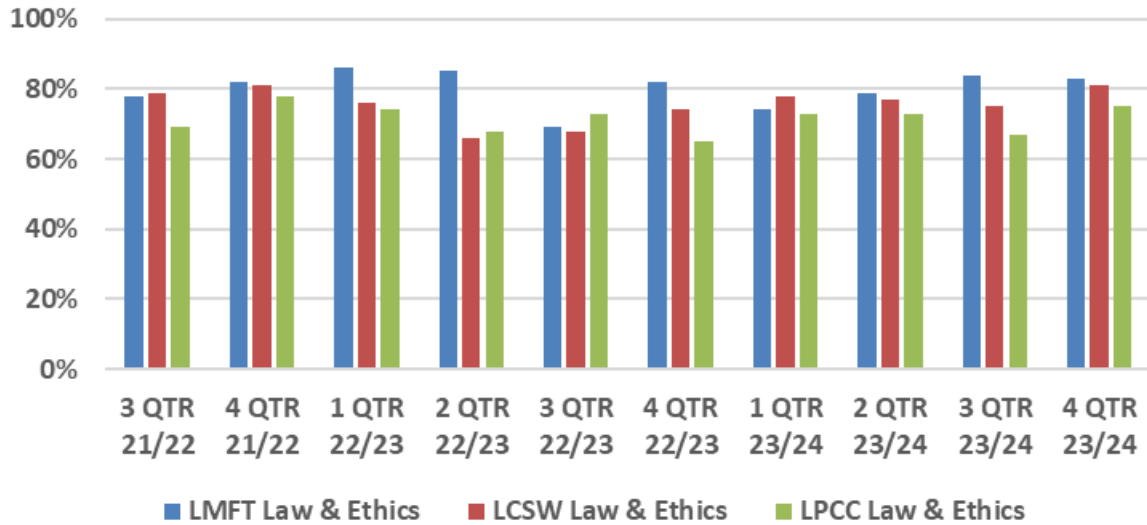
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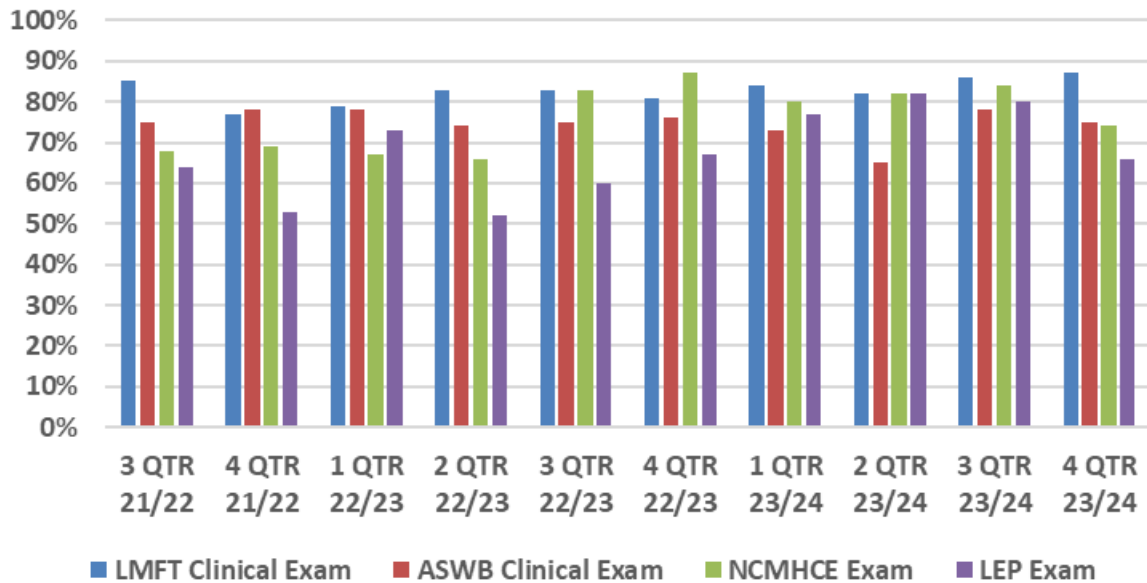
## Attachment C1: Exam Pass Rate Report

	3rd QTR FY 2023/2024				4th QTR FY 2023/2024			
	Total	Pass %	TOTAL 1st Time	Pass % 1st Time	Total	Pass %	TOTAL 1st Time	Pass % 1st Time
<b>LMFT</b>								
Law & Ethics	1,443	79%	1,074	84%	1,122	77%	871	83%
Clinical	901	72%	623	86%	1,008	73%	699	87%
<b>LCSW</b>								
Law & Ethics	1,378	73%	995	75%	1,424	76%	1,094	81%
ASWB	1,022	56%	578	78%	1,266	52%	704	75%
<b>LPCC</b>								
Law & Ethics	571	61%	425	67%	556	70%	404	75%
NCMHCE	210	78%	159	84%	273	65%	200	74%
<b>LEP</b>								
LEP	74	73%	50	80%	65	65%	41	66%
<b>TOTALS</b>								
Total	5,599				5,714			

## LAW & ETHICS EXAM FIRTS TIME PASS RATE PERCENTAGE



## CLINICAL EXAM FIRST TIME PASS RATES



Board of Behavioral Sciences

EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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	27	13	48%	14	52%	13	9	69%	4	31%
BRANDMAN UNIVERSITY	147	16	8	50%	8	50%	12	6	50%	6	50%
CALIF. POLYTECHNIC STATE UNIVERSITY, HUMBOLT - CAL POLY	014	10	6	60%	4	40%	5	5	100%	0	0%
California Baptist University	146	23	17	74%	6	26%	13	11	85%	2	15%
California State University, Bakersfield	002	34	21	62%	13	38%	16	14	88%	2	12%
California State University, Chico	003	24	11	46%	13	54%	10	8	80%	2	20%
California State University, Dominguez Hills	004	53	22	42%	31	58%	20	10	50%	10	50%
California State University, Fresno	005	29	11	38%	18	62%	8	5	62%	3	38%
California State University, Fullerton	006	22	14	64%	8	36%	14	12	86%	2	14%
California State University, Hayward	007	41	11	27%	30	73%	13	9	69%	4	31%
California State University, Long Beach	008	105	50	48%	55	52%	60	40	67%	20	33%
California State University, Los Angeles	009	55	27	49%	28	51%	23	15	65%	8	35%
California State University, Monterey Bay	018	15	7	47%	8	53%	9	5	56%	4	44%
California State University, Northridge	010	56	28	50%	28	50%	32	25	78%	7	22%
California State University, Sacramento	011	36	13	36%	23	64%	18	10	56%	8	44%
California State University, San Bernardino	012	40	25	62%	15	38%	25	19	76%	6	24%
California State University, San Marcos	019	19	12	63%	7	37%	13	11	85%	2	15%
California State University, Stanislaus	013	24	12	50%	12	50%	13	11	85%	2	15%
Loma Linda University	125	20	12	60%	8	40%	14	11	79%	3	21%
OUT-OF-COUNTRY	400	2	0	0%	2	100%	1	0	0%	1	100%
Out-of-State	300	170	102	60%	68	40%	116	92	79%	24	21%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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	40	31	78%	9	22%	32	28	88%	4	12%
San Francisco State University	016	19	3	16%	16	84%	5	3	60%	2	40%
San Jose State University	017	54	23	43%	31	57%	24	19	79%	5	21%
UC, Berkeley	050	21	16	76%	5	24%	19	16	84%	3	16%
UC, Los Angeles	052	24	21	88%	3	12%	22	20	91%	2	9%
University of Southern California, Los Angeles	145	287	141	49%	146	51%	154	115	75%	39	25%

**LCSW Clinical Exam (ASWB) TOTAL: 1,266 657 52% 609 48% 704 529 75% 175 25%**

### 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	3	100%	0	0%	2	2	100%	0	0%
Azusa Pacific University, Azusa	103	56	40	71%	16	29%	48	34	71%	14	29%
BRANDMAN UNIVERSITY	147	27	18	67%	9	33%	17	13	76%	4	24%
CALIF. POLYTECHNIC STATE UNIVERSITY, HUMBOLT - CAL POLY	014	16	10	62%	6	38%	14	8	57%	6	43%
California Baptist University	146	92	62	67%	30	33%	76	55	72%	21	28%
California State University, Bakersfield	002	23	20	87%	3	13%	14	13	93%	1	7%
California State University, Chico	003	11	7	64%	4	36%	8	6	75%	2	25%
California State University, Dominguez Hills	004	28	19	68%	9	32%	19	14	74%	5	26%
California State University, Fresno	005	26	18	69%	8	31%	21	14	67%	7	33%
California State University, Fullerton	006	30	26	87%	4	13%	26	23	88%	3	12%
California State University, Hayward	007	38	21	55%	17	45%	25	15	60%	10	40%
California State University, Long Beach	008	76	63	83%	13	17%	55	49	89%	6	11%
California State University, Los Angeles	009	37	24	65%	13	35%	28	18	64%	10	36%
California State University, Monterey Bay	018	10	8	80%	2	20%	5	4	80%	1	20%
California State University,	010	42	35	83%	7	17%	29	27	93%	2	7%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Northridge											
California State University, Sacramento	011	35	24	69%	11	31%	19	15	79%	4	21%
California State University, San Bernardino	012	45	37	82%	8	18%	39	32	82%	7	18%
California State University, San Marcos	019	16	15	94%	1	6%	13	12	92%	1	8%
California State University, Stanislaus	013	18	12	67%	6	33%	13	10	77%	3	23%
Loma Linda University	125	12	8	67%	4	33%	9	7	78%	2	22%
OUT-OF-COUNTRY	400	6	5	83%	1	17%	5	4	80%	1	20%
Out-of-State	300	405	326	80%	79	20%	315	266	84%	49	16%
PACIFIC OAKS COLLEGE, PASADENA (CANDIDACY)	133	1	1	100%	0	0%	0	0		0	
San Diego State University	015	25	23	92%	2	8%	24	22	92%	2	8%
San Francisco State University	016	10	8	80%	2	20%	8	7	88%	1	12%
San Jose State University	017	54	42	78%	12	22%	43	34	79%	9	21%
UC, Berkeley	050	22	18	82%	4	18%	19	17	89%	2	11%
UC, Los Angeles	052	30	25	83%	5	17%	27	25	93%	2	7%
UMASS Global	272	5	4	80%	1	20%	5	4	80%	1	20%
University of Southern California, Los Angeles	145	221	164	74%	57	26%	165	131	79%	34	21%
UNIVERSITY OF THE PACIFIC	148	4	1	25%	3	75%	3	1	33%	2	67%

**LCSW Law and Ethics TOTAL: 1,424 1,087 76% 337 24% 1,094 882 81% 212 19%**

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	7	4	57%	3	43%	4	3	75%	1	25%
Alliant International University (aka US International)	139	1	0	0%	1	100%	1	0	0%	1	100%
Azusa Pacific University,	20	1	1	100%	0	0%	0	0		0	
Azusa Pacific University, Azusa	103	1	1	100%	0	0%	1	1	100%	0	0%

Aug 29, 2024

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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 Lutheran University, Thousand Oaks	108	1	1	100%	0	0%	0	0		0	
California State University, Dominguez Hills	004	1	0	0%	1	100%	0	0		0	
California State University, Hayward	007	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Long Beach	008	3	2	67%	1	33%	2	2	100%	0	0%
California State University, Los Angeles	009	6	3	50%	3	50%	5	3	60%	2	40%
California State University, Northridge	010	3	3	100%	0	0%	2	2	100%	0	0%
California State University, Sacramento	011	1	1	100%	0	0%	1	1	100%	0	0%
California State University, San Bernardino	012	3	2	67%	1	33%	3	2	67%	1	33%
Chapman University, Orange	113	3	2	67%	1	33%	2	1	50%	1	50%
CHICAGO SCHOOL OF PROFESSIONAL PSYCHOLOGY AT LOS ANGELES	251	1	0	0%	1	100%	1	0	0%	1	100%
Fresno Pacific University	153	2	2	100%	0	0%	2	2	100%	0	0%
Loyola Marymount University, Los Angeles	126	2	1	50%	1	50%	2	1	50%	1	50%
National University	129	13	5	38%	8	62%	7	2	29%	5	71%
Out-of-State	300	7	6	86%	1	14%	4	3	75%	1	25%
Phillips Graduate Institute	106	1	1	100%	0	0%	1	1	100%	0	0%
UC, San Diego	054	1	1	100%	0	0%	0	0		0	
University of La Verne, La Verne	140	4	3	75%	1	25%	2	2	100%	0	0%
University of Southern California, Los Angeles	145	1	1	100%	0	0%	0	0		0	
University of the Pacific, Stockton	146	1	1	100%	0	0%	0	0		0	

<b>LEP Standard Written Exam TOTAL:</b>	<b>65</b>	<b>42</b>	<b>65%</b>	<b>23</b>	<b>35%</b>	<b>41</b>	<b>27</b>	<b>66%</b>	<b>14</b>	<b>34%</b>
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LICENSE TYPE: LMFT

EXAM: LMFT Clinical Exam

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Alliant International University (aka CSPP)	112	6	6	100%	0	0%	5	5	100%	0	0%
Alliant International University (aka US International)	139	27	25	93%	2	7%	23	22	96%	1	4%
Antioch University, Los Angeles	241	58	50	86%	8	14%	47	44	94%	3	6%
Antioch University, San Francisco	242	1	1	100%	0	0%	1	1	100%	0	0%
Antioch University, Santa Barbara	243	10	6	60%	4	40%	7	5	71%	2	29%
Argosy University (aka American School of Prof. Psych.	204	20	5	25%	15	75%	4	1	25%	3	75%
Azusa Pacific University,	20	4	3	75%	1	25%	4	3	75%	1	25%
Azusa Pacific University, Azusa	103	22	13	59%	9	41%	17	11	65%	6	35%
Bethel Theological Seminary	152	3	2	67%	1	33%	2	2	100%	0	0%
Brandman University	253	47	30	64%	17	36%	27	23	85%	4	15%
CALIF. POLYTECHNIC STATE UNIVERSITY, HUMBOLT - CAL POLY	014	2	2	100%	0	0%	2	2	100%	0	0%
Calif. Polytechnic State University, San Luis Obispo - Cal Poly	001	5	5	100%	0	0%	5	5	100%	0	0%
California Baptist University, Riverside	105	43	29	67%	14	33%	24	20	83%	4	17%
California Institute of Integral Studies, S.F.	107	39	33	85%	6	15%	30	29	97%	1	3%
California Lutheran University, Thousand Oaks	108	13	8	62%	5	38%	9	8	89%	1	11%
California Southern University	246	9	7	78%	2	22%	7	6	86%	1	14%
California State Polytechnic University, Pomona	019	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Bakersfield	002	10	9	90%	1	10%	9	8	89%	1	11%
California State University, Chico	003	3	2	67%	1	33%	2	2	100%	0	0%
California State University, Dominguez Hills	004	11	8	73%	3	27%	8	7	88%	1	12%
California State University, Fresno	005	19	14	74%	5	26%	14	13	93%	1	7%
California State University, Fullerton	006	15	10	67%	5	33%	10	9	90%	1	10%
California State University, Hayward	007	8	7	88%	1	12%	6	6	100%	0	0%
California State University, Long	008	6	6	100%	0	0%	6	6	100%	0	0%

Aug 29, 2024

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Beach											
California State University, Los Angeles	009	7	7	100%	0	0%	4	4	100%	0	0%
California State University, Northridge	010	18	14	78%	4	22%	14	13	93%	1	7%
California State University, Sacramento	011	3	1	33%	2	67%	1	1	100%	0	0%
California State University, San Bernardino	012	3	3	100%	0	0%	3	3	100%	0	0%
California State University, Stanislaus	013	1	1	100%	0	0%	1	1	100%	0	0%
Chapman University, Orange	113	9	8	89%	1	11%	6	6	100%	0	0%
Dominican University of California	117	7	7	100%	0	0%	7	7	100%	0	0%
Fresno Pacific Biblical Seminary, Fresno	127	2	2	100%	0	0%	2	2	100%	0	0%
Fresno Pacific University	153	7	7	100%	0	0%	7	7	100%	0	0%
Fuller Theological Seminary, Pasadena	119	6	4	67%	2	33%	6	4	67%	2	33%
Golden Gate University	151	5	1	20%	4	80%	1	0	0%	1	100%
HIS University	247	3	1	33%	2	67%	2	1	50%	1	50%
Holy Names University, Oakland	122	6	4	67%	2	33%	3	3	100%	0	0%
Hope International University	131	14	11	79%	3	21%	9	9	100%	0	0%
Jessup University	266	6	6	100%	0	0%	6	6	100%	0	0%
John F. Kennedy University, Orinda	124	14	9	64%	5	36%	10	8	80%	2	20%
La Sierra University	252	1	1	100%	0	0%	0	0		0	
Loma Linda University	125	6	4	67%	2	33%	5	4	80%	1	20%
Loyola Marymount University, Los Angeles	126	7	6	86%	1	14%	7	6	86%	1	14%
Mount St. Mary's University, Los Angeles	128	9	7	78%	2	22%	6	5	83%	1	17%
National University	129	54	31	57%	23	43%	24	17	71%	7	29%
New College of California, San Francisco	130	2	0	0%	2	100%	0	0		0	
Northcentral University	256	6	3	50%	3	50%	3	2	67%	1	33%
Notre Dame de Namur University	116	20	14	70%	6	30%	14	11	79%	3	21%
OUT-OF-COUNTRY	400	2	2	100%	0	0%	1	1	100%	0	0%



# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Out-of-State	300	32	23	72%	9	28%	21	17	81%	4	19%
Pacific Oaks College, Pasadena	133	25	12	48%	13	52%	12	7	58%	5	42%
Pacifica Graduate Institute, Carpinteria	154	10	10	100%	0	0%	10	10	100%	0	0%
Palo Alto University	258	25	22	88%	3	12%	20	19	95%	1	5%
Pepperdine University, Malibu	135	58	46	79%	12	21%	44	40	91%	4	9%
Phillips Graduate Institute	106	14	7	50%	7	50%	6	4	67%	2	33%
POINT LOMA NAZARENE UNIVERSITY	261	10	9	90%	1	10%	9	8	89%	1	11%
Ryokan College, Los Angeles	216	1	0	0%	1	100%	0	0		0	
San Diego State University	015	8	6	75%	2	25%	6	6	100%	0	0%
San Francisco State University	016	7	5	71%	2	29%	5	5	100%	0	0%
San Jose State University	017	1	1	100%	0	0%	1	1	100%	0	0%
Santa Clara University	144	24	24	100%	0	0%	23	23	100%	0	0%
Simpson University	254	3	2	67%	1	33%	3	2	67%	1	33%
Sonoma State University	018	4	4	100%	0	0%	4	4	100%	0	0%
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	3	1	33%	2	67%	1	1	100%	0	0%
St. Mary's College of CA, Moraga	136	6	6	100%	0	0%	6	6	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	11	10	91%	1	9%	8	7	88%	1	12%
TOURO UNIVERSITY	262	13	11	85%	2	15%	12	10	83%	2	17%
UMASS Global	272	1	1	100%	0	0%	1	1	100%	0	0%
University of La Verne, La Verne	140	2	2	100%	0	0%	2	2	100%	0	0%
University of Phoenix, Sacramento	238	1	0	0%	1	100%	1	0	0%	1	100%
University of Phoenix, San Diego	236	68	25	37%	43	63%	26	13	50%	13	50%
University of San Diego, San Diego	142	8	8	100%	0	0%	7	7	100%	0	0%
University of San Francisco, San Francisco	143	35	25	71%	10	29%	26	22	85%	4	15%
University of Southern California, Los Angeles	145	9	9	100%	0	0%	8	8	100%	0	0%
University of the West	255	1	1	100%	0	0%	1	1	100%	0	0%
Vanguard University of Southern California	156	3	3	100%	0	0%	2	2	100%	0	0%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Western Seminary (Western Conservative Baptist Seminary)	232	7	6	86%	1	14%	5	4	80%	1	20%
Wright Institute, Berkeley	150	18	16	89%	2	11%	17	15	88%	2	12%

<b>LMFT Clinical Exam TOTAL:</b> 1,008    731    73%    277    27%    699    605    87%    94    13%
--

### 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	45	37	82%	8	18%	37	31	84%	6	16%
Antioch University, Los Angeles	241	55	38	69%	17	31%	41	30	73%	11	27%
Antioch University, Santa Barbara	243	13	11	85%	2	15%	10	9	90%	1	10%
Argosy University (aka American School of Prof. Psych.)	204	6	1	17%	5	83%	3	0	0%	3	100%
Azusa Pacific University,	20	1	1	100%	0	0%	1	1	100%	0	0%
Azusa Pacific University, Azusa	103	32	29	91%	3	9%	31	29	94%	2	6%
Bethel Theological Seminary	152	1	1	100%	0	0%	1	1	100%	0	0%
Biola University, La Mirada (Rosemead School of Psy)	104	3	3	100%	0	0%	3	3	100%	0	0%
Brandman University	253	43	31	72%	12	28%	31	24	77%	7	23%
Calif. Polytechnic State University, San Luis Obispo - Cal Poly	001	10	9	90%	1	10%	10	9	90%	1	10%
California Baptist University, Riverside	105	62	49	79%	13	21%	47	39	83%	8	17%
California Institute of Integral Studies, S.F.	107	30	20	67%	10	33%	24	19	79%	5	21%
California Lutheran University, Thousand Oaks	108	5	5	100%	0	0%	4	4	100%	0	0%
California Southern University	246	3	1	33%	2	67%	0	0		0	
California State Polytechnic University, Pomona	019	4	4	100%	0	0%	4	4	100%	0	0%
California State University, Bakersfield	002	4	4	100%	0	0%	3	3	100%	0	0%
California State University, Chico	003	5	5	100%	0	0%	4	4	100%	0	0%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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, Dominguez Hills	004	14	10	71%	4	29%	9	6	67%	3	33%
California State University, Fresno	005	13	11	85%	2	15%	10	9	90%	1	10%
California State University, Fullerton	006	12	11	92%	1	8%	9	8	89%	1	11%
California State University, Hayward	007	6	3	50%	3	50%	4	3	75%	1	25%
California State University, Long Beach	008	3	3	100%	0	0%	3	3	100%	0	0%
California State University, Los Angeles	009	6	5	83%	1	17%	4	3	75%	1	25%
California State University, Northridge	010	7	7	100%	0	0%	7	7	100%	0	0%
California State University, Sacramento	011	11	10	91%	1	9%	9	8	89%	1	11%
California State University, San Bernardino	012	9	9	100%	0	0%	9	9	100%	0	0%
California State University, Stanislaus	013	1	1	100%	0	0%	1	1	100%	0	0%
Cambridge University	265	6	2	33%	4	67%	1	1	100%	0	0%
Chapman University, Orange	113	9	7	78%	2	22%	8	6	75%	2	25%
Dominican University of California	117	8	7	88%	1	12%	6	5	83%	1	17%
Fresno Pacific University	153	10	8	80%	2	20%	9	8	89%	1	11%
Fuller Theological Seminary, Pasadena	119	8	6	75%	2	25%	7	5	71%	2	29%
Golden Gate University	151	1	1	100%	0	0%	1	1	100%	0	0%
Holy Names University, Oakland	122	11	7	64%	4	36%	7	4	57%	3	43%
Hope International University	131	24	22	92%	2	8%	17	15	88%	2	12%
Jessup University	266	7	5	71%	2	29%	5	4	80%	1	20%
John F. Kennedy University, Orinda	124	5	2	40%	3	60%	0	0		0	
La Sierra University	252	2	1	50%	1	50%	1	1	100%	0	0%
Loma Linda University	125	8	8	100%	0	0%	6	6	100%	0	0%
Loyola Marymount University, Los Angeles	126	12	10	83%	2	17%	7	7	100%	0	0%
Meridian University	231	2	2	100%	0	0%	2	2	100%	0	0%
Mount St. Mary's University, Los	128	8	6	75%	2	25%	6	4	67%	2	33%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Angeles											
National University	129	51	34	67%	17	33%	30	21	70%	9	30%
Northcentral University	256	3	2	67%	1	33%	3	2	67%	1	33%
Notre Dame de Namur University	116	10	7	70%	3	30%	6	5	83%	1	17%
OUT-OF-COUNTRY	400	1	0	0%	1	100%	1	0	0%	1	100%
Out-of-State	300	38	32	84%	6	16%	31	25	81%	6	19%
Pacific Oaks College, Pasadena	133	21	13	62%	8	38%	11	8	73%	3	27%
Pacifica Graduate Institute, Carpinteria	154	20	18	90%	2	10%	18	17	94%	1	6%
Palo Alto University	258	13	10	77%	3	23%	11	9	82%	2	18%
Pepperdine University, Malibu	135	117	82	70%	35	30%	97	73	75%	24	25%
Phillips Graduate Institute	106	15	12	80%	3	20%	12	10	83%	2	17%
POINT LOMA NAZARENE UNIVERSITY	261	9	8	89%	1	11%	8	8	100%	0	0%
San Diego State University	015	10	7	70%	3	30%	8	5	62%	3	38%
San Francisco State University	016	11	11	100%	0	0%	9	9	100%	0	0%
San Jose State University	017	1	1	100%	0	0%	1	1	100%	0	0%
Santa Clara University	144	17	15	88%	2	12%	16	15	94%	1	6%
Simpson University	254	6	4	67%	2	33%	6	4	67%	2	33%
Sofia University, San Jose	155	1	0	0%	1	100%	1	0	0%	1	100%
Sonoma State University	018	3	2	67%	1	33%	3	2	67%	1	33%
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	1	0	0%	1	100%	0	0		0	
St. Mary's College of CA, Moraga	136	9	7	78%	2	22%	8	7	88%	1	12%
The Chicago School of Professional Psychology at Los Angeles	251	14	9	64%	5	36%	12	9	75%	3	25%
TOURO UNIVERSITY	262	46	39	85%	7	15%	37	33	89%	4	11%
UMASS Global	272	17	13	76%	4	24%	17	13	76%	4	24%
University of La Verne, La Verne	140	5	5	100%	0	0%	5	5	100%	0	0%
University of Phoenix, Sacramento	238	1	1	100%	0	0%	0	0		0	
University of Phoenix, San Diego	236	51	16	31%	35	69%	18	7	39%	11	61%
University of San Diego, San Diego	142	8	8	100%	0	0%	7	7	100%	0	0%
University of San Francisco, San	143	47	42	89%	5	11%	43	40	93%	3	7%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Francisco											
University of Southern California, Los Angeles	145	22	20	91%	2	9%	21	19	90%	2	10%
University of the West	255	2	2	100%	0	0%	2	2	100%	0	0%
Vanguard University of Southern California	156	6	6	100%	0	0%	6	6	100%	0	0%
Walden University	263	1	1	100%	0	0%	1	1	100%	0	0%
Western Institute for Social Research, Berkeley	220	2	2	100%	0	0%	2	2	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	3	3	100%	0	0%	3	3	100%	0	0%
Wright Institute, Berkeley	150	13	13	100%	0	0%	13	13	100%	0	0%

**LMFT Law and Ethics TOTAL: 1,122 860 77% 262 23% 871 719 83% 152 17%**

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	13	9	69%	4	31%	8	6	75%	2	25%
Alliant International University (aka US International)	139	1	1	100%	0	0%	0	0		0	
Antioch University, Los Angeles	241	1	1	100%	0	0%	1	1	100%	0	0%
Antioch University, Santa Barbara	243	2	2	100%	0	0%	1	1	100%	0	0%
Argosy University (aka American School of Prof. Psych.)	204	1	1	100%	0	0%	1	1	100%	0	0%
Azusa Pacific University, Azusa	103	34	22	65%	12	35%	21	12	57%	9	43%
Bastyr University	267	1	0	0%	1	100%	1	0	0%	1	100%
Bethel Theological Seminary	152	1	0	0%	1	100%	0	0		0	
Brandman University	253	4	2	50%	2	50%	0	0		0	
California Baptist University, Riverside	105	30	23	77%	7	23%	21	16	76%	5	24%
California Institute of Integral Studies, S.F.	107	4	4	100%	0	0%	4	4	100%	0	0%
California Southern University	246	1	0	0%	1	100%	0	0		0	

Aug 29, 2024

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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, Dominguez Hills	004	1	1	100%	0	0%	0	0		0	
California State University, Fresno	005	8	7	88%	1	12%	5	5	100%	0	0%
California State University, Fullerton	006	6	6	100%	0	0%	5	5	100%	0	0%
California State University, Hayward	007	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Los Angeles	009	3	1	33%	2	67%	3	1	33%	2	67%
California State University, Northridge	010	3	3	100%	0	0%	3	3	100%	0	0%
California State University, Sacramento	011	7	5	71%	2	29%	7	5	71%	2	29%
California State University, San Bernardino	012	10	4	40%	6	60%	7	3	43%	4	57%
California State University, Stanislaus	013	7	4	57%	3	43%	3	3	100%	0	0%
Chapman University, Orange	113	8	6	75%	2	25%	8	6	75%	2	25%
Concordia University	268	7	3	43%	4	57%	7	3	43%	4	57%
Dominican University of California	117	2	2	100%	0	0%	2	2	100%	0	0%
Fuller Theological Seminary, Pasadena	119	1	1	100%	0	0%	1	1	100%	0	0%
Golden Gate University	151	1	1	100%	0	0%	1	1	100%	0	0%
Holy Names University, Oakland	122	1	1	100%	0	0%	1	1	100%	0	0%
Hope International University	131	3	3	100%	0	0%	3	3	100%	0	0%
Jessup University	266	4	4	100%	0	0%	4	4	100%	0	0%
John F. Kennedy University, Orinda	124	2	1	50%	1	50%	1	0	0%	1	100%
LA SIERRA	252	1	1	100%	0	0%	1	1	100%	0	0%
Loma Linda University	125	1	1	100%	0	0%	1	1	100%	0	0%
Loyola Marymount University, Los Angeles	126	3	1	33%	2	67%	1	0	0%	1	100%
Mount St. Mary's University, Los Angeles	128	1	1	100%	0	0%	1	1	100%	0	0%
National University	129	14	9	64%	5	36%	8	5	62%	3	38%
Notre Dame de Namur University	116	5	5	100%	0	0%	4	4	100%	0	0%
Out-of-State	300	209	139	67%	70	33%	146	105	72%	41	28%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Pacific Graduate School of Psychology, Palo Alto	149	3	3	100%	0	0%	3	3	100%	0	0%
Pacific Oaks College, Pasadena	133	1	1	100%	0	0%	0	0		0	
Pacifica Graduate Institute, Carpinteria	154	2	2	100%	0	0%	2	2	100%	0	0%
Palo Alto University	258	9	7	78%	2	22%	7	6	86%	1	14%
Pepperdine University, Malibu	135	28	21	75%	7	25%	24	20	83%	4	17%
Point Loma Nazarene University	261	3	1	33%	2	67%	2	1	50%	1	50%
San Diego State University	015	12	11	92%	1	8%	7	7	100%	0	0%
San Francisco State University	016	4	3	75%	1	25%	4	3	75%	1	25%
San Jose State University	017	7	3	43%	4	57%	4	1	25%	3	75%
Santa Clara University	144	3	3	100%	0	0%	3	3	100%	0	0%
Saybrook University	137	3	1	33%	2	67%	3	1	33%	2	67%
Sofia University, San Jose	155	1	1	100%	0	0%	1	1	100%	0	0%
Sonoma State University	018	2	2	100%	0	0%	2	2	100%	0	0%
St. Mary's College of CA, Moraga	136	3	2	67%	1	33%	3	2	67%	1	33%
The Chicago School of Professional Psychology at Los Angeles	251	6	4	67%	2	33%	3	2	67%	1	33%
TOURA UNIVERSITY	262	4	3	75%	1	25%	4	3	75%	1	25%
UC, San Diego	054	1	0	0%	1	100%	0	0		0	
UMASS Global	272	13	11	85%	2	15%	13	11	85%	2	15%
University of La Verne, La Verne	140	8	4	50%	4	50%	6	3	50%	3	50%
University of Phoenix, San Diego	236	7	2	29%	5	71%	4	1	25%	3	75%
University of Redlands	259	3	2	67%	1	33%	2	1	50%	1	50%
University of San Diego, San Diego	142	13	10	77%	3	23%	10	8	80%	2	20%
University of San Francisco, San Francisco	143	13	13	100%	0	0%	11	11	100%	0	0%
University of the Pacific, Stockton	146	1	1	100%	0	0%	0	0		0	
Wright Institute, Berkeley	150	4	4	100%	0	0%	4	4	100%	0	0%

**LPC Law and Ethics TOTAL: 556 391 70% 165 30% 404 301 75% 103 25%**

EXAM: NCMHCE Exam

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Alliant International University (aka CSPP)	112	6	2	33%	4	67%	5	2	40%	3	60%
Alliant International University (aka US International)	139	1	0	0%	1	100%	0	0		0	
Argosy University (aka American School of Prof. Psych.	204	4	2	50%	2	50%	1	0	0%	1	100%
Azusa Pacific University, Azusa	103	11	6	55%	5	45%	7	5	71%	2	29%
Bethel Theological Seminary	152	2	2	100%	0	0%	2	2	100%	0	0%
Brandman University	253	14	9	64%	5	36%	10	7	70%	3	30%
CALIF. POLYTECHNIC STATE UNIVERSITY, HUMBOLT - CAL POLY	014	1	1	100%	0	0%	1	1	100%	0	0%
California Baptist University, Riverside	105	7	6	86%	1	14%	7	6	86%	1	14%
California Southern University	246	2	1	50%	1	50%	2	1	50%	1	50%
California State University, Fresno	005	9	7	78%	2	22%	7	6	86%	1	14%
California State University, Fullerton	006	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Hayward	007	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Los Angeles	009	3	1	33%	2	67%	1	1	100%	0	0%
California State University, Northridge	010	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Sacramento	011	5	2	40%	3	60%	3	2	67%	1	33%
California State University, San Bernardino	012	6	6	100%	0	0%	6	6	100%	0	0%
California State University, Stanislaus	013	5	4	80%	1	20%	3	3	100%	0	0%
Chapman University, Orange	113	2	1	50%	1	50%	2	1	50%	1	50%
Concordia University	268	1	1	100%	0	0%	1	1	100%	0	0%
Golden Gate University	151	1	1	100%	0	0%	1	1	100%	0	0%
Hope International University	131	2	1	50%	1	50%	2	1	50%	1	50%
Jessup University	266	1	1	100%	0	0%	1	1	100%	0	0%
John F. Kennedy University, Orinda	124	2	1	50%	1	50%	1	1	100%	0	0%
Loma Linda University	125	2	2	100%	0	0%	2	2	100%	0	0%



# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Apr 1, 2024 THROUGH Jun 30, 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
Loyola Marymount University, Los Angeles	126	4	3	75%	1	25%	1	1	100%	0	0%
National University	129	6	4	67%	2	33%	5	4	80%	1	20%
Notre Dame de Namur University	116	7	3	43%	4	57%	6	3	50%	3	50%
OUT-OF-COUNTRY	400	1	0	0%	1	100%	0	0		0	
Out-of-State	300	72	45	62%	27	38%	55	36	65%	19	35%
Pacifica Graduate Institute, Carpenteria	154	1	0	0%	1	100%	0	0		0	
Palo Alto University	258	4	2	50%	2	50%	2	1	50%	1	50%
Pepperdine University, Malibu	135	10	7	70%	3	30%	7	6	86%	1	14%
San Diego State University	015	16	7	44%	9	56%	10	6	60%	4	40%
San Francisco State University	016	4	3	75%	1	25%	2	2	100%	0	0%
San Jose State University	017	5	3	60%	2	40%	2	0	0%	2	100%
Santa Clara University	144	2	2	100%	0	0%	2	2	100%	0	0%
Saybrook University	137	1	0	0%	1	100%	0	0		0	
Sonoma State University	018	3	2	67%	1	33%	3	2	67%	1	33%
St. Mary's College of CA, Moraga	136	2	1	50%	1	50%	2	1	50%	1	50%
The Chicago School of Professional Psychology at Los Angeles	251	3	3	100%	0	0%	2	2	100%	0	0%
TOURA UNIVERSITY	262	2	1	50%	1	50%	0	0		0	
University of La Verne, La Verne	140	2	1	50%	1	50%	1	1	100%	0	0%
University of Phoenix, San Diego	236	4	2	50%	2	50%	3	2	67%	1	33%
University of Redlands	259	3	2	67%	1	33%	1	1	100%	0	0%
University of San Diego, San Diego	142	16	14	88%	2	12%	14	13	93%	1	7%
University of San Francisco, San Francisco	143	11	8	73%	3	27%	10	8	80%	2	20%
University of the Pacific, Stockton	146	1	1	100%	0	0%	1	1	100%	0	0%
Vanguard University of Southern California	156	1	1	100%	0	0%	1	1	100%	0	0%
Wright Institute, Berkeley	150	1	1	100%	0	0%	1	1	100%	0	0%

**NCMHCE Exam TOTAL: 273 177 65% 96 35% 200 148 74% 52 26%**

Aug 29, 2024

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Business Review  
June 5, 2024



# Meeting participants

## California Board of Behavioral Sciences

Steve Sodergren Executive Officer

Marlon McManus, Assistant Executive Officer

Cynthi Burnett, Examinations Unit Manager

## Pearson VUE

Christine Nelson, Program Manager

Joel Norris, Senior Director, Business Development

Carrie Dahl, Business Development

# Meeting agenda

- BBS Updates
- Pearson VUE Updates
- Test Publishing
- Operational Review
- Accommodations
- Discussion
- Questions?





# Updates

A man and a woman are sitting at a wooden table in a modern office or cafe, looking at a laptop. The man is wearing glasses and a grey blazer, and the woman is wearing a grey hoodie. They are both looking intently at the screen. The background shows a window with green plants and a hanging light fixture.

# Pearson VUE Updates



Pearson VUE DELIVERS  
19 MILLION EXAMS EACH YEAR  
IN MORE THAN 20,000  
TEST CENTERS IN  
180 COUNTRIES. THAT IS ONE  
TEST DELIVERED GLOBALLY  
EVERY 1.7 SECONDS



# 2023-2024 State Agency Contracting Activity



## New Business

- AL Real Estate
- WV Real Estate
- NE Real Estate
- PA Real Estate, Appraisers, & Dentistry
- NC Real Estate
- OK Real Estate
- ID Insurance
- SC Insurance
- WI Trades



## Renewal Contracts

- RI Real Estate
- AZ Real Estate
- PA Multi-Board
- NY State Police
- Chicago Police
- MO Agriculture
- GA Insurance
- IN Insurance
- IA Insurance
- WV Insurance
- NV Insurance
- SD Insurance
- AK Insurance
- KS Insurance
- WY Insurance
- MT Insurance (CE)

# Test Center map

## Current

- Partner:**
- Fairfield
  - Hayward
  - Larkspur
  - Pittsburg
  - Pleasanton
  - Richmond
- Company owned:**
- Daly City
  - Fairfield
  - Oakland
  - San Mateo

- Sacramento:**
- Company owned (2)
  - Partner (2)

- Partner:**
- Auburn
  - McClellan
  - Placerville
  - Roseville
  - Woodland

- Company owned:**
- Roseville

- Partner:**
- Mountain View
  - Santa Clara (2)

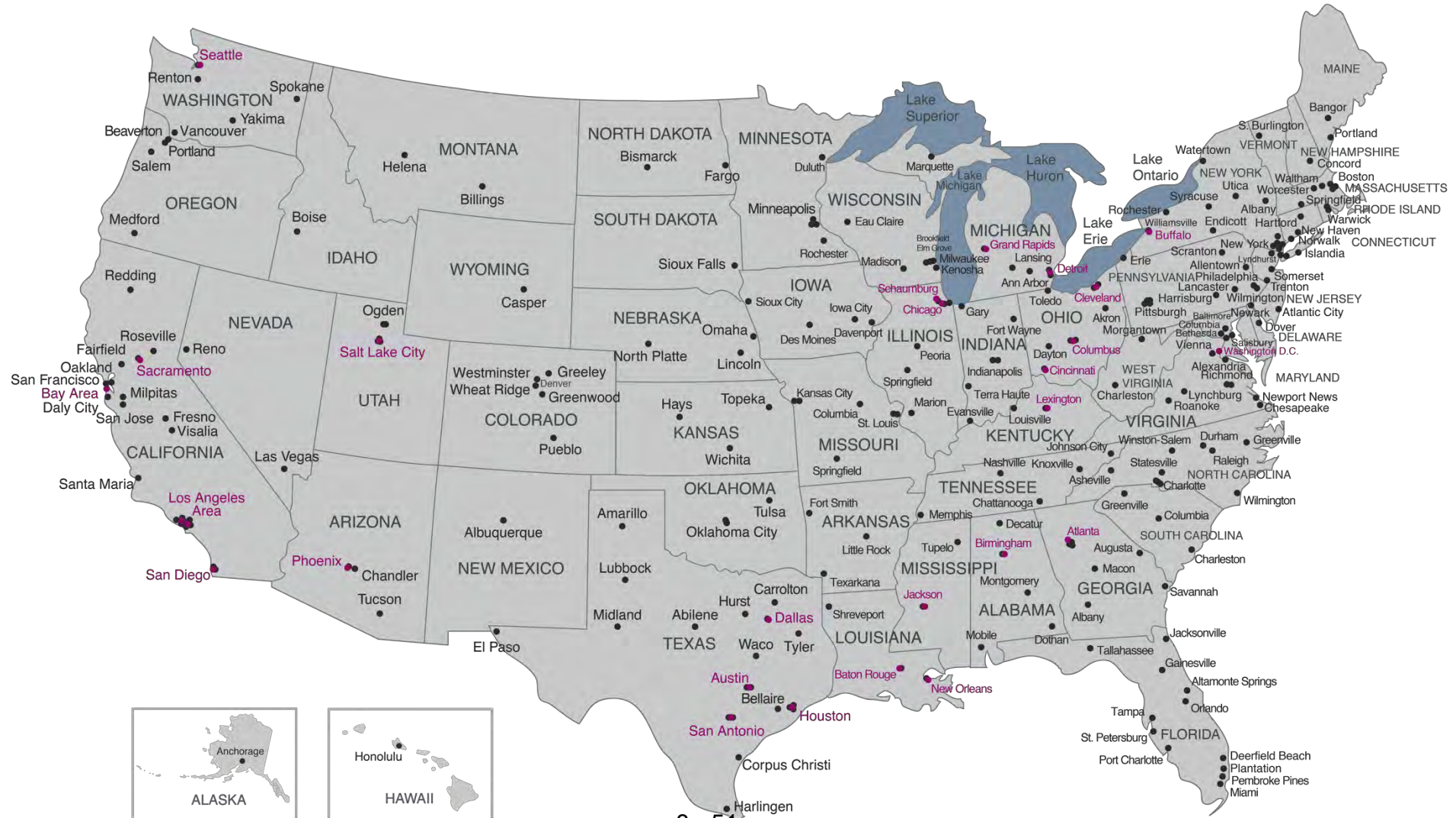
- Partner:**
- Anaheim
  - Apple Valley
  - Baldwin Park
  - Bloomington
  - Calimesa
  - Cerritos
  - Chatsworth
  - Chino
  - City of Industry
  - Downey
  - El Monte (2)
  - Glendale
  - Hesperia
  - Huntington Beach
  - Inglewood
  - Lancaster (2)
  - Los Angeles (4)
  - Lynwood
  - Northridge
  - Ontario
  - Oxnard
  - Palmdale
  - Redondo Beach
  - Redlands
  - Simi Valley
  - S. El Monte
  - Tarzana
  - Tustin
  - Van Nuys
  - Walnut

- San Diego:**
- Military (1)
  - Company owned (3)
  - Partner (1)

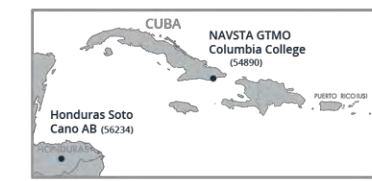
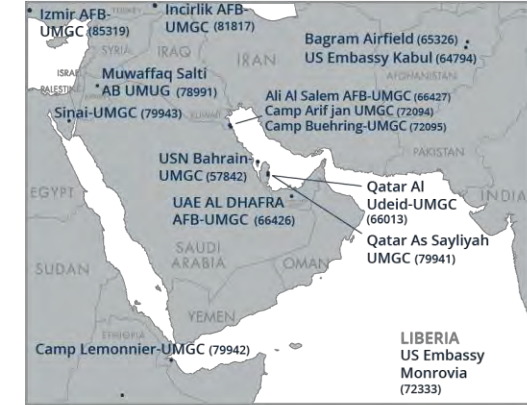
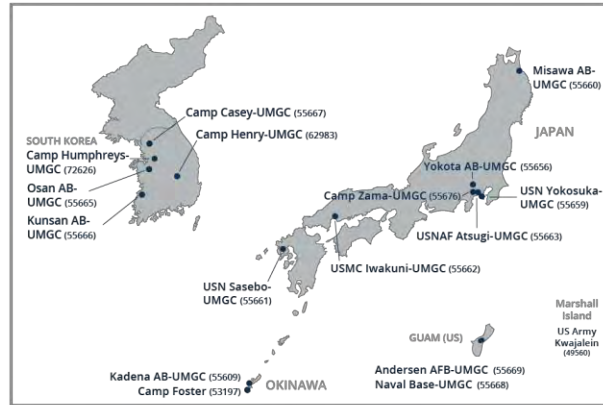


Legend	
	Company -owned and -operated (27)
	Partner locations (77)
	Military site (5)

# National Pearson Professional Center Network

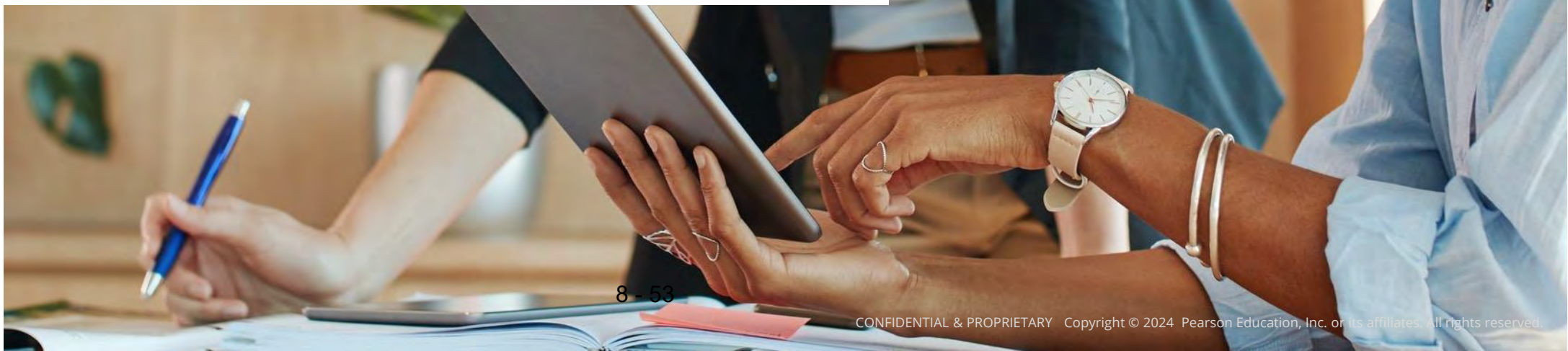


# Pearson VUE Military Test Centers





# Test Publishing



# Forms Published in 2023 & 2024

Series Code	2023 Forms (JAWS)	2024 Forms (JAWS)
LCLE	4 (4)	2 (2)
LEEW	4 (4)	2 (2)
LEPW	2 (2)	1 (1)
LMCE	3 (3)	2 (2)
LMLE	4 (4)	2 (2)
<b>TOTALS</b>	<b>17 (17) = 34</b>	<b>9 (9) = 18</b>

- Successes:
  - No errors in 2023 or 2024
- Opportunities:
  - Discuss modifying standard exam tutorial for JAWS functionality – eliminating the need for additional publications and fees
  - Discuss implementation of new item review screen for increased candidate accessibility and more modern UI

# New Exam Review Screen

QUESTION	TITLE	STATUS	FLAGGED	
1	Question	Complete	No	Review
2	Question	Complete	Yes	Review
3	Question	Incomplete	No	Review
4	Question	Incomplete	No	Review
5	Question	Unseen	No	Review

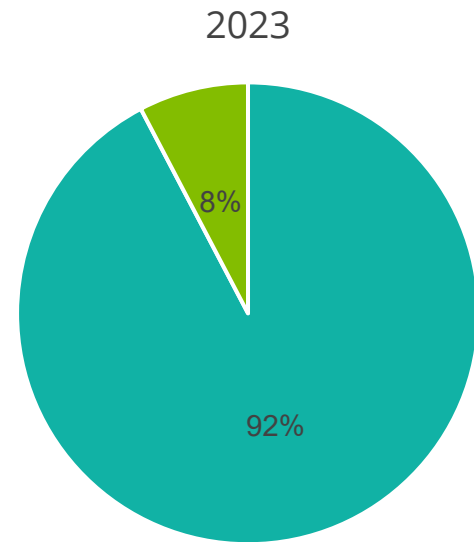
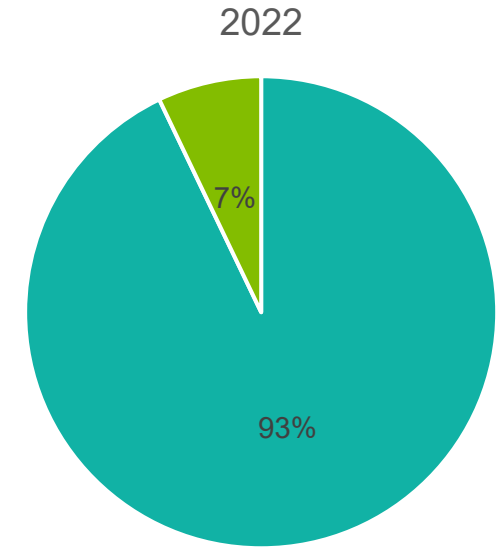
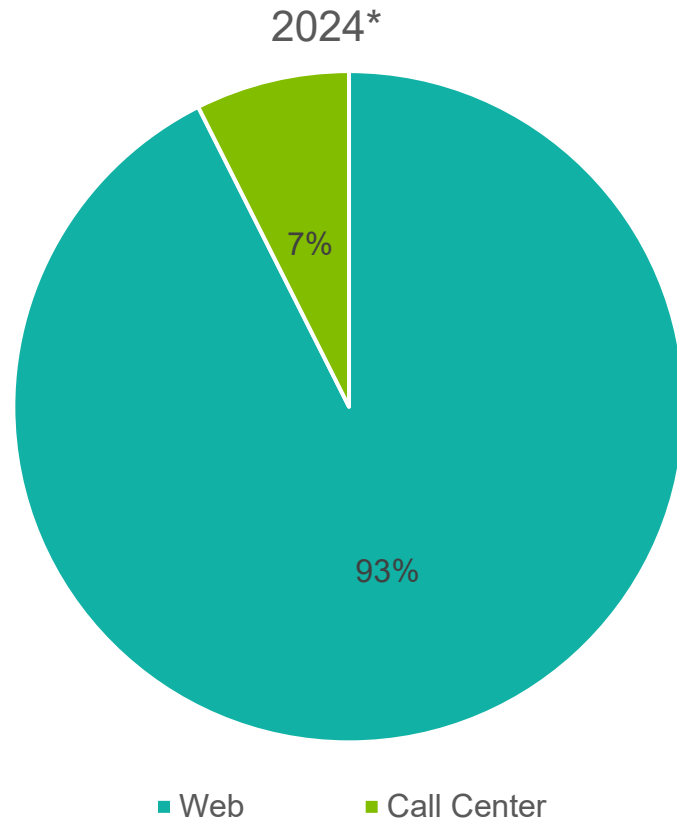
- Organizes items into 4 possible views of All, Incomplete, Unseen, or Flagged
- Allows candidate to review items in these groups, if desired
- Fully accessible using screen reader
- Modern look and user interface



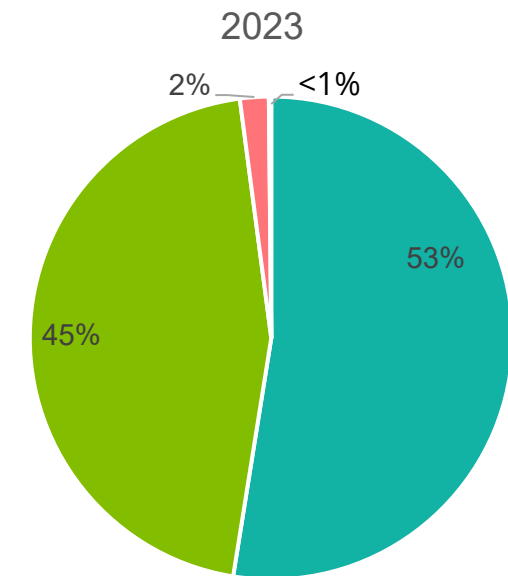
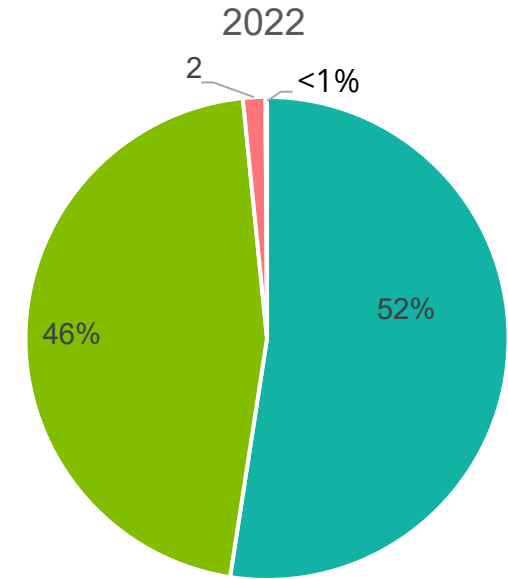
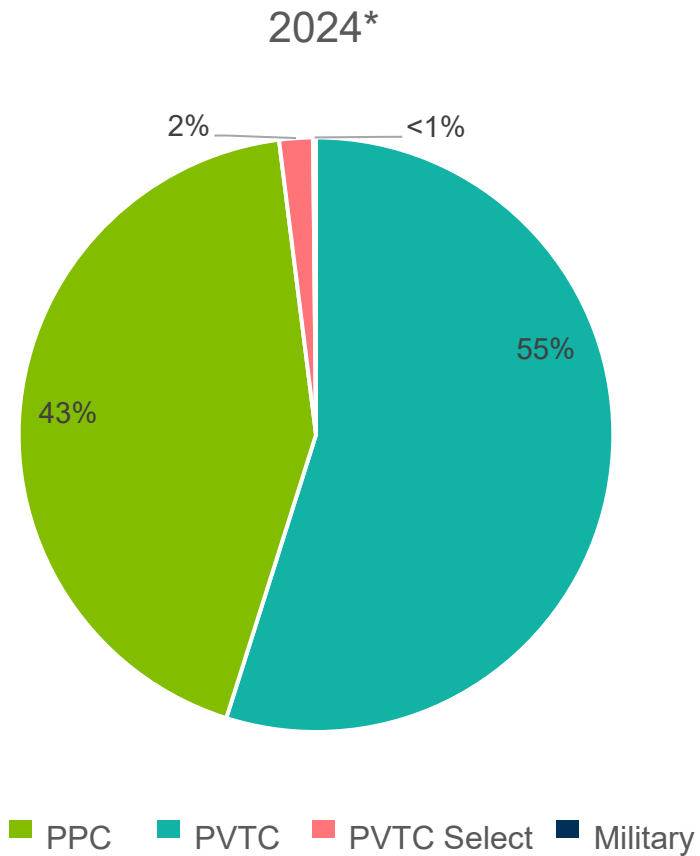
# Operational Review



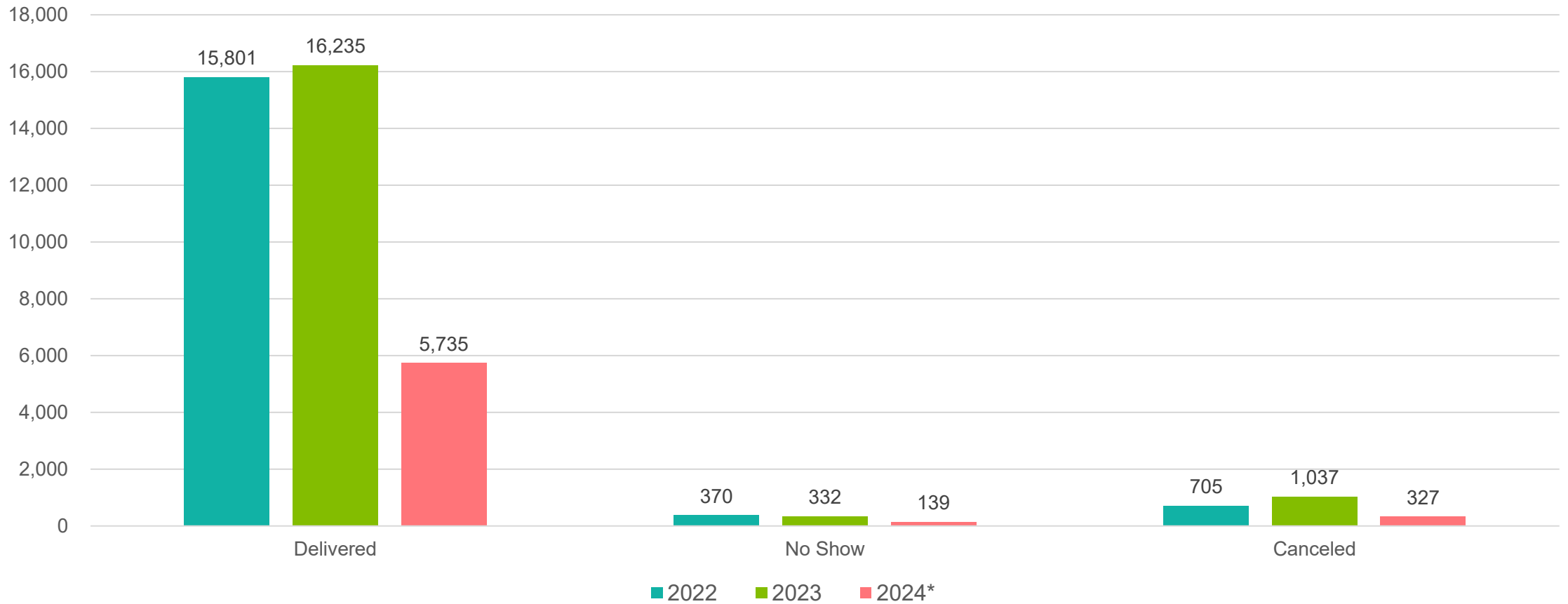
# Exam Registration by Source



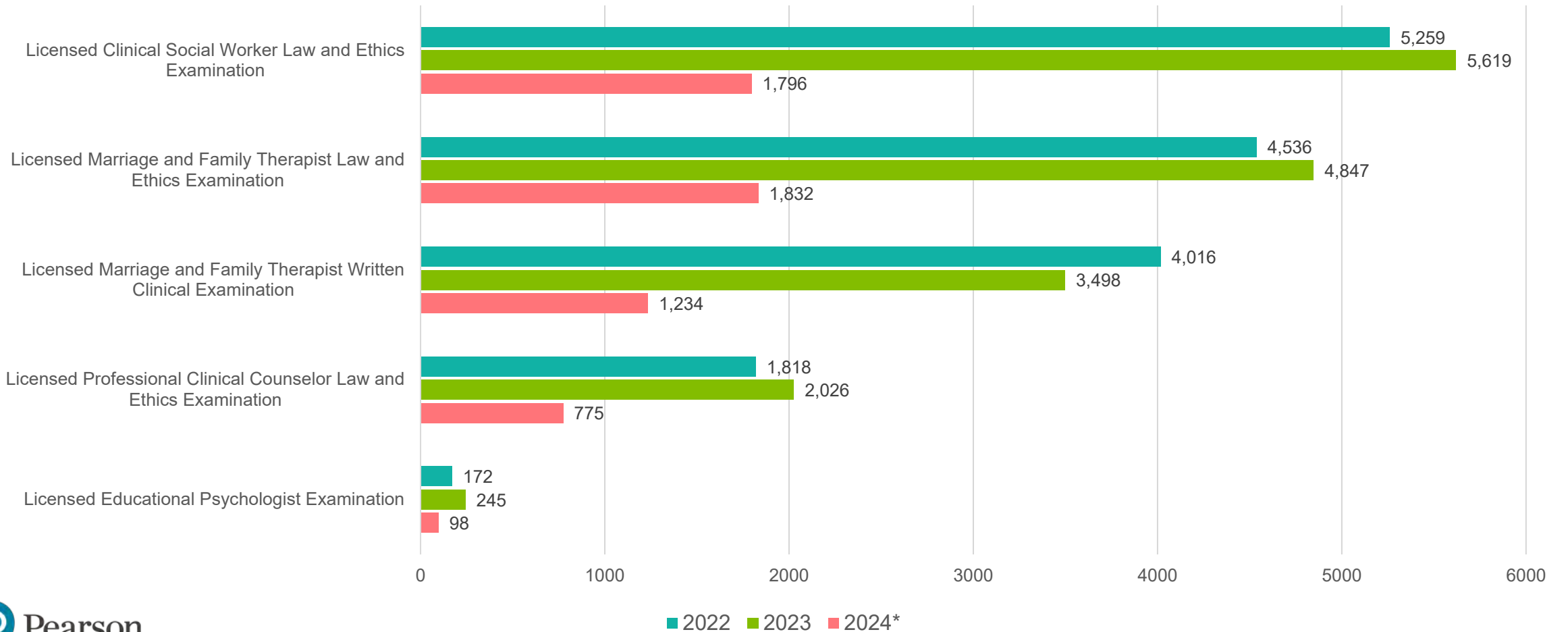
# Exams Delivered



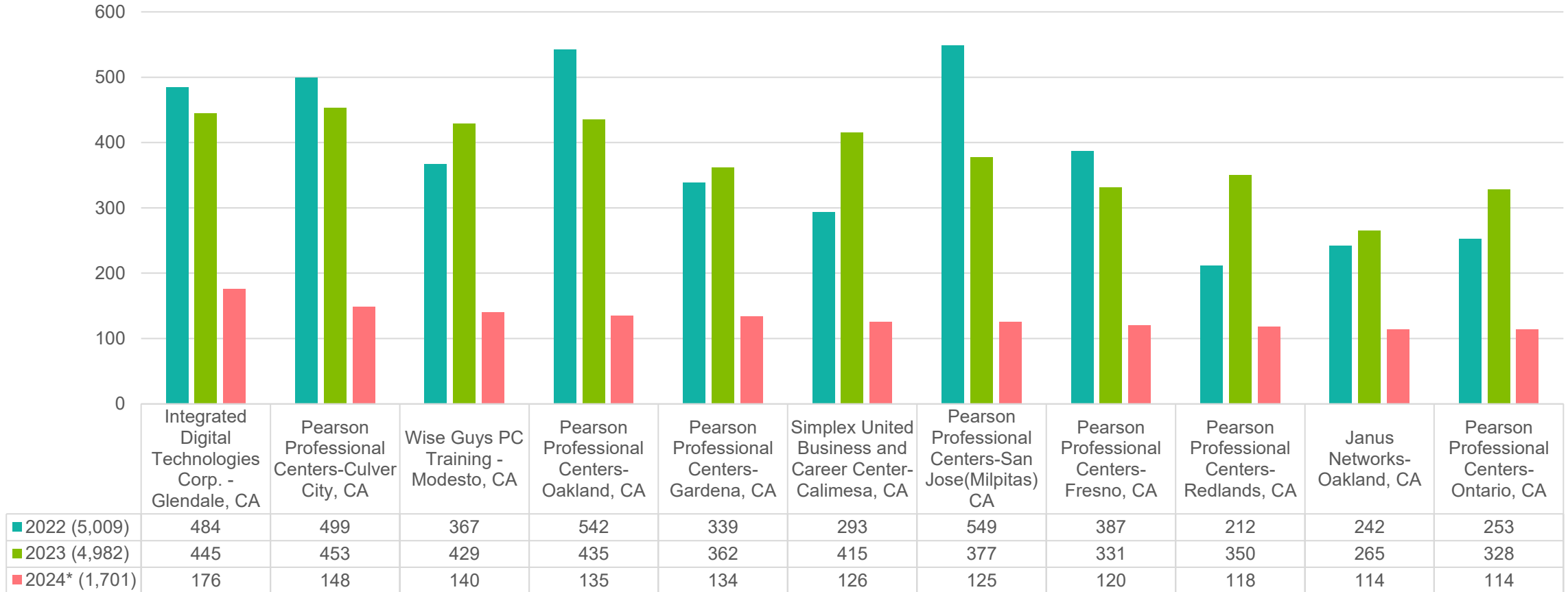
# Exam Registrations



# Exams Delivered by Exam Series



# Testing Volume by Location – Top 10



# First Time Test Takers

	2022		2023		2024*	
	First Time Test Taker Pass Rates					
Exam Title	Total Graded	Pass Rate	Total Graded	Pass Rate	Total Graded	Pass Rate
Licensed Marriage and Family Therapist Law and Ethics Examination	3,671	82%	3,655	76%	1,387	83%
Licensed Clinical Social Worker Law and Ethics Examination	4,300	75%	4,156	74%	1,328	77%
Licensed Marriage and Family Therapist Written Clinical Examination	2,643	81%	2,226	82%	849	86%
Licensed Professional Clinical Counselor Law and Ethics Examination	1,503	71%	1,516	71%	580	66%
Licensed Educational Psychologist Examination	134	61%	190	72%	67	72%

# Satisfaction Survey

Question	2022	2023	2024*
The exam reservation process was easy to use.	97.0%	97.0%	97.2%
I was able to schedule an acceptable test date and test center location.	95.8%	96.0%	96.1%
The test center was easy to locate.	96.4%	96.5%	96.6%
My testing environment was clean, quiet and comfortable.	99.4%	99.3%	99.4%
The Test Center staff was helpful and knowledgeable.	99.0%	98.7%	99.4%
The testing system was easy to use.	98.6%	99.0%	98.9%
The testing center Registration/ Check-In process was handled in an efficient manner.	98.5%	98.4%	98.8%
The testing system worked well.	97.0%	96.7%	96.6%
Overall, I was satisfied with my testing experience.	97.9%	97.9%	98.1%

Approximately 15,748 responses were received in 2022, 16,231 in 2023 and 5,733 in 2024\*.



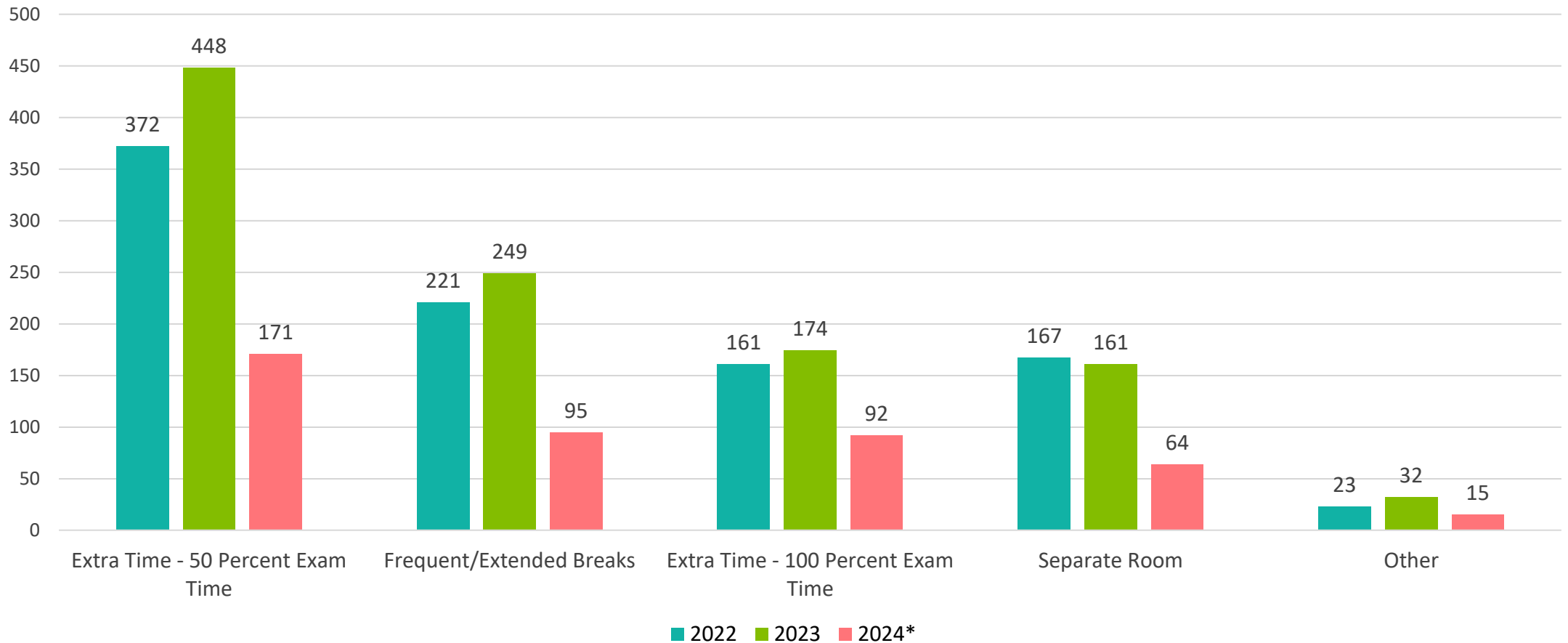
# Accommodations



# Accommodations Reviewed

	2022	2023	2024
Approved	353	577	266
Incomplete	38	69	31
Not Approved	2	0	0

# Top 5 Accommodations



# Discussion

- ESL – What is the current status?
- UAT Issue – Web Services Interface
- Contract Check-In



# Questions?

# Thank You



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## Attachment D

<b>CONSUMER COMPLAINT &amp; CRIMINAL CONVICTION REPORT FY 23/24</b>					
	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>TOTAL</b>
Consumer Complaints	537	505	520	564	2,126
Criminal Convictions	202	240	201	202	845
Cases Closed	474	532	576	536	2,118
Referred to Attorney General	32	27	27	28	114
Cases Pending at Attorney General	97	100	85	103	-
Accusations Filed	16	9	8	22	55
Statement of Issues Filed	8	8	2	5	23
Citations Issued	2	4	4	26	36
Final Disciplinary Orders	12	19	18	10	59
<b>AVERAGES</b>					
Average Number of Days to Complete Formal Discipline*	371	374	373	540	415
Average Number of Days a Case is at Attorney General**	274	233	279	412	300
Average Number of Days to Complete Board Investigations	55	71	77	84	72

\*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.

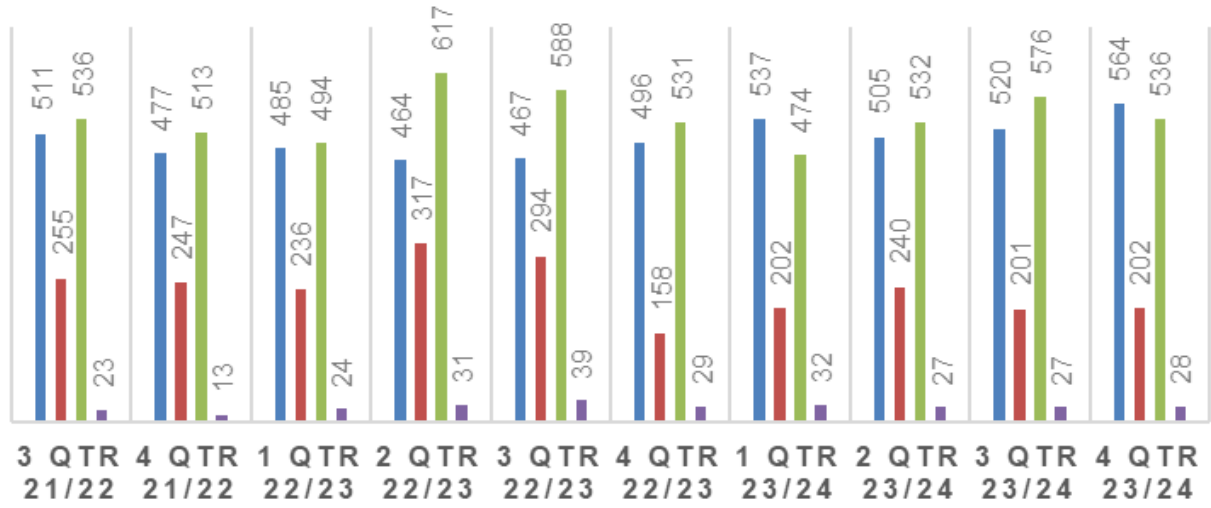
\*\*This statistic is measured from the date the Board refers the matter to the AG's Office to the date the case is complete.

### **PETITIONS RECEIVED April 1 – June 30**

Modification and Early Termination	<b>2</b>
Reinstatement	<b>0</b>
Reconsideration	<b>1</b>
Vacate Default Decision	<b>0</b>
Ineligible/withdrawn	<b>0</b>

# ENFORCEMENT ACTIVITIES

- Consumer Complaints
- Criminal Convictions
- Cases Closed
- Referred to Attorney General





## ATTACHMENT E1: Social Media Engagement

<b>SOCIAL MEDIA ENGAGEMENT (Fourth Quarter FY 2023/24)</b>				
	<b>REACH</b>	<b>VISITS</b>	<b>FOLLOWS</b>	<b>FOLLOWERS</b>
<b>Facebook</b>	29,900	103,900	1,300	33,347
<b>Instagram</b>	16,200	16,500	1,800	14,792
Reach: how many people that have interacted with content				
Visits: number of times a Facebook/Instagram page has been visited				
Follows: number of people that began following the Board's page				

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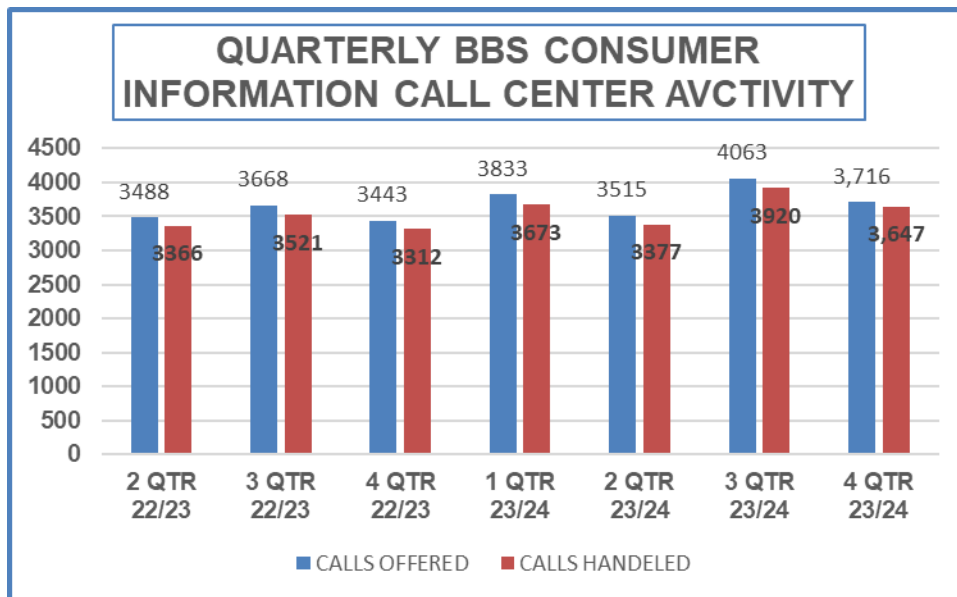
## Attachment E2: Outreach Event Report

January 17, 2024	Virtual	MFT Consortium Orange County
February 9, 2024	Virtual	MFT Consortium Central Valley
February 15, 2024	Virtual	MFT Consortium Inland Empire
March 6, 2024	Virtual	Sac County Office of Education
March 6, 2024	Virtual	Sac County Office of Education
March 8, 2024	Virtual	MFT Consortium Greater LA
March 8, 2024	Virtual	Counselor Educators' Meeting
March 14, 2024	Virtual	Tibor Rubin VA Medical Center
March 15, 2024	Virtual	MFT Consortium Sacramento
March 20, 2024	Virtual	KP Mental Health Training Program NORCAL
March 20, 2024	Virtual	MFT Consortium Orange County
March 27, 2024	Virtual	UMass Global
March 28, 2024	Virtual	UMass Global
March 29, 2024	Virtual	MFT Consortium Central Coast
April 15, 2024	Virtual	KP Mental Health Training Program NORCAL
April 21, 2024	In Person	LCSW Lobby Days
April 27, 2024	Virtual	CA Society of Clinical Social Workers
April 30, 2024	Virtual	UC Berkeley, School of Social Welfare
May 2, 2024	Virtual	MFT Consortium Inland Empire
May 3, 2024	Virtual	MFT Consortium Northern CA
May 4, 2024	Virtual	CALPCC Student & Associate Symposium
May 10, 2024	Virtual	Counselor Educators' Meeting
May 10, 2024	Virtual	MFT Consortium Central Valley
May 15, 2024	Virtual	MFT Consortium Orange County
June 14, 2024	Virtual	MFT Central Coast Consortium
June 14, 2024	Virtual	MFT Consortium Greater LA

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**ATTACHMENT F1: BBS Calls Received/Handled by CIC**

MONTH	OFFERED	HANDLED	AVG WAIT	MAX WAIT
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
24-Jan	1,495	1,439	2:50	11:42
24-Feb	1,266	1,231	1:50	20:34
24-Mar	1,302	1,250	1:06	13:02
24-Apr	1,242	1,215	1:15	17:19
24-May	1,250	1,213	1:23	11:52
14-Jun	1,224	1,219	1:36	13:52



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**Attachment F2: BBS Emails Received**

<b>EMAILS RECEIVED FY 23/24</b>					
<b>UNIT</b>	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>+/- Last Qtr</b>
<b>Criminal Conviction Unit</b>	1,799	1,833	2,637	<b>2,866</b>	<b>+8.7%</b>
<b>Consumer Complaint Unit</b>	1,070	980	825	<b>789</b>	<b>-4.4%</b>
<b>Discipline/Probation Unit</b>	56	84	158	<b>157</b>	<b>-0.6%</b>
<b>Licensing Unit</b>	6,718	5,647	6,493	<b>6,242</b>	<b>-3.9%</b>
<b>Registration Unit</b>	5,316	6,058	5,803	<b>12,094</b>	<b>+108.4%</b>
<b>Examination Unit</b>	3,978	3,427	4,054	<b>7,418</b>	<b>+83.0%</b>
<b>Cashier Unit</b>	2,319	3,427	4,053	<b>3,596</b>	<b>-11.3%</b>
<b>Administrative Unit</b>	4,922	4,535	5,334	<b>4,388</b>	<b>-17.7%</b>
<b>TOTAL EMAILS</b>	26,290	26,182	29,357	<b>37,550</b>	<b>+27.9</b>

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# STRATEGIC PLAN UPDATE

## SEPTEMBER 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
	<b>START DATE</b>	<b>Q1 2022</b>
<b>1.1.1</b>	<b>Electronic Form Submittal</b> 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
<b>1.1.1.1</b>	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
<b>1.1.2</b>	<b>Breeze Reconfiguration-Board License Types (WA 165)</b> 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
<b>1.1.3.1</b>	Staff began collaborating with DCA's BreEZe team to design the online transaction.	July 2023
<b>1.1.3.2</b>	Staff met with the BreEZe design team to discuss the profile reports and application details.	April 2024
<b>1.1.4</b>	<b>Breeze Subsequent Registration Application</b> Establish online registrant applications.	Ongoing
<b>1.1.5</b>	<b>Breeze Licensure Application</b> Establish online licensing applications	Planned
<b>1.1.6</b>	<b>Breeze Application Deficiencies</b> Update Breeze to allow for applicants to view their application deficiencies through their Breeze account.	Ongoing

<b>1.1.6.1</b>	Staff began reviewing and modifying the current BreeZe deficiency phrases for each license type.	July 2023
<b>1.1.7</b>	<b>Application “Check-in” Process</b> Implemented a new application “check in” process that allows for the early identification and resolution of application errors.	January 2023
<b>1.1.8</b>	<b>Licensing Support Analyst</b> 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
<b>1.1.9</b>	<b>Breeze Law &amp; Ethics Re-Exam Application</b> Established the online submittal of the Law & Ethics R-exam application through Breeze	April 2023
	<b>END DATE</b>	<b>Q4 2024</b>

**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.

<b>Number</b>	<b>Major Activity</b>	<b>Completion Date</b>
	<b>START DATE</b>	<b>Q1 2022</b>
<b>1.2.1</b>	<b>Process Improvement As-Is Mapping</b> Participate in As-Is mapping session to document the current business process.	March 2022
<b>1.2.2</b>	<b>Process Improvement Value Stream Added Mapping</b> Participate in Value Stream Added mapping sessions	June 2022
<b>1.2.3</b>	<b>Process Improvement Could be Mapping</b> Participate in Could be Mapping sessions	October 2022
<b>1.2.4</b>	<b>Process Improvement Report Finalization</b> OIO finalizing the draft of the report.	March 2023
<b>1.2.5</b>	<b>Process Improvement Implementation</b> Staff is utilizing the OIO report to perform a task analysis of key positions to determine appropriate staffing levels.	August 2024

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

**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
	<b>START DATE</b>	<b>Q1 2023</b>
1.3.1	<b>Barriers to Licensure</b> Initiate and/or participate in conversation regarding barriers to licensure	<b>Ongoing</b>
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
1.3.1.6	Conducted a pathway to licensure survey to collect information on barriers that Board registrants and licensees may face during the pathway to licensure.	April 2024
1.3.1.7	Staff reported to the Workforce Development Committee on the survey results.	August 2024

Number	Major Tasks	Completion Date
	<b>END DATE</b>	<b>Q4 2025</b>

**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
	<b>START DATE</b>	<b>Q2 2022</b>
<b>1.4.1</b>	<b>Registration Application Tutorial</b> 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
<b>1.4.2</b>	<b>Social Media-Registration/License Maintenance Alerts</b> Develop Social Media plan that will alert registrants and licensee of important steps in maintaining and renewing their registration or license.	Ongoing
<b>1.4.3</b>	<b>Registration Sixth Year Alert</b> 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
<b>1.4.4</b>	<b>Website-Instructional Videos</b> 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
<b>1.4.6</b>	<b>Online Application Status Checks</b> 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
<b>1.4.7</b>	<b>License Application Courtesy Email</b> Implemented automated “courtesy email notifications” (CEN) to licensing and examination applicants to notify them when applications are approved.	January 2023
<b>1.4.8</b>	<b>Registration Application Courtesy Email</b> Implement automated “courtesy email notifications” (CEN) to registrant applicants to notify them when applications are approved.	Planned

Number	Major Tasks	Completion Date
1.4.9	<b>Initial License Application Courtesy Email</b> Implement automated “courtesy email notifications” (CEN) to initial license applicants to notify them when applications are approved.	Planned
1.4.10	<b>10 Tips for a Smoother Licensing Process</b> 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
1.4.11	<b>Update Application Packets</b> 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
1.4.12	<b>Tips When Taking on a New Supervisee</b> Published in the Board’s spring newsletter and will be posted as a separate document.	March 2024
1.4.13	<b>Restructure of Website</b> Implement changes to the existing website structure to ensure that information is more easily accessible	Ongoing
1.4.13.1	Staff is reviewing current website structure and discussing possible changes with DCA’s website team	August 2024
	<b>END DATE</b>	<b>Q4 2025</b>

**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
	<b>START DATE</b>	<b>Q1 2022</b>
1.5.1	<b>Pathway to Licensure Videos</b> 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

Number	Major Tasks	Completion Date
	<b>START DATE</b>	<b>Q1 2022</b>
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
	<b>END DATE</b>	<b>Q1 2024</b>

## 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
	<b>START DATE</b>	<b>Q1 2023</b>
<b>2.1.1</b>	<b>Subject Matter Expert Recruitment</b> Implement improvements to the current recruitment process to increase pool of SME candidates.	<b>Ongoing</b>
<b>2.1.1.1</b>	Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	March 2023
<b>2.1.1.2</b>	Staff coordinated with the DCA's Public Information Office in developing a social media campaign to promote the Board's SME program.	March 2024

Number	Major Tasks	Completion Date
2.1.2	<b>Subject Matter Diversity</b> 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
	<b>END DATE</b>	<b>Q1 2024</b>

**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
	<b>START DATE</b>	<b>Q4 2022</b>
2.2.1	<b>ASWB 90-Day Waiting Period Waiver</b>	December 2022
2.2.2	<b>Exam Eligibility Expiration Date Notification:</b> Develop a procedure to notify exam candidates of their impending exam eligibility expiration date.	February 2023
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	<b>Path A Email Notifications</b> 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	<b>LEP Exam Waiting Periods</b> 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	<b>ESL Accommodation Requirements</b> 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



Number	Major Tasks	Completion Date
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
2.2.5.3	Draft language discussed at Policy and Advocacy Committee meeting.	August 2024
2.2.6	<b>Exam No-Show Notifications</b> 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	<b>File Abandonment Notifications</b> 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	<b>Clinical Exam Seven Year Limit Notification</b> 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
	<b>END DATE</b>	<b>Q4 2023</b>

**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
	<b>START DATE</b>	<b>Q3 2021</b>

Number	Major Tasks	Completion Date
2.3.1	<b>AMFTRB Exam Review</b> 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	<b>AMFTRB Exam Review Presentation</b> 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	<b>AMFTRB Staff Research</b> Board staff opened discussions with AMFTRB executive staff to address Board’s concerns.	January 2023
2.3.4	<b>AMFTRB Presentation</b> Lois Paff Bergen from AMFTRB presented to the Board an overview of the AMFTRB examination and its development.	August 2023
2.3.5	<b>AMFTRB Board Discussion</b> Conducted a discussion in closed session to discuss the acceptance of the AMFTRB exam.	February 2024
2.3.6	<b>AMFTRB Statutes and Regulatory Amendments</b> Staff presented statutory and regulatory amendments that will be needed to accept the AMFTRB national exam for licensure	August 2024
	<b>END DATE</b>	<b>Q2 2024</b>

### 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
	<b>START DATE</b>	<b>Q1 2022</b>
3.1.1	<b>Applicant-Enforcement Communication</b>	Planned

Number	Major Tasks	Completion Date
	Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	
<b>3.1.2</b>	<b>Complaint-Enforcement Communication</b> Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	Planned
	<b>END DATE</b>	<b>Q4 2025</b>

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

**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
	<b>START DATE</b>	<b>Q2 2022</b>
<b>3.3.1</b>	<b>Uniform Standards &amp; Disciplinary Guidelines Review</b> 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
3.2.1.8	Recommend changes brought to Board	May 2024
<b>3.3.2</b>	<b>Enforcement Statutes &amp; Regulation Review</b> Review current statutes and regulations related to enforcement to determine possible needed updates.	Planned
	<b>END DATE</b>	<b>Q4 2024</b>

**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
	<b>START DATE</b>	<b>Q1 2023</b>
<b>3.4.1</b>	<b>Probation Program Reporting</b> Develop an automated report for the probation program that will assist in determining trends and possible opportunities for improvement.	<b>Planned</b>
<b>3.4.2</b>	<b>Application Denial Reporting</b> Develop an automated report that for application denials that will assist in determining trends in violations.	<b>Planned</b>

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	<b>Subject Matter Expert Recruitment</b> 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	<b>Subject Matter Diversity</b> 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
<b>4.1.4</b>	<b>Temporary License Allowance</b> Consider an Incidental allowance for out-of-state provider providing online telehealth in CA.	<b>COMPLETED</b>
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
<b>4.1.5</b>	<b>Telehealth Service Platforms Review</b> Research alternative modes of services (email, texting, and app-based therapy) to identify consumer protection issues that current law does not address.	<b>Ongoing; Timeline same as 4.1.6 below.</b>
<b>4.1.6</b>	<b>Online Therapy Sites Review</b> Discuss the necessity of regulating online therapy sites.	<b>Ongoing</b>
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
4.1.6.6	Online-Only Therapy Platform guidance document reviewed by the Telehealth Committee. Committee directed staff to publish the document.	December 2024
<b>4.1.7</b>	<b>Inter-State Compact Review</b> Examine, research, and discuss Inter-state compacts.	<b>COMPLETED</b>

Number	Major Tasks	Completion Date
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
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
4.1.7.3	SB 2566 (Wilson) Interstate Counseling Compact brought to the Board for discussion. Board approved motion was to oppose AB 2566 and reach out to the California Commission on Uniform Laws.	May 2024
<b>4.1.8</b>	<b>Telehealth Best Practice Documents</b> Create best practices document to assist employers/supervisor in determine the best way to proceed with telehealth	<b>COMPLETED</b>
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
	<b>END DATE</b>	<b>Q4 2025</b>

**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
	<b>START DATE</b>	<b>Q1 2023</b>
4.2.1	<b>Six Year Rule</b> Discuss 6 years rule (experience hours and length of registration).	July 2022
4.2.2	<b>Law &amp; Ethics Exam Age Limit</b> Discuss in committee the CA law and ethics exam age limit and limiting attempts.	Planned
4.2.3	<b>NCMHCE Acceptance Without Experience</b> Determine National Clinical Mental Health Counseling Examination (NCMHCE) acceptability from applicants who do not have supervised experience.	Planned
4.2.4	<b>Registration of Trainees</b> Consider and make recommendation on the registration of trainees.	Planned
4.2.5	<b>Early Eligibility for Clinical Examinations</b> Permitting applicants for licensure to take the required clinical examination after completing 1,500 hours of postgraduate supervised experience.	<b>Ongoing</b>
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
4.2.5.3	Staff presented proposed language to the Workforce Development Committee.	August 2024
	<b>END DATE</b>	<b>Q4 2025</b>



**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
	<b>START DATE</b>	<b>Q4 2023</b>
<b>4.3.1</b>	<b>Course Requirement Timing</b> Make timing and requirement of course consistent across license types where needed.	<b>Ongoing</b>
<b>4.3.1.1</b>	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
<b>4.3.1.2</b>	Staff presented to the Workforce Committee recommended amendments to the child abuse assessment and reporting coursework requirements.	August 2024
	<b>END DATE</b>	<b>Q4 2025</b>

**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
	<b>START DATE</b>	<b>Q1 2023</b>
<b>4.4.1</b>	<b>Advertising Regulations Update:</b> Update advertising statutes and regulations	<b>COMPLETED</b>
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
4.4.1.5	Senate Bill 1024 (Ochoa Bogh) enrolled.	July 2024
<b>4.4.2</b>	<b>Review Requirements for Posting Legal Name</b> Review and possibly amend requirements for posting legal name	<b>COMPLETED</b>

Number	Major Tasks	Completion Date
	<b>START DATE</b>	<b>Q1 2023</b>
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
	<b>END DATE</b>	<b>Q4 2025</b>

## 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
	<b>START DATE</b>	<b>Q1 2022</b>
<b>5.1.1</b>	<b>Staffing Needs Evaluation</b> Determine current organizational needs based upon current processing times and future workload projections.	Planned
<b>5.1.1.1</b>	Paperwork submitted for approval of two Limited Term Management Service Technicians.	December 2022
<b>5.1.1.2</b>	Approved for one Limited Term Management Service Technician. Filled the position as an evaluator in the Registration Unit.	February 2024
<b>5.1.1.3</b>	Approved for one Limited Term Staff Services Analyst. Filled the position as a Licensing Analyst.	June 2024
<b>5.1.2</b>	<b>Duty Statement Updates</b> Review staff duty statements to ensure they properly reflect current duties.	Ongoing
<b>5.1.2.1</b>	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
<b>5.1.4</b>	<b>Organizational Structure Review</b> Determine appropriate ideal organizational structure.	Planned

Number	Major Tasks	Completion Date
	<b>START DATE</b>	<b>Q1 2022</b>
5.1.4.1	Board restructured its Registration, Examination, and Cashiering Unit. Restructure created a separate Registration Unit.	February 2024
5.1.4.2	Board restructured its Licensing Unit. The restructure consisted of adding a second Licensing Manager and assigning each manager to oversee two license types.	June 2024
5.1.5	<b>Staff Training and Development</b> 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
5.1.5.2	Conducted a staff training survey to identify training staff’s training needs and desires.	August 2024
	<b>END DATE</b>	<b>Q2 2023</b>

**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
	<b>START DATE</b>	<b>Q1 2022</b>
5.2.1	<b>Process Improvement As-Is Mapping</b> Participate in As-Is mapping session to document the current business process.	March 2022
5.2.2	<b>Process Improvement Value Stream Added Mapping</b> Participate in Value Stream Added mapping sessions	June 2022
5.2.3	<b>Process Improvement Could be Mapping</b> Participate in Could be Mapping sessions	October 2022
5.2.4	<b>Process Improvement Report Finalization</b> OIO finalizing the draft of the report.	March 2023
5.2.5	<b>Process Improvement Change Management Workshop</b> OIO to conduct organization change management workshop	Planned

Number	Major Activity	Completion Date
5.2.6	<b>Process Improvement Implementation</b> Staff is utilizing the OIO report to perform a task analysis of key positions to determine appropriate staffing levels.	August 2024
	<b>END DATE</b>	<b>Q1 2023</b>

**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
	<b>START DATE</b>	<b>Q1 2022</b>
	<b>END DATE</b>	<b>Q1 2024</b>

**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
	<b>START DATE</b>	<b>Q1 2023</b>
	<b>END DATE</b>	<b>Q3 2023</b>

## 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
<b>6.3.1</b>	<b>Develop social media campaign for awareness days and months.</b>	<b>Ongoing</b>
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
<b>6.3.2</b>	<b>Outreach Coordination</b> Streamlined outreach with schools and associations by creating a new centralized calendar and email account dedicated to outreach events and requests.	<b>March 2023</b>
<b>6.3.3</b>	<b>Quarterly School Outreach Presentations</b> Develop quarterly outreach events for schools that will focus on the pathway to licensure and law and ethics.	<b>Planned</b>

Number	Major Tasks	Completion Date
	START DATE	Q1 2022
	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
6.4.1	<p><b>6 Hours of Continuing Education for Attending Meetings</b>  Discussed the possibility at the August 2024 P &amp; A Committee meeting. Credit 6 hours of CE per renewal cycle for licensees attending California Board of Behavioral Sciences meetings.</p>	August 2024
	END DATE	Q4 2025