



Board of Behavioral Sciences

# Memo

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**To:** Board Members **Date:** February 18, 2025  
**From:** Steve Sodergren  
Executive Officer  
**Subject:** Executive Officer Report

**BUDGET UPATE**

The Board’s budget for (FY) 2024-25 is \$14,061,000. Based on the information available to the Board, expenditures to date are \$5,357,421.

- Personal Services \$3,045,462 (21.66%)
- Operating Expenses & Equipment \$1,750,048 (12.45%)
- Enforcement \$368,904 (2.62%)
- Exams \$193,007 (1.37%)

The Board’s Fund Condition for FY 2024-25 currently reflects a reserve of 18.1 months.  
**Attachment A:** BBS Fund Condition

The Budget is projected to decrease because of two reduction drills that are anticipated in the May Revise.

<b>CS 4.05 (7.95% Reduction)</b>	\$ (98)
<b>CS 4.12 (Vacancy Reduction)</b>	\$ (84)
<b>Total Reductions</b>	\$ (182)
(Dollars in thousands)	

The Governor’s Budget also references two significant budget reductions for current year and budget year:

- **Control Section 4.05 – State Operations Ongoing Reductions:** \$1.5 billion (\$820 million General Fund) in 2024-25, and \$2 billion (\$1.2 billion General Fund) in 2025-26, and ongoing, reduction to state operations. This reduction includes personal services, operating expenses and equipment, and consulting and professional services costs.

- **Control Section 4.12 – Vacant Positions Funding Reduction and Elimination of Positions:** \$617.6 million (\$234.4 million General Fund) in 2024-25, and ongoing, for savings associated with vacant positions and the elimination of approximately 6,500 positions starting in 2025-26, and ongoing.

These reductions are not yet reflected against the budget but are anticipated to be included in the May Revise update.

<b>PERSONNEL UPDATE</b>
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**PROMOTIONS/NEW EMPLOYEES**

**Registration Unit**

**Staff Services Analyst (SSA): Licensing Analyst**

Zach Beauchamp has accepted a promotion as the Licensing Analyst with the Board. Zach’s first day in this position was on February 1, 2024.

**DEPARTURES**

**Examination & Cashiering Unit**

**Staff Services Manager I (SSM I)**

Cynthi Burnett retired from state service. Cynthi’s last day with the Board was on January 30, 2025.

**Management Services Technician (MST)**

Mary Coto retired from state service. Mary’s last day with the Board was on December 30, 2024.

**Consumer Complaint & Investigations Unit**

**Special Investigator**

Ann Glassmoyer retired from state service. Ann’s last day with the Board was on December 31, 2024.

**PERSONNEL REQUESTS**

**Limited-Term MST: Registration Evaluator**

The Board has requested to create a new limited-term position.

**VACANCIES**

The Board currently has three (3) vacancies.

## LICENSING UPDATE

### **POPULATION**

A total of 5,527 new registration/licenses were issued in the second quarter of fiscal year (FY) 2024/2025. As of October 25, 2024, the Board has 147,065 registrants/licensees which is an approximate 2% gain since the first quarter of FY 2024/2025. 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 2024-25)**

Overall, in the second quarter of FY 2024/25, the Board received approximately 26% less applications than were received in the first quarter of FY 2024/2025.

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

### **PROCESSING TIMES**

Registrant application processing times, measured in days, increased during the busy season of the first quarter of FY 2024/25 (AMFT: 45, ASW: 17, APCC: 65). However, clinical exam applications for LMFTs and LCSWs saw a decrease compared to the first quarter of FY 2024/25 (LMFT: 72, LCSW: 67). While processing times for LPCCs increased, they remain within the established processing time frame of 60 days.

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

### **ADMINISTRATION APPLICATIONS RECEIVED**

Overall, in the second quarter of FY 2024/25, the Board received approximately 6% less applications than were received in the first quarter of FY 2024/2025.

**Attachment B3:** Administration Applications Received

**Attachment B4:** Renewal Applications Received

## EXAMINATION UPDATE

### **EXAMINATION PASS RATES**

A total of 6,254 exams were administered in the second quarter of FY 2024/2025. This represents an approximate 4.2% increase in exam administrations from the first quarter of FY 2024/2025.

**Attachment C1:** Exam Pass Rate Report

## **Attachment C2: Exam School Report 2nd Quarter FY 2024-2025.**

### **EXAMINATION DEVELOPMENT**

Three examination development workshops were conducted in-person between October 1, 2024, through December 31, 2024. Of these workshops, one was for the LEP written examination, one for the LMFT clinical examination, and one for the LPCC law and ethics examination.

Board staff continues to work with OPES on recruiting subject matter experts (SME) for the various Board administered exams.

### **LMFT CLINICAL EXAMINATION**

Effective January 1, 2025, the LMFT clinical examination waiting period was reduced from a 120-day waiting period to a 90-day waiting period.

Board staff worked with Pearson Vue to update the exam candidate handbook and failed score report.

The manual re-examination application and our website has been updated.

Board staff is working with the Breeze team to update the internal re-examination transaction to auto approve at a 90-day waiting period and to update the verbiage on the online re-examination application.

While the internal re-examination transaction update is in process, staff is manually approving eligible candidates at 90-days.

### **ASWB**

ASWB is undergoing an exam vendor change effective 3/31/25 from PSI to Pearson Vue. ASWB notified candidates who registered for the exam and the Board posted an announcement on social media.

As ASWB transitions to Pearson Vue, no exams will be allowed between 3/16/25 and 3/30/25.

ASWB has provided the Board with a report to assist the exam unit in working with candidates who registered for the examination and whose eligibility may be affected with the blackout dates between 3/16/25 and 3/30/25 and the inability to schedule with Pearson Vue until 3/31/25. Affected candidates will be provided with an exam extension. These candidates will be notified by e-mail or by mail should there not be an e-mail address on file.

## **Pearson Vue**

Board staff is working with Pearson Vue to add a screen to the beginning of the five Board administered examinations to indicate the NDA section is a timed section and if not completed within the 5-minutes allotted, the exam will reflect as refused and the exam fee forfeited.

The prior and current contract did not specify Canadian exam sites, and this is not considered under the testing sites of “worldwide partners”. Pearson Vue has provided our candidates residing in Canada access to their Canadian examination sites. This will eliminate the need for candidates to travel to the US to participate in an examination.

## **ENFORCEMENT UPDATE**

In the second quarter of FY 2024/2025, the Board received 485 consumer complaints and 212 criminal convictions. Additionally, 516 cases were closed and 12 were referred to the office of the Attorney General. Currently, the average number of days to complete formal discipline is 486 days, the average number of days a case is at the Attorney General’s office is 355 days, and the average number of days to complete a Board investigation is 62 days.

During the second quarter of FY 2024/2025, the Board received 7 petitions for modifications or early termination of probation.

## **EDUCATION AND OUTREACH**

### **SOCIAL MEDIA ENGAGEMENT**

<b>SOCIAL MEDIA ENGAGEMENT (Second QTR FY 2024-2025)</b>				
	<b>REACH</b>	<b>VISITS</b>	<b>FOLLOWS</b>	<b>FOLLOWERS</b>
<b>Facebook</b>	21,700	86,400	881	34,695
<b>Instagram</b>	10,800	14,000	1,100	15,658
<b>Reach:</b> how many people that have interacted with content				
<b>Visits:</b> number of times a Facebook/Instagram page has been visited				
<b>Follows:</b> number of people that began following the Board’s page				

### **OUTREACH EVENTS**

During the second quarter of FY 2024/2025, Board staff conducted 10 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).

**Attachment E:** Outreach Event Report

## **ORGANIZATIONAL EFFECTIVENESS**

### **BREEZE SYSTEM UPDATES**

Staff are currently collaborating with the Department of Consumer Affairs (DCA) Office of Information in completing the final steps to transition to online AMFT registration applications. This includes performing data validation to ensure the smooth transitions of records to the new system parameters. Once the AMFT registration applications go live, staff will pursue online application for the ASW and APCC registration applications.

### **COMMUNICATION**

The Department of Consumer Affairs (DCA) Consumer Information Center handled 3,141 calls for the Board during the second quarter of FY 2024/25. The average wait time per call was 0:50 minutes.

Board staff received 30,558 emails during the second quarter of FY 2024/2025.

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

**Attachment F2:** BBS Emails Received

### **STRATEGIC PLAN UPDATE**

The Strategic Plan Update is attached.

**Attachment G:** BBS Strategic Plan Update November 2024

**ATTACHMENT A: BBS FUND CONDITION**

**0773 - Behavioral Science Fund**  
**Analysis of Fund Condition**  
**(Dollars in Thousands)**  
**2025-26 Governor's Budget With FM 5 Projections**

Prepared 1.22.2025

	<b>Actuals 2023-24</b>	<b>CY 2024-25</b>	<b>BY 2025-26</b>	<b>BY +1 2026-27</b>	<b>BY +2 2027-28</b>
<b>BEGINNING BALANCE</b>					
Prior Year Adjustment	\$ 18,461	\$ 16,240	\$ 23,794	\$ 30,084	\$ 36,172
Adjusted Beginning Balance	\$ 269	\$ -	\$ -	\$ -	\$ -
	\$ 18,730	\$ 16,240	\$ 23,794	\$ 30,084	\$ 36,172
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>					
Revenues					
4121200 - Delinquent fees	\$ 177	\$ 178	\$ 181	\$ 181	\$ 181
4127400 - Renewal fees	\$ 12,075	\$ 12,360	\$ 12,102	\$ 12,102	\$ 12,102
4129200 - Other regulatory fees	\$ 186	\$ 192	\$ 189	\$ 189	\$ 189
4129400 - Other regulatory licenses and permits	\$ 7,893	\$ 8,558	\$ 9,062	\$ 9,062	\$ 9,062
4163000 - Income from surplus money investments	\$ 704	\$ 531	\$ 456	\$ 535	\$ 619
4171400 - Escheat of unclaimed checks and warrants	\$ 24	\$ 85	\$ 85	\$ 85	\$ 85
4171500 - Escheat Unclaimed Property	\$ 1	\$ -	\$ -	\$ -	\$ -
4172500 - Miscellaneous revenues	\$ 4	\$ 4	\$ 4	\$ 4	\$ 4
Totals, Revenues	\$ 21,064	\$ 21,908	\$ 22,079	\$ 22,158	\$ 22,242
Transfers to Other Funds					
Loan from Behavioral Sciences Fund (0773) to 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	\$ 21,908	\$ 22,079	\$ 22,158	\$ 22,242
<b>TOTAL RESOURCES</b>	\$ 29,794	\$ 38,148	\$ 45,873	\$ 52,242	\$ 58,414
Expenditures:					
1111 Department of Consumer Affairs (State Operations)	\$ 12,604	\$ 13,365	\$ 14,626	\$ 15,065	\$ 15,517
9892 Supplemental Pension Payments (State Operations)	\$ 212	\$ 158	\$ 158	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 738	\$ 831	\$ 1,005	\$ 1,005	\$ 1,005
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ 13,554	\$ 14,354	\$ 15,789	\$ 16,070	\$ 16,522
<b>FUND BALANCE</b>					
Reserve for economic uncertainties	\$ 16,240	\$ 23,794	\$ 30,084	\$ 36,172	\$ 41,892
Months in Reserve	13.6	18.1	22.5	26.3	29.6

**NOTES:**

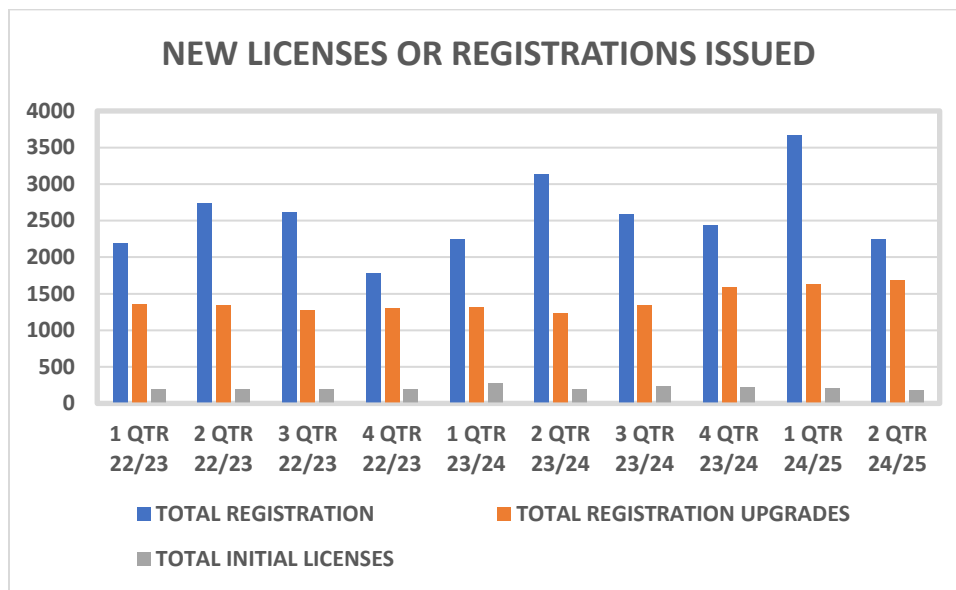
1. Assumes workload and revenue projections are realized in BY+1 and ongoing.
2. Expenditure growth projected at 3% beginning BY+1.

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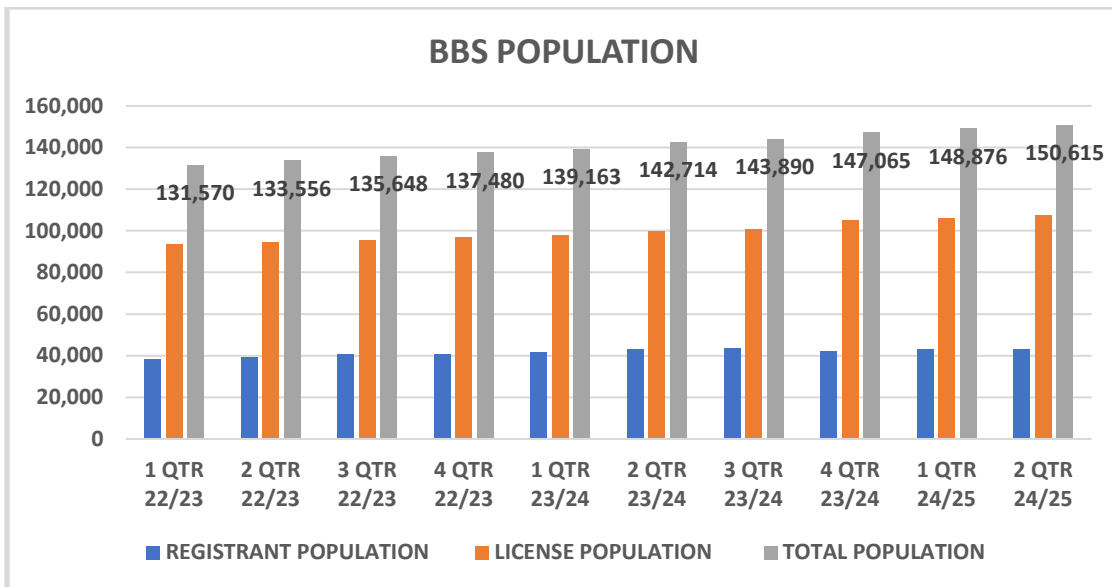
**ATTACHMENT B1: LICENSING POPULATION**

<b>NEW REGISTRATIONS &amp; LICENSES ISSUED FY 24/25</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>
<b>AMFT Registration</b>	1,558	1,098			<b>2,656</b>
<b>ASW Registration</b>	1,633	705			<b>2,338</b>
<b>APCC Registration</b>	476	445			<b>921</b>
<b>LMFT Upgrade</b>	759	890			<b>1,649</b>
<b>LMFT Initial</b>	8	10			<b>18</b>
<b>LCSW Upgrade</b>	709	616			<b>1,325</b>
<b>LCSW Initial</b>	95	82			<b>177</b>
<b>LEP Initial</b>	45	27			<b>72</b>
<b>LPCC Upgrade</b>	170	178			<b>348</b>
<b>LPCC Initial</b>	61	61			<b>122</b>
<b>TOTAL</b>	<b>5,514</b>	<b>5,527</b>			<b>11,041</b>



## ATTACHMENT B1: LICENSING POPULATION

POPULATION AS OF OCTOBER 25, 2024				
	CURRENT	CURRENT INNACTIVE	DELINQUENT	
AMFT	15,887	0	1,834	17,721
LMFT	49,283	3,538	3,698	56,519
	<b>65,170</b>	<b>3,538</b>	<b>5,533</b>	<b>74,241</b>
ASW	17,110	0	2,993	20,103
LCSW	36,415	2,222	2,296	40,933
	<b>53,525</b>	<b>2,222</b>	<b>5,289</b>	<b>61,036</b>
LEP	1,759	255	320	2,334
	<b>1,759</b>	<b>255</b>	<b>320</b>	<b>2,334</b>
LPCC	5,044	183	172	5,399
APCC	5,494	0	2,112	7,606
	<b>10,538</b>	<b>183</b>	<b>2,284</b>	<b>13,005</b>
	<b>130,992</b>	<b>6,198</b>	<b>13,426</b>	<b>150,616</b>

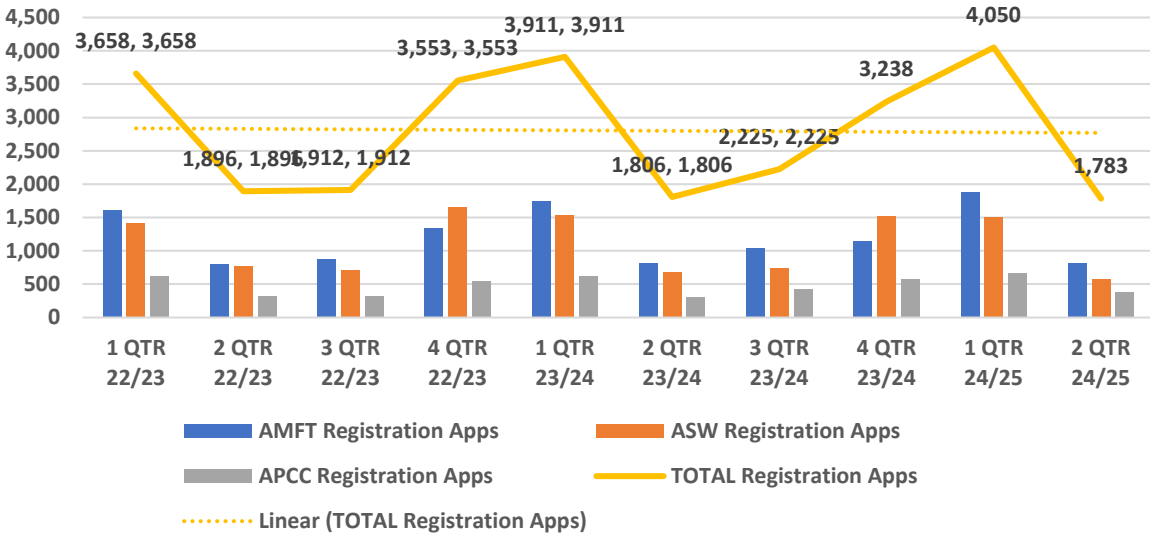


**Attachment B2: Licensing Applications Received/Processing Times**

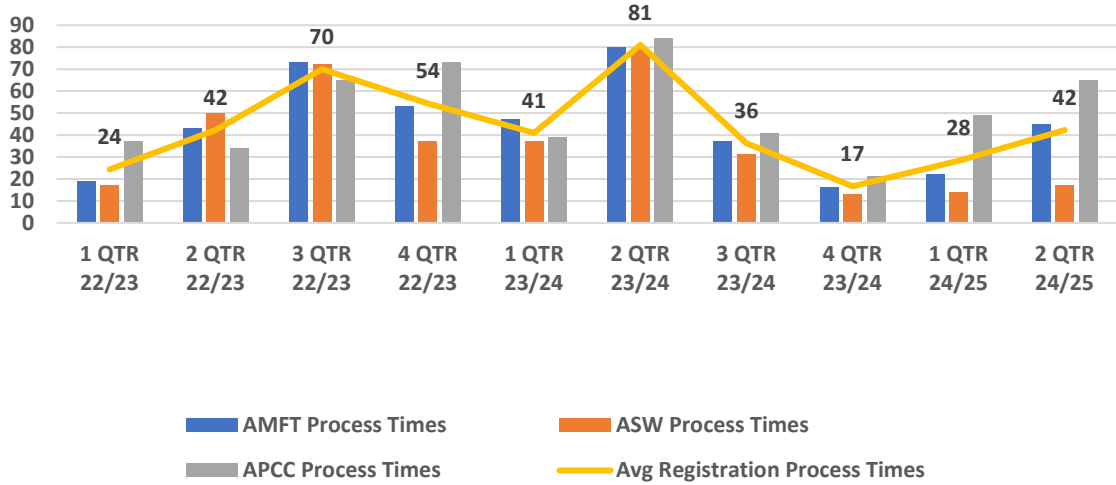
<b>APPLICATIONS RECEIVED FY 24/25</b>					
<b>Applications</b>	<b>1<sup>st</sup> Qtr Volumes</b>	<b>2<sup>nd</sup> Qtr Volumes</b>	<b>3<sup>rd</sup> Qtr Volumes</b>	<b>4<sup>th</sup> Qtr Volumes</b>	<b>+/- Last Qtr</b>
AMFT Registration	1,881	816			<b>-57%</b>
AMFT Sub Registration	165	180			<b>+9%</b>
LMFT Exam	808	792			<b>-2%</b>
LMFT Out of State	9	16			<b>+78%</b>
ASW Registration	1,501	583			<b>-61%</b>
ASW Sub Registration	295	174			<b>-41%</b>
LCSW Exam	761	745			<b>-2%</b>
LCSW Out of State	111	116			<b>+5%</b>
LEP Exam	70	37			<b>-47%</b>
APCC Registration	668	384			<b>-43%</b>
APCC Sub Registration	21	26			<b>+24%</b>
LPCC Examination	196	188			<b>-4%</b>
LPCC Out of State	73	100			<b>+37%</b>
<b>Total Applications</b>	<b>5,608</b>	<b>4,157</b>			<b>-26%</b>

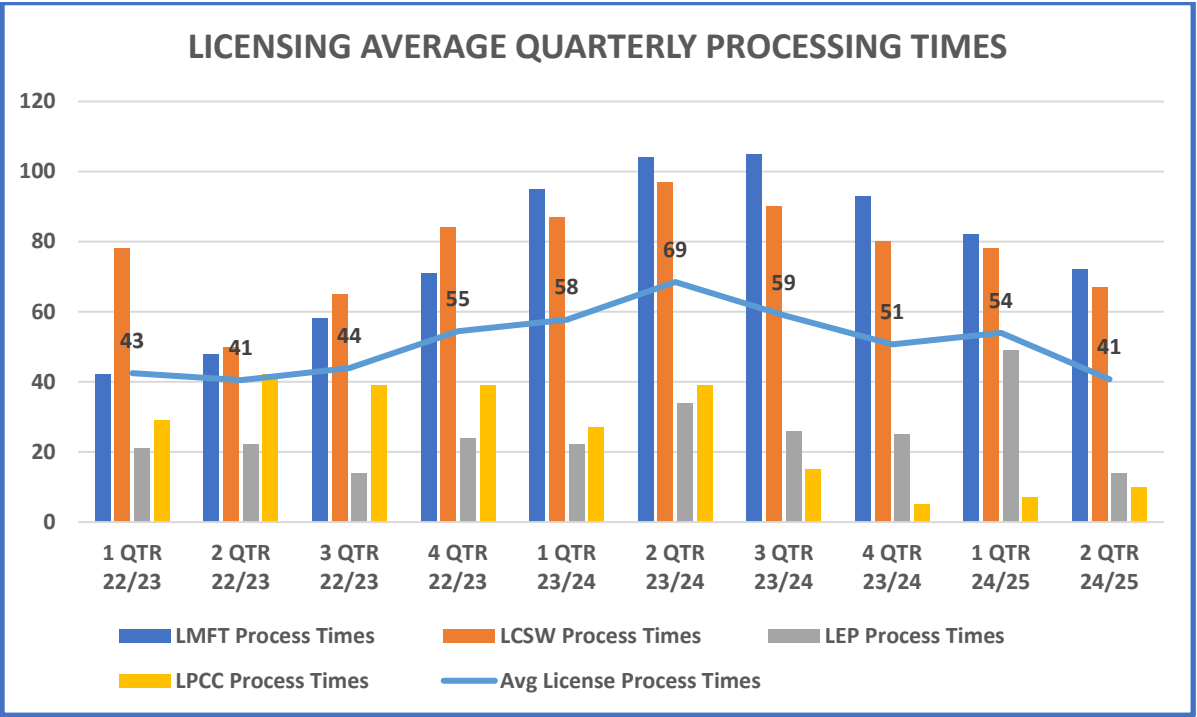
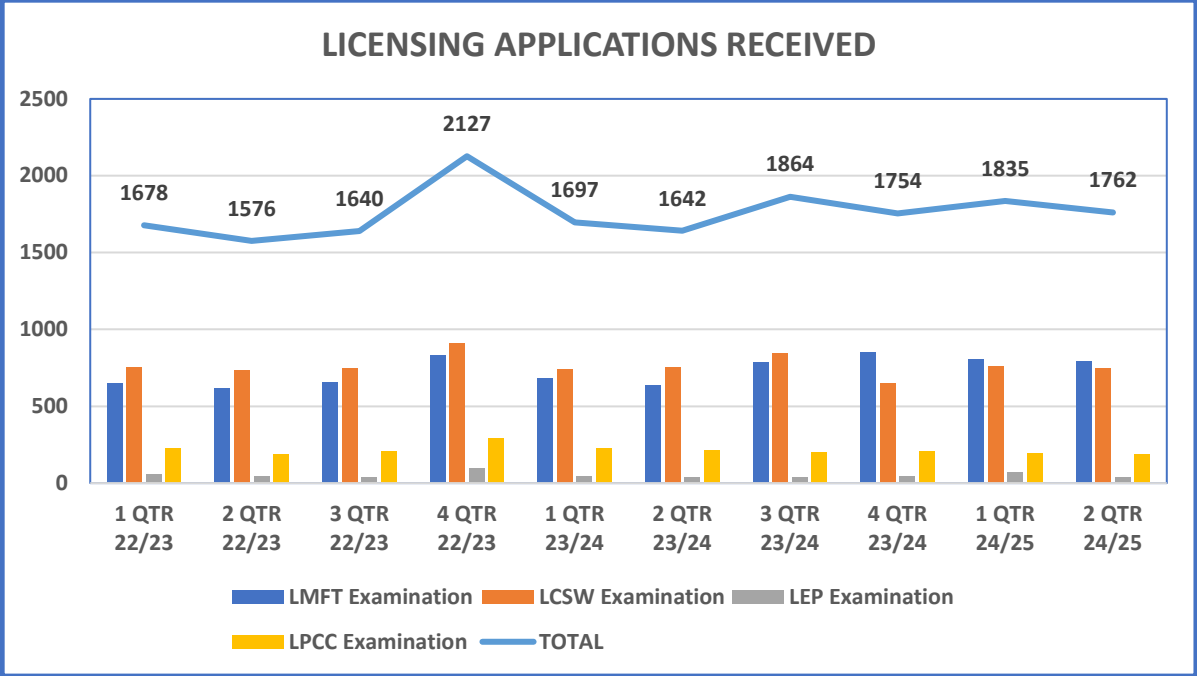
<b>APPLICATION PROCESSING TIMES FY 24/25</b>					
<b>Applications</b>	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>	<b>+/- Last Qtr</b>
AMFT Registration	22	45			<b>+23</b>
LMFT Examination	82	72			<b>-10</b>
ASW Registration	14	17			<b>+3</b>
LCSW Examination	78	67			<b>-11</b>
LEP Examination	12	14			<b>+2</b>
APCC Registration	49	65			<b>+16</b>
LPCC Examination	7	10			<b>+3</b>

### REGISTRATION APPLICATIONS RECEIVED



### REGISTRATION AVERAGE QUARTERLY PROCESSING TIMES





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**Attachment B3: Administration Applications Received**

<b>ADMINISTRATIVE APPLICATION VOLUMES FY 24/25</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	60	67			<b>127</b>
	O	0	0			<b>0</b>
Duplicate Cert with Fee	M	33	25			<b>58</b>
	O	1,424	1,285			<b>2,709</b>
Supervisor Certification	M	0	0			<b>0</b>
	O	113	101			<b>214</b>
Change of Name	M	80	74			<b>154</b>
	O	418	431			<b>849</b>
Change of Address	M	73	66			<b>139</b>
	O	3,420	3,328			<b>6,748</b>
Certification Letter	M	88	95			<b>183</b>
	O	891	718			<b>1,609</b>
<b>TOTAL Applications</b>		<b>6,600</b>	<b>6,190</b>			<b>12,790</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 24/25</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>
<b>AMFT</b>	<b>M</b>	2,608	1,991			<b>4,599</b>
	<b>O</b>	3,102	3,676			<b>6,778</b>
<b>LMFT</b>	<b>M</b>	3,470	3,240			<b>6,710</b>
	<b>O</b>	6,721	5,641			<b>12,362</b>
<b>ASW</b>	<b>M</b>	2,812	1,490			<b>4,302</b>
	<b>O</b>	4,402	3,847			<b>8,249</b>
<b>LCSW</b>	<b>M</b>	2,453	2,107			<b>2,455</b>
	<b>O</b>	4,728	4,441			<b>9,169</b>
<b>LEP</b>	<b>M</b>	144	142			<b>286</b>
	<b>O</b>	223	206			<b>429</b>
<b>APCC</b>	<b>M</b>	751	683			<b>1,434</b>
	<b>O</b>	1,165	1,029			<b>2,194</b>
<b>LPCC</b>	<b>M</b>	246	204			<b>450</b>
	<b>O</b>	479	466			<b>945</b>
<b>TOTAL RENEWALS</b>		<b>33,304</b>	<b>27,058</b>			<b>60,362</b>
<b>Active from Inactive</b>		<b>71</b>	<b>41</b>			<b>112</b>
<b>Active from Retired</b>		<b>1</b>	<b>2</b>			<b>3</b>
<b>Retired</b>		<b>0</b>	<b>0</b>			<b>0</b>
M=Manual (Submitted Paper Form) O=Online (Submitted Online Form)						

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### Attachment C1: Exam Pass Rate Report

	1st QTR FY 2024/2025				2nd QTR FY 2024/2025			
	Total	Pass %	TOTAL 1st Time	Pass % 1st Time	Total	Pass %	TOTAL 1st Time	Pass % 1st Time
<b>LMFT</b>								
Law & Ethics	1,359	72%	1,037	79%	1,627	74%	1,282	79%
Clinical	1,028	71%	741	85%	1,180	76%	870	88%
<b>LCSW</b>								
Law & Ethics	1,465	69%	1,084	74%	1,427	63%	1,001	68%
ASWB	1,264	54%	758	73%	1,169	51%	702	70%
<b>LPCC</b>								
Law & Ethics	574	63%	416	71%	563	72%	427	77%
NCMHCE	256	68%	186	77%	237	69%	178	81%
<b>LEP</b>								
LEP	55	58%	38	68%	51	57%	36	69%
<b>TOTALS</b>								
Total	6,001				6,254			

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**ATTACHMENT C2: EXAM SCHOOL REPORT 2nd QUARTER FY 2024-2025**

**Board of Behavioral Sciences**

**EXAM RESULTS BY SCHOOL**

**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

LICENSE TYPE: LCSW

EXAM: LCSW Clinical Exam (ASWB)

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Azusa Pacific University, Azusa	103	25	9	36%	16	64%	15	7	47%	8	53%
BRANDMAN UNIVERSITY	147	16	6	38%	10	62%	12	6	50%	6	50%
CALIF. POLYTECHNIC STATE UNIVERSITY, HUMBOLT - CAL POLY	014	10	6	60%	4	40%	5	4	80%	1	20%
California Baptist University	146	23	13	57%	10	43%	18	12	67%	6	33%
California State University, Bakersfield	002	28	9	32%	19	68%	16	8	50%	8	50%
California State University, Chico	003	15	9	60%	6	40%	8	7	88%	1	12%
California State University, Dominguez Hills	004	35	11	31%	24	69%	14	8	57%	6	43%
California State University, Fresno	005	33	11	33%	22	67%	15	10	67%	5	33%
California State University, Fullerton	006	18	15	83%	3	17%	15	14	93%	1	7%
California State University, Hayward	007	41	14	34%	27	66%	19	9	47%	10	53%
California State University, Long Beach	008	94	47	50%	47	50%	54	36	67%	18	33%
California State University, Los Angeles	009	42	21	50%	21	50%	21	13	62%	8	38%
California State University, Monterey Bay	018	10	5	50%	5	50%	7	4	57%	3	43%
California State University, Northridge	010	56	30	54%	26	46%	36	27	75%	9	25%
California State University, Sacramento	011	43	22	51%	21	49%	24	19	79%	5	21%
California State University, San Bernardino	012	29	15	52%	14	48%	15	12	80%	3	20%
California State University, San Marcos	019	15	9	60%	6	40%	12	7	58%	5	42%
California State University, Stanislaus	013	31	17	55%	14	45%	19	14	74%	5	26%
Loma Linda University	125	13	4	31%	9	69%	8	4	50%	4	50%
OUT-OF-COUNTRY	400	4	0	0%	4	100%	1	0	0%	1	100%
Out-of-State	300	212	129	61%	83	39%	156	119	76%	37	24%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
San Diego State University	015	27	16	59%	11	41%	19	14	74%	5	26%
San Francisco State University	016	14	5	36%	9	64%	6	5	83%	1	17%
San Jose State University	017	43	17	40%	26	60%	24	14	58%	10	42%
UC, Berkeley	050	26	21	81%	5	19%	20	19	95%	1	5%
UC, Los Angeles	052	25	19	76%	6	24%	22	19	86%	3	14%
University of Southern California, Los Angeles	145	238	117	49%	121	51%	118	81	69%	37	31%
UNIVERSITY OF THE PACIFIC	148	3	1	33%	2	67%	3	1	33%	2	67%

**LCSW Clinical Exam (ASWB) TOTAL: 1,169 598 51% 571 49% 702 493 70% 209 30%**

**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	1	33%	2	67%	3	1	33%	2	67%
Azusa Pacific University, Azusa	103	28	19	68%	9	32%	23	16	70%	7	30%
BRANDMAN UNIVERSITY	147	16	5	31%	11	69%	2	0	0%	2	100%
CALIF. POLYTECHNIC STATE UNIVERSITY, HUMBOLT - CAL POLY	014	14	9	64%	5	36%	12	8	67%	4	33%
California Baptist University	146	31	19	61%	12	39%	18	11	61%	7	39%
California State University, Bakersfield	002	20	10	50%	10	50%	9	6	67%	3	33%
California State University, Chico	003	10	9	90%	1	10%	6	6	100%	0	0%
California State University, Dominguez Hills	004	32	12	38%	20	62%	15	6	40%	9	60%
California State University, Fresno	005	23	14	61%	9	39%	13	9	69%	4	31%
California State University, Fullerton	006	22	17	77%	5	23%	16	14	88%	2	12%
California State University, Hayward	007	29	13	45%	16	55%	16	6	38%	10	62%
California State University, Long Beach	008	53	38	72%	15	28%	37	29	78%	8	22%
California State University, Los Angeles	009	37	23	62%	14	38%	21	17	81%	4	19%
California State University, Monterey Bay	018	10	7	70%	3	30%	6	6	100%	0	0%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Northridge	010	37	26	70%	11	30%	26	19	73%	7	27%
California State University, Sacramento	011	20	16	80%	4	20%	11	8	73%	3	27%
California State University, San Bernardino	012	25	15	60%	10	40%	15	10	67%	5	33%
California State University, San Marcos	019	22	15	68%	7	32%	18	11	61%	7	39%
California State University, Stanislaus	013	23	17	74%	6	26%	19	14	74%	5	26%
Loma Linda University	125	30	19	63%	11	37%	18	11	61%	7	39%
OUT-OF-COUNTRY	400	11	3	27%	8	73%	6	3	50%	3	50%
Out-of-State	300	498	336	67%	162	33%	376	279	74%	97	26%
PACIFIC OAKS COLLEGE, PASADENA (CANDIDACY)	133	1	0	0%	1	100%	1	0	0%	1	100%
San Diego State University	015	21	16	76%	5	24%	16	13	81%	3	19%
San Francisco State University	016	24	10	42%	14	58%	16	5	31%	11	69%
San Jose State University	017	60	36	60%	24	40%	41	26	63%	15	37%
UC, Berkeley	050	21	16	76%	5	24%	16	13	81%	3	19%
UC, Los Angeles	052	29	23	79%	6	21%	23	19	83%	4	17%
UMASS Global	272	65	34	52%	31	48%	65	34	52%	31	48%
University of Southern California, Los Angeles	145	201	111	55%	90	45%	128	78	61%	50	39%
UNIVERSITY OF THE PACIFIC	148	11	5	45%	6	55%	9	5	56%	4	44%

**LCSW Law and Ethics TOTAL: 1,427 894 63% 533 37% 1,001 683 68% 318 32%**

**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	4	100%	0	0%
Azusa Pacific University, Azusa	103	6	4	67%	2	33%	3	3	100%	0	0%
California Baptist	105	2	2	100%	0	0%	2	2	100%	0	0%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
University, Riverside											
California State University, Los Angeles	009	7	5	71%	2	29%	5	4	80%	1	20%
California State University, Northridge	010	4	3	75%	1	25%	3	3	100%	0	0%
Fresno Pacific University	153	2	2	100%	0	0%	2	2	100%	0	0%
Loyola Marymount University, Los Angeles	126	4	1	25%	3	75%	3	1	33%	2	67%
National University	129	8	2	25%	6	75%	5	1	20%	4	80%
Out-of-State	300	2	1	50%	1	50%	1	1	100%	0	0%
San Diego State University	015	2	2	100%	0	0%	1	1	100%	0	0%
San Francisco State University	016	1	0	0%	1	100%	1	0	0%	1	100%
UMASS GLOBAL	272	5	3	60%	2	40%	5	3	60%	2	40%
University of La Verne, La Verne	140	1	0	0%	1	100%	1	0	0%	1	100%

**LEP Standard Written Exam TOTAL:    51       29       57%       22       43%       36       25       69%       11       31%**

LICENSE TYPE: LMFT

EXAM: LMFT Clinical Exam

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	1	1	100%	0	0%	1	1	100%	0	0%
Alliant International University (aka US International)	139	38	33	87%	5	13%	31	28	90%	3	10%
Antioch University, Los Angeles	241	74	65	88%	9	12%	66	63	95%	3	5%
Antioch University, Santa Barbara	243	15	12	80%	3	20%	10	9	90%	1	10%
Argosy University (aka American School of Prof. Psych.)	204	19	4	21%	15	79%	5	1	20%	4	80%
Azusa Pacific University,	20	3	2	67%	1	33%	2	1	50%	1	50%
Azusa Pacific University, Azusa	103	36	30	83%	6	17%	31	29	94%	2	6%
Bethany College	157	1	1	100%	0	0%	0	0		0	
Bethel Theological Seminary	152	6	6	100%	0	0%	6	6	100%	0	0%
Brandman University	253	62	33	53%	29	47%	40	29	72%	11	28%



**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
CALIF. POLYTECHNIC STATE UNIVERSITY, HUMBOLT - CAL POLY	014	3	3	100%	0	0%	3	3	100%	0	0%
Calif. Polytechnic State University, San Luis Obispo - Cal Poly	001	4	4	100%	0	0%	4	4	100%	0	0%
California Baptist University, Riverside	105	43	31	72%	12	28%	26	21	81%	5	19%
California Institute of Human Science	257	1	1	100%	0	0%	1	1	100%	0	0%
California Institute of Integral Studies, S.F.	107	29	28	97%	1	3%	27	26	96%	1	4%
California Lutheran University, Thousand Oaks	108	9	9	100%	0	0%	6	6	100%	0	0%
California Southern University	246	5	4	80%	1	20%	4	3	75%	1	25%
California State Polytechnic University, Pomona	019	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Bakersfield	002	7	6	86%	1	14%	5	4	80%	1	20%
California State University, Chico	003	4	3	75%	1	25%	3	3	100%	0	0%
California State University, Dominguez Hills	004	14	9	64%	5	36%	8	6	75%	2	25%
California State University, Fresno	005	25	18	72%	7	28%	20	15	75%	5	25%
California State University, Fullerton	006	15	15	100%	0	0%	13	13	100%	0	0%
California State University, Hayward	007	11	9	82%	2	18%	8	8	100%	0	0%
California State University, Long Beach	008	6	5	83%	1	17%	5	5	100%	0	0%
California State University, Los Angeles	009	13	12	92%	1	8%	12	12	100%	0	0%
California State University, Northridge	010	12	7	58%	5	42%	6	6	100%	0	0%
California State University, Sacramento	011	9	7	78%	2	22%	6	6	100%	0	0%
California State University, San Bernardino	012	3	2	67%	1	33%	3	2	67%	1	33%
California State University, Stanislaus	013	2	2	100%	0	0%	2	2	100%	0	0%
Cambridge Graduate School of Psychology, Los Angeles	205	1	1	100%	0	0%	1	1	100%	0	0%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Cambridge University	265	3	2	67%	1	33%	2	1	50%	1	50%
Capella University	260	1	0	0%	1	100%	1	0	0%	1	100%
Changed to school code 241	100	1	1	100%	0	0%	1	1	100%	0	0%
Chapman University, Orange	113	13	10	77%	3	23%	9	9	100%	0	0%
Dominican University of California	117	4	4	100%	0	0%	4	4	100%	0	0%
Fresno Pacific Biblical Seminary, Fresno	127	1	1	100%	0	0%	1	1	100%	0	0%
Fresno Pacific University	153	3	3	100%	0	0%	3	3	100%	0	0%
Fuller Theological Seminary, Pasadena	119	8	7	88%	1	12%	6	6	100%	0	0%
Golden Gate University	151	3	2	67%	1	33%	2	1	50%	1	50%
HIS University	247	1	0	0%	1	100%	0	0		0	
Holy Names University, Oakland	122	11	9	82%	2	18%	8	7	88%	1	12%
Hope International University	131	14	9	64%	5	36%	11	7	64%	4	36%
Jessup University	266	6	6	100%	0	0%	6	6	100%	0	0%
John F. Kennedy University, Orinda	124	23	16	70%	7	30%	15	13	87%	2	13%
La Sierra University	252	1	1	100%	0	0%	1	1	100%	0	0%
Loma Linda University	125	7	6	86%	1	14%	5	5	100%	0	0%
Loyola Marymount University, Los Angeles	126	5	5	100%	0	0%	5	5	100%	0	0%
Mount St. Mary's University, Los Angeles	128	19	14	74%	5	26%	15	12	80%	3	20%
National University	129	69	44	64%	25	36%	39	31	79%	8	21%
New College of California, San Francisco	130	2	1	50%	1	50%	1	1	100%	0	0%
Northcentral University	256	6	2	33%	4	67%	0	0		0	
Notre Dame de Namur University	116	11	5	45%	6	55%	6	5	83%	1	17%
OUT-OF-COUNTRY	400	4	3	75%	1	25%	3	3	100%	0	0%
Out-of-State	300	24	18	75%	6	25%	17	14	82%	3	18%
Pacific Oaks College, Pasadena	133	26	15	58%	11	42%	16	13	81%	3	19%
Pacifica Graduate Institute, Carpinteria	154	16	16	100%	0	0%	15	15	100%	0	0%
Palo Alto University	258	28	24	86%	4	14%	23	21	91%	2	9%
Pepperdine University, Malibu	135	83	70	84%	13	16%	72	66	92%	6	8%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Phillips Graduate Institute	106	13	8	62%	5	38%	7	6	86%	1	14%
POINT LOMA NAZARENE UNIVERSITY	261	10	9	90%	1	10%	9	8	89%	1	11%
Ryokan College, Los Angeles	216	3	0	0%	3	100%	0	0		0	
San Diego State University	015	17	16	94%	1	6%	15	15	100%	0	0%
San Francisco State University	016	7	7	100%	0	0%	7	7	100%	0	0%
San Jose State University	017	1	1	100%	0	0%	1	1	100%	0	0%
Santa Clara University	144	24	23	96%	1	4%	23	22	96%	1	4%
Saybrook University	137	1	1	100%	0	0%	1	1	100%	0	0%
Simpson University	254	4	4	100%	0	0%	2	2	100%	0	0%
Sofia University, San Jose	155	3	3	100%	0	0%	3	3	100%	0	0%
Sonoma State University	018	4	4	100%	0	0%	3	3	100%	0	0%
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	4	3	75%	1	25%	1	1	100%	0	0%
St. Mary's College of CA, Moraga	136	10	9	90%	1	10%	10	9	90%	1	10%
The Chicago School of Professional Psychology at Los Angeles	251	16	11	69%	5	31%	12	10	83%	2	17%
TOURO UNIVERSITY	262	18	15	83%	3	17%	14	13	93%	1	7%
UMASS Global	272	2	1	50%	1	50%	2	1	50%	1	50%
University of La Verne, La Verne	140	3	3	100%	0	0%	3	3	100%	0	0%
University of Phoenix, Sacramento	238	3	2	67%	1	33%	0	0		0	
University of Phoenix, San Diego	236	84	41	49%	43	51%	34	21	62%	13	38%
University of San Diego, San Diego	142	7	7	100%	0	0%	7	7	100%	0	0%
University of San Francisco, San Francisco	143	32	25	78%	7	22%	27	25	93%	2	7%
University of Southern California, Los Angeles	145	9	8	89%	1	11%	9	8	89%	1	11%
University of the West	255	2	0	0%	2	100%	2	0	0%	2	100%
Vanguard University of Southern California	156	11	10	91%	1	9%	10	9	90%	1	10%
Western Institute for Social Research, Berkeley	220	1	0	0%	1	100%	1	0	0%	1	100%
Western Seminary (Western Conservative Baptist Seminary)	232	6	6	100%	0	0%	6	6	100%	0	0%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Wright Institute, Berkeley	150	19	18	95%	1	5%	17	16	94%	1	6%
<b>LMFT Clinical Exam TOTAL:</b>		<b>1,180</b>	<b>894</b>	<b>76%</b>	<b>286</b>	<b>24%</b>	<b>870</b>	<b>764</b>	<b>88%</b>	<b>106</b>	<b>12%</b>

**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	16	13	81%	3	19%	16	13	81%	3	19%
Alliant International University (aka US International)	139	85	70	82%	15	18%	79	66	84%	13	16%
Antioch University, Los Angeles	241	91	69	76%	22	24%	77	63	82%	14	18%
Antioch University, Santa Barbara	243	26	24	92%	2	8%	24	22	92%	2	8%
Argosy University (aka American School of Prof. Psych.)	204	7	4	57%	3	43%	4	3	75%	1	25%
Azusa Pacific University,	20	1	1	100%	0	0%	1	1	100%	0	0%
Azusa Pacific University, Azusa	103	43	32	74%	11	26%	40	31	78%	9	22%
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	36	22	61%	14	39%	19	15	79%	4	21%
CALIF. POLYTECHNIC STATE UNIVERSITY, HUMBOLT - CAL POLY	014	3	3	100%	0	0%	3	3	100%	0	0%
Calif. Polytechnic State University, San Luis Obispo - Cal Poly	001	7	6	86%	1	14%	7	6	86%	1	14%
California Baptist University, Riverside	105	69	48	70%	21	30%	47	33	70%	14	30%
California Graduate Institute, Los Angeles	203	1	1	100%	0	0%	0	0		0	
California Institute of Integral Studies, S.F.	107	59	52	88%	7	12%	50	45	90%	5	10%
California Lutheran University, Thousand Oaks	108	21	20	95%	1	5%	20	19	95%	1	5%
California Southern University	246	3	2	67%	1	33%	2	2	100%	0	0%
California State University, Bakersfield	002	5	3	60%	2	40%	4	2	50%	2	50%
California State University, Chico	003	4	4	100%	0	0%	4	4	100%	0	0%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California State University, Dominguez Hills	004	13	5	38%	8	62%	8	4	50%	4	50%
California State University, Fresno	005	14	9	64%	5	36%	10	7	70%	3	30%
California State University, Fullerton	006	18	14	78%	4	22%	15	12	80%	3	20%
California State University, Hayward	007	21	12	57%	9	43%	13	8	62%	5	38%
California State University, Long Beach	008	11	11	100%	0	0%	9	9	100%	0	0%
California State University, Los Angeles	009	3	3	100%	0	0%	3	3	100%	0	0%
California State University, Northridge	010	24	22	92%	2	8%	17	16	94%	1	6%
California State University, Sacramento	011	1	0	0%	1	100%	0	0		0	
California State University, Stanislaus	013	2	2	100%	0	0%	2	2	100%	0	0%
Cambridge University	265	4	1	25%	3	75%	0	0		0	
Chapman University, Orange	113	12	10	83%	2	17%	12	10	83%	2	17%
Daybreak University	269	1	1	100%	0	0%	1	1	100%	0	0%
Dominican University of California	117	7	6	86%	1	14%	6	6	100%	0	0%
Eisner Institute for Professional Studies	250	1	1	100%	0	0%	0	0		0	
Fresno Pacific University	153	3	2	67%	1	33%	3	2	67%	1	33%
Fuller Theological Seminary, Pasadena	119	43	32	74%	11	26%	35	28	80%	7	20%
Golden Gate University	151	8	5	62%	3	38%	5	4	80%	1	20%
Graduate Theological Union, Berkeley,	121	1	1	100%	0	0%	0	0		0	
HIS University	247	1	1	100%	0	0%	0	0		0	
Holy Names University, Oakland	122	6	2	33%	4	67%	4	2	50%	2	50%
Hope International University	131	16	12	75%	4	25%	14	10	71%	4	29%
Jessup University	266	12	11	92%	1	8%	12	11	92%	1	8%
John F. Kennedy University, Orinda	124	11	8	73%	3	27%	6	6	100%	0	0%
KAISER PERMANENTE SCHOOL OF ALLIED HEALTH SCIENCES	273	12	10	83%	2	17%	12	10	83%	2	17%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
La Sierra University	252	3	2	67%	1	33%	3	2	67%	1	33%
Loma Linda University	125	11	10	91%	1	9%	10	10	100%	0	0%
Loyola Marymount University, Los Angeles	126	2	2	100%	0	0%	2	2	100%	0	0%
Meridian University	231	1	1	100%	0	0%	0	0		0	
Mount St. Mary's University, Los Angeles	128	51	25	49%	26	51%	42	20	48%	22	52%
National University	129	94	58	62%	36	38%	64	43	67%	21	33%
Notre Dame de Namur University	116	7	5	71%	2	29%	1	1	100%	0	0%
OUT-OF-COUNTRY	400	2	0	0%	2	100%	1	0	0%	1	100%
Out-of-State	300	53	39	74%	14	26%	44	32	73%	12	27%
Pacific Graduate School of Psychology, Palo Alto	149	2	2	100%	0	0%	1	1	100%	0	0%
Pacific Oaks College, Pasadena	133	38	23	61%	15	39%	20	13	65%	7	35%
Pacifica Graduate Institute, Carpinteria	154	12	10	83%	2	17%	11	10	91%	1	9%
Palo Alto University	258	41	37	90%	4	10%	35	32	91%	3	9%
Pepperdine University, Malibu	135	209	158	76%	51	24%	176	135	77%	41	23%
Phillips Graduate Institute	106	15	9	60%	6	40%	10	7	70%	3	30%
POINT LOMA NAZARENE UNIVERSITY	261	24	20	83%	4	17%	22	19	86%	3	14%
Ryokan College, Los Angeles	216	1	0	0%	1	100%	0	0		0	
San Diego State University	015	10	10	100%	0	0%	7	7	100%	0	0%
San Diego University for Integrative Studies	244	2	0	0%	2	100%	2	0	0%	2	100%
San Francisco State University	016	2	2	100%	0	0%	2	2	100%	0	0%
San Jose State University	017	2	1	50%	1	50%	2	1	50%	1	50%
Santa Clara University	144	37	28	76%	9	24%	34	27	79%	7	21%
Simpson University	254	8	6	75%	2	25%	7	6	86%	1	14%
Sofia University, San Jose	155	3	2	67%	1	33%	3	2	67%	1	33%
Sonoma State University	018	7	7	100%	0	0%	7	7	100%	0	0%
Southern California Seminary (aka Southern CA Bible College and Seminary)	237	2	0	0%	2	100%	1	0	0%	1	100%
St. Mary's College of CA, Moraga	136	15	10	67%	5	33%	13	8	62%	5	38%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
The Chicago School of Professional Psychology at Los Angeles	251	25	18	72%	7	28%	15	12	80%	3	20%
TOURO UNIVERSITY	262	47	35	74%	12	26%	38	29	76%	9	24%
UC, San Francisco	055	1	1	100%	0	0%	1	1	100%	0	0%
UMASS Global	272	19	13	68%	6	32%	16	12	75%	4	25%
University of La Verne, La Verne	140	4	3	75%	1	25%	2	2	100%	0	0%
University of Phoenix, Sacramento	238	1	1	100%	0	0%	0	0		0	
University of Phoenix, San Diego	236	51	15	29%	36	71%	20	8	40%	12	60%
University of San Diego, San Diego	142	10	9	90%	1	10%	10	9	90%	1	10%
University of San Francisco, San Francisco	143	31	23	74%	8	26%	21	17	81%	4	19%
University of Southern California, Los Angeles	145	10	9	90%	1	10%	9	8	89%	1	11%
Vanguard University of Southern California	156	8	8	100%	0	0%	6	6	100%	0	0%
Weimar Institute	271	1	1	100%	0	0%	1	1	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	8	3	38%	5	62%	6	3	50%	3	50%
Wright Institute, Berkeley	150	31	31	100%	0	0%	29	29	100%	0	0%

**LMFT Law and Ethics TOTAL: 1,627 1,196 74% 431 26% 1,282 1,007 79% 275 21%**

**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	23	13	57%	10	43%	17	11	65%	6	35%
Alliant International University (aka US International)	139	2	2	100%	0	0%	0	0		0	
Antioch University, Los Angeles	241	13	12	92%	1	8%	12	11	92%	1	8%
Antioch University, Santa Barbara	243	2	2	100%	0	0%	2	2	100%	0	0%
Azusa Pacific University, Azusa	103	14	11	79%	3	21%	8	8	100%	0	0%
Bastyr University	267	2	2	100%	0	0%	2	2	100%	0	0%
Brandman University	253	4	3	75%	1	25%	0	0		0	

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
California Baptist University, Riverside	105	21	16	76%	5	24%	19	15	79%	4	21%
California Institute of Integral Studies, S.F.	107	7	7	100%	0	0%	7	7	100%	0	0%
California State University, Dominguez Hills	004	3	2	67%	1	33%	3	2	67%	1	33%
California State University, Fresno	005	7	5	71%	2	29%	4	2	50%	2	50%
California State University, Fullerton	006	6	6	100%	0	0%	6	6	100%	0	0%
California State University, Hayward	007	4	3	75%	1	25%	3	2	67%	1	33%
California State University, Long Beach	008	4	4	100%	0	0%	4	4	100%	0	0%
California State University, Los Angeles	009	5	4	80%	1	20%	4	4	100%	0	0%
California State University, Northridge	010	1	0	0%	1	100%	1	0	0%	1	100%
California State University, Sacramento	011	7	3	43%	4	57%	4	2	50%	2	50%
California State University, San Bernardino	012	11	8	73%	3	27%	6	4	67%	2	33%
California State University, Stanislaus	013	4	2	50%	2	50%	1	1	100%	0	0%
Chapman University, Orange	113	3	3	100%	0	0%	3	3	100%	0	0%
Concordia University	268	19	17	89%	2	11%	15	15	100%	0	0%
Dominican University of California	117	1	1	100%	0	0%	1	1	100%	0	0%
Fuller Theological Seminary, Pasadena	119	9	7	78%	2	22%	8	6	75%	2	25%
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	2	2	100%	0	0%	2	2	100%	0	0%
John F. Kennedy University, Orinda	124	1	0	0%	1	100%	0	0		0	
LA SIERRA	252	1	1	100%	0	0%	1	1	100%	0	0%
Loma Linda University	125	1	0	0%	1	100%	1	0	0%	1	100%
Loyola Marymount University, Los Angeles	126	9	6	67%	3	33%	6	4	67%	2	33%
National University	129	16	7	44%	9	56%	11	6	55%	5	45%



**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Notre Dame de Namur University	116	1	1	100%	0	0%	0	0		0	
OUT-OF-COUNTRY	400	1	1	100%	0	0%	1	1	100%	0	0%
Out-of-State	300	196	133	68%	63	32%	146	103	71%	43	29%
Pacific Oaks College, Pasadena	133	3	1	33%	2	67%	2	1	50%	1	50%
Pacifica Graduate Institute, Carpenteria	154	3	3	100%	0	0%	3	3	100%	0	0%
Palo Alto University	258	14	12	86%	2	14%	13	11	85%	2	15%
Pepperdine University, Malibu	135	44	36	82%	8	18%	37	31	84%	6	16%
Point Loma Nazarene University	261	3	3	100%	0	0%	3	3	100%	0	0%
San Diego State University	015	11	7	64%	4	36%	10	6	60%	4	40%
San Francisco State University	016	3	1	33%	2	67%	2	1	50%	1	50%
San Jose State University	017	5	3	60%	2	40%	4	3	75%	1	25%
Santa Clara University	144	2	2	100%	0	0%	2	2	100%	0	0%
Sofia University, San Jose	155	1	0	0%	1	100%	1	0	0%	1	100%
Sonoma State University	018	2	2	100%	0	0%	2	2	100%	0	0%
St. Mary's College of CA, Moraga	136	5	3	60%	2	40%	4	3	75%	1	25%
The Chicago School of Professional Psychology at Los Angeles	251	14	9	64%	5	36%	8	4	50%	4	50%
TOURA UNIVERSITY	262	1	0	0%	1	100%	1	0	0%	1	100%
UMASS Global	272	10	10	100%	0	0%	8	8	100%	0	0%
University of La Verne, La Verne	140	4	2	50%	2	50%	0	0		0	
University of Phoenix, San Diego	236	1	0	0%	1	100%	1	0	0%	1	100%
University of Redlands	259	6	3	50%	3	50%	4	3	75%	1	25%
University of San Diego, San Diego	142	7	5	71%	2	29%	5	4	80%	1	20%
University of San Francisco, San Francisco	143	8	6	75%	2	25%	5	4	80%	1	20%
Vanguard University of Southern California	156	2	2	100%	0	0%	1	1	100%	0	0%
Weimar Institute	271	1	1	100%	0	0%	1	1	100%	0	0%
Western Seminary (Western Conservative Baptist Seminary)	232	3	2	67%	1	33%	2	2	100%	0	0%
Wright Institute, Berkeley	150	7	7	100%	0	0%	7	7	100%	0	0%

**LPCCE Law and Ethics TOTAL: 563 406 72% 157 28% 427 327 77% 100 23%**

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

**EXAM: NCMHCE Exam**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Alliant International University (aka CSPP)	112	6	5	83%	1	17%	5	5	100%	0	0%
Alliant International University (aka US International)	139	1	1	100%	0	0%	1	1	100%	0	0%
Antioch University, Los Angeles	241	1	1	100%	0	0%	1	1	100%	0	0%
Argosy University (aka American School of Prof. Psych.)	204	1	1	100%	0	0%	1	1	100%	0	0%
Azusa Pacific University, Azusa	103	13	7	54%	6	46%	8	4	50%	4	50%
Bastyr University	267	1	1	100%	0	0%	1	1	100%	0	0%
Brandman University	253	13	10	77%	3	23%	9	9	100%	0	0%
California Baptist University, Riverside	105	8	4	50%	4	50%	5	4	80%	1	20%
California Institute of Integral Studies, S.F.	107	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Fresno	005	4	1	25%	3	75%	1	0	0%	1	100%
California State University, Fullerton	006	2	2	100%	0	0%	2	2	100%	0	0%
California State University, Hayward	007	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Long Beach	008	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Los Angeles	009	3	2	67%	1	33%	2	1	50%	1	50%
California State University, Northridge	010	1	1	100%	0	0%	1	1	100%	0	0%
California State University, Sacramento	011	8	4	50%	4	50%	5	2	40%	3	60%
California State University, San Bernardino	012	3	0	0%	3	100%	3	0	0%	3	100%
California State University, Stanislaus	013	2	2	100%	0	0%	2	2	100%	0	0%
Chapman University, Orange	113	3	2	67%	1	33%	2	2	100%	0	0%
Concordia University	268	5	4	80%	1	20%	4	3	75%	1	25%
Holy Names University, Oakland	122	1	0	0%	1	100%	0	0		0	
Hope International University	131	1	1	100%	0	0%	1	1	100%	0	0%
Jessup University	266	2	2	100%	0	0%	2	2	100%	0	0%

**Board of Behavioral Sciences**  
**EXAM RESULTS BY SCHOOL**  
**EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024**

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
John F. Kennedy University, Orinda	124	2	1	50%	1	50%	1	1	100%	0	0%
LA SIERRA	252	1	1	100%	0	0%	1	1	100%	0	0%
Loma Linda University	125	3	2	67%	1	33%	3	2	67%	1	33%
Loyola Marymount University, Los Angeles	126	2	0	0%	2	100%	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	5	5	100%	0	0%	4	4	100%	0	0%
Notre Dame de Namur University	116	2	2	100%	0	0%	1	1	100%	0	0%
Out-of-State	300	67	44	66%	23	34%	47	37	79%	10	21%
Pacific Graduate School of Psychology, Palo Alto	149	2	2	100%	0	0%	2	2	100%	0	0%
Pacifica Graduate Institute, Carpinteria	154	1	0	0%	1	100%	0	0		0	
Palo Alto University	258	7	6	86%	1	14%	7	6	86%	1	14%
Pepperdine University, Malibu	135	7	6	86%	1	14%	6	6	100%	0	0%
Point Loma Nazarene University	261	2	1	50%	1	50%	1	0	0%	1	100%
San Diego State University	015	12	9	75%	3	25%	10	9	90%	1	10%
San Francisco State University	016	1	1	100%	0	0%	1	1	100%	0	0%
San Jose State University	017	3	2	67%	1	33%	2	2	100%	0	0%
Santa Clara University	144	1	1	100%	0	0%	1	1	100%	0	0%
Sonoma State University	018	1	1	100%	0	0%	1	1	100%	0	0%
St. Mary's College of CA, Moraga	136	1	1	100%	0	0%	1	1	100%	0	0%
The Chicago School of Professional Psychology at Los Angeles	251	5	3	60%	2	40%	4	3	75%	1	25%
UMASS Global	272	1	1	100%	0	0%	1	1	100%	0	0%
University of La Verne, La Verne	140	1	0	0%	1	100%	0	0		0	
University of Phoenix, San Diego	236	5	0	0%	5	100%	2	0	0%	2	100%
University of Redlands	259	2	2	100%	0	0%	2	2	100%	0	0%
University of San Diego, San Diego	142	12	12	100%	0	0%	12	12	100%	0	0%
University of San Francisco, San Francisco	143	4	1	25%	3	75%	3	1	33%	2	67%
Vanguard University of Southern California	156	2	2	100%	0	0%	2	2	100%	0	0%

# Board of Behavioral Sciences

## EXAM RESULTS BY SCHOOL

EXAM DATES: Oct 1, 2024 THROUGH Dec 31, 2024

SCHOOL		EXAM RESULTS					FIRST TIMER				
SCHOOL NAME	CODE	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT	TAKING EXAM	PASSED	PASSED PERCENT	FAILED	FAILED PERCENT
Wright Institute, Berkeley	150	1	1	100%	0	0%	1	1	100%	0	0%
NCMHCE Exam TOTAL:		237	163	69%	74	31%	178	144	81%	34	19%

**Att. D – Consumer Complaint and Conviction Report**

<b>CONSUMER COMPLAINT &amp; CRIMINAL CONVICTION REPORT FY 24/25</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	519	485			1,004
Criminal Convictions	284	212			496
Cases Closed	570	516			1,086
Referred to Attorney General	16	35			51
Cases Pending at Attorney General	93	88			88
Accusations Filed	16	12			28
Statement of Issues Filed	5	2			7
Citations Issued	31	13			44
Final Disciplinary Orders	21	23			44
<b>AVERAGES</b>					
Average Number of Days to Complete Formal Discipline*	369	486			428
Average Number of Days a Case is at Attorney General**	265	355			310
Average Number of Days to Complete Board Investigations	63	62			63

\*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.

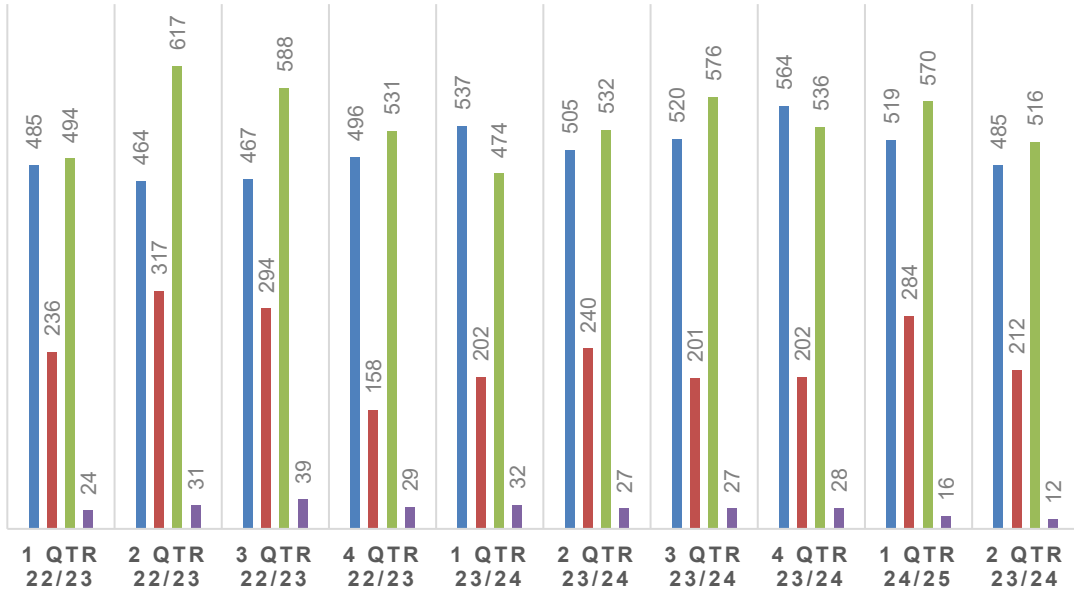
\*\*This statistic is measured from the date the Board refers the matter to the AG’s Office to the date the case is complete.

**PETITIONS RECEIVED October 1 – December 31**

Modification and Early Termination	<b>6</b>
Reinstatement	<b>1</b>
Reconsideration	<b>0</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 E: Outreach Event Report**

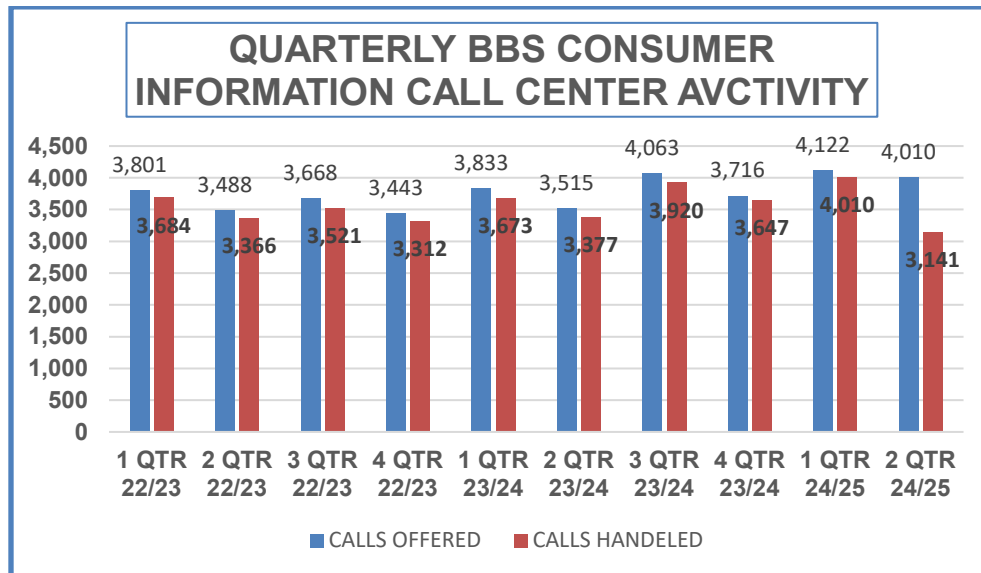
July 12, 2024	Virtual	MFT Consortium Sacramento
July 17, 2024	Virtual	MFT Consortium Orange County
July 26, 2024	Virtual	Penny Lane Centers
September 10, 2024	In Person	University of San Francisco-LMFT
September 13, 2024	Virtual	MFT Consortium Greater LA
September 18, 2024	Virtual	MFT Consortium Orange County
September 26, 2024	Virtual	MFT Consortium Inland Empire
September 27, 2024	Virtual	MFT Consortium Central Valley
September 27, 2024	Virtual	MFT Consortium Sacramento
September 28, 2024	Virtual	CAMFT Pre-License Symposium
October 16, 2024	Virtual	NASW-CA
October 25, 2024	Virtual	MFT Consortium Northern CA
October 25, 2024	Virtual	CAMFT-Central Coast Consortium
November 8, 2024	Virtual	MFT Consortium Central Coast
November 21, 2024	Virtual	MFT Consortium Inland Empire
November 22, 2024	Virtual	CAMFT-Central Coast Consortium
November 20, 2024	Virtual	MFT Consortium Orange County
November 21, 2024	Virtual	MFT Consortium Inland Empire
December 6, 2024	Virtual	MFT Consortium Greater LA
December 13, 2024	Virtual	MFT-Central Coast Consortium

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

MONTH	OFFERED	HANDLED	AVG WAIT	MAX WAIT
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
24-Jun	1,224	1,219	1:36	13:52
24-July	1,422	1,368	1:26	12:18
24-Aug	1,438	1,402	1:06	12:24
24-Sep	1,262	1,240	0:51	7:30
24-Oct	1,211	1,191	0:44	7:42
24-Nov	952	933	0:52	7:55
24-Dec	1,042	1,017	0:54	16:45



**Attachment F2 – BBS Emails Received**

<b>EMAILS RECEIVED FY 24/25</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>	3,245	3,086			<b>-5%</b>
<b>Consumer Complaint Unit</b>	842	861			<b>+2%</b>
<b>Discipline/Probation Unit</b>	169	117			<b>-44%</b>
<b>Licensing Unit</b>	5,568	5,305			<b>-5%</b>
<b>Registration Unit</b>	8,225	8,404			<b>+2%</b>
<b>Examination Unit</b>	4,744	2,851			<b>-66%</b>
<b>Cashier Unit</b>	4,425	3,507			<b>-26%</b>
<b>Administrative Unit</b>	5,456	6,427			<b>+15%</b>
<b>TOTAL EMAILS</b>	<b>32,674</b>	<b>30,558</b>			<b>-16%</b>



# STRATEGIC PLAN UPDATE

## FEBRUARY 2025

## 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.	<b>Ongoing</b>
<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	<b>Ongoing</b>
<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>	Online transaction configuration has been completed.	July 2024
<b>1.1.3.3</b>	Staff are completing data conversion review to ensure a smooth transition to the new system configurations.	February 2025
<b>1.1.3.4</b>	AMFT registration applications online	<b>Planned</b>
<b>1.1.3.4</b>	ASW and APCC registration applications online	<b>Planned</b>
<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.	<b>Ongoing</b>

<b>1.1.5</b>	<b>Breeze Licensure Application</b> Establish online licensing applications	<b>Planned</b>
<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.	<b>Ongoing</b>
<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

Number	Major Activity	Completion Date
1.2.3	<b>Process Improvement Could be Mapping</b> Participate in Could be Mapping sessions	October 2022
1.2.4	<b>Process Improvement Report Finalization</b> OIO finalizing the draft of the report.	March 2023
1.2.5	<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
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

Number	Major Tasks	Completion Date
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
	<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>
1.4.1	<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
1.4.2	<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
1.4.3	<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
1.4.4	<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
1.4.6	<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

Number	Major Tasks	Completion Date
1.4.7	<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
1.4.8	<b>Registration Application Courtesy Email</b> Implement automated “courtesy email notifications” (CEN) to registrant applicants to notify them when applications are approved.	Planned
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>
<b>1.5.1</b>	<b>Pathway to Licensure Videos</b> Develop Pathway to Licensure Videos	<b>COMPLETED</b>
1.5.1.1	Started to collaborate with the Department of Consumer Affairs Public Information Office to develop Pathway to Licensure Videos to be posted on the Board's website.	April 2022
1.5.1.2	Pathway to licensure video complete	September 2022
1.5.1.3	Public Information Office completed 7 Steps to Licensure video.	September 2022
1.5.1.4	LMFT Degree Requirement video in post-production	January 2023
1.5.1.5	LCSW Degree Requirement, LPCC Degree Requirement videos in post-production.	March 2023
1.5.1.6	Law & Ethics Exam, Registrant, 90-day Rule in post-production.	October 2023
1.5.1.7	Supervision and Criminal history video in production.	October 2023
1.5.1.8	Videos posted to the internet and a link created in the Board's FAQs. Staff advertised videos on the Board's social media platforms.	March 2023
	<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>	<b>Ongoing</b>

Number	Major Tasks	Completion Date
	Implement improvements to the current recruitment process to increase pool of SME candidates.	
2.1.1.1	Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	March 2023
2.1.1.2	Staff coordinated with the DCA's Public Information Office in developing a social media campaign to promote the Board's SME program.	March 2024
2.1.2	<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.	<b>Ongoing</b>

Number	Major Tasks	Completion Date
2.2.5	<p><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.</p>	Ongoing
2.2.5.1	<p>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.</p>	January 2024
2.2.5.2	<p>The Workforce and Development Committee directed staff to draft discussed language into and bring the proposal to the Policy and Advocacy Committee for consideration.</p>	April 2024
2.2.5.3	<p>Draft language discussed at Policy and Advocacy Committee meeting.</p>	August 2024
2.2.6	<p><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.</p>	September 2022
2.2.7	<p><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.</p>	September 2022
2.2.8	<p><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.</p>	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>
<b>2.3.1</b>	<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
<b>2.3.2</b>	<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
<b>2.3.3</b>	<b>AMFTRB Staff Research</b> Board staff opened discussions with AMFTRB executive staff to address Board’s concerns.	January 2023
<b>2.3.4</b>	<b>AMFTRB Presentation</b> Lois Paff Bergen from AMFTRB presented to the Board an overview of the AMFTRB examination and its development.	August 2023
<b>2.3.5</b>	<b>AMFTRB Board Discussion</b> Conducted a discussion in closed session to discuss the acceptance of the AMFTRB exam.	February 2024
<b>2.3.6</b>	<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 to the Policy and Advocacy Committee. The Committee approved for Board review.	August 2024
	Staff presented statutory and regulatory amendments to the Board. The language was approved.	September 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>
<b>3.1.1</b>	<b>Applicant-Enforcement Communication</b> Review current process used to communicate with applicants, complainants, and respondents during the complaint process.	Planned
<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.	<b>Ongoing</b>
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
3.2.1.9	Returned to DCA Office of Legal Affairs to Continue Initial Review Process (Production Phase) After Additional Changes	July 2024
3.2.1.10	Changes Approved by the Board	September 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.	<b>Planned</b>
	<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>
	<b>END DATE</b>	<b>Q4 2024</b>

**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
	<b>START DATE</b>	<b>Q1 2023</b>
<b>3.5.1</b>	<b>Subject Matter Expert Recruitment</b> Staff began to revise the current subject matter expert application to include additional voluntary demographic information.	<b>March 2023</b>
<b>3.5.1.1</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
<b>3.5.2</b>	<b>Subject Matter Diversity</b> Identify ways to increase diversity of subject matter experts.	Planned
<b>3.5.2.1</b>	Staff are collaborating with DCA’s Public Information Office to translate SME social media posts into different languages.	April 2024
	<b>END DATE</b>	<b>Q4 2023</b>

## **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
	<b>START DATE</b>	<b>Q1 2022</b>
<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</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



Number	Major Tasks	Completion Date
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>
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>
<b>4.2.1</b>	<b>Six Year Rule</b> Discuss 6 years rule (experience hours and length of registration).	July 2022
<b>4.2.2</b>	<b>Law &amp; Ethics Exam Age Limit</b> Discuss in committee the CA law and ethics exam age limit and limiting attempts.	<b>Planned</b>
<b>4.2.3</b>	<b>NCMHCE Acceptance Without Experience</b> Determine National Clinical Mental Health Counseling Examination (NCMHCE) acceptability from applicants who do not have supervised experience.	<b>Planned</b>
<b>4.2.4</b>	<b>Registration of Trainees</b> Consider and make recommendation on the registration of trainees.	<b>Planned</b>
<b>4.2.5</b>	<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>
<b>4.2.5.1</b>	Early exam eligibility discussed during the Workforce Development Committee.	January 2024
<b>4.2.5.2</b>	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
<b>4.2.5.3</b>	Staff presented proposed language to the Workforce Development Committee.	August 2024
<b>4.2.6</b>	<b>Licensing Pathway Restructure</b> Staff presented a three phased approach to amend current licensure pathway. This will include the “six-year rule”, age limits of exams, waiver of the six year rule, early exam eligibility.	<b>Ongoing</b>
<b>4.2.6.1</b>	Staff presented a plan and draft language to the Workforce Development Committee.	January 2025

Number	Major Tasks	Completion Date
	<b>START DATE</b>	<b>Q1 2023</b>
	<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>4.2.2</b>	<b>Education Requirements Review</b> Review and recommend possible changes to the current education requirements for LMFTs and LPCCs.	<b>Ongoing</b>
<b>4.2.2.1</b>	Staff presented a plan to review and recommend changes to the education requirements Workforce Development Committee.	January 2025
	<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
4.4.1.6	Senate Bill 1024 signed by the Governor and becomes law January 1, 2025.	October 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>
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.	<b>Ongoing</b>
<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.	<b>Planned</b>
<b>5.1.4.1</b>	Board restructured its Registration, Examination, and Cashiering Unit. Restructure created a separate Registration Unit.	February 2024
<b>5.1.4.2</b>	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
<b>5.1.5</b>	<b>Staff Training and Development</b> Research training opportunities for staff and create a training pathway for upward mobility.	<b>Ongoing</b>
<b>5.1.5.1</b>	Staff met to discuss the creation and implementation of “BBS Academy” and ways to increase awareness of training opportunities for staff.	April 2024
<b>5.1.5.2</b>	Conducted a staff training survey to identify training staff’s training needs and desires.	August 2024
<b>5.1.6</b>	<b>BBS Academy</b> Implement a BBS Academy designed to provide staff with insight on how the work of the Board impacts behavioral health professionals and the public.	<b>Ongoing</b>
<b>5.1.6.1</b>	Presented the Board & You: Expand your knowledge about who the “Board” is, its history and how it supports licensees, applicants, and the public while enforcing high standards of professionalism and ethics.	<b>February 2025</b>
	<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>
<b>5.2.1</b>	<b>Process Improvement As-Is Mapping</b> Participate in As-Is mapping session to document the current business process.	March 2022
<b>5.2.2</b>	<b>Process Improvement Value Stream Added Mapping</b> Participate in Value Stream Added mapping sessions	June 2022
<b>5.2.3</b>	<b>Process Improvement Could be Mapping</b> Participate in Could be Mapping sessions	October 2022
<b>5.2.4</b>	<b>Process Improvement Report Finalization</b> OIO finalizing the draft of the report.	March 2023
<b>5.2.5</b>	<b>Process Improvement Change Management Workshop</b> OIO to conduct organization change management workshop	<b>Planned</b>
<b>5.2.6</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
	<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
	<b>START DATE</b>	<b>Q4 2022</b>
<b>6.1.1</b>	<b>Outreach and Education Committee</b> Create a committee that will explore ways to enhance consumer education, extend our reach to more diverse populations, increase engagement with schools and at public events, and boost participation in Board meetings.	<b>Ongoing</b>
<b>6.1.1.1</b>	Committee created	October 2024
<b>6.1.1.2</b>	Staff presented to the Committee a report on the current outreach efforts of the Board. The committee also discussed the current goals and possible future outreach efforts.	February 2025
	<b>END DATE</b>	<b>Q4 2025</b>

**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
	<b>START DATE</b>	<b>Q1 2023</b>
	<b>START DATE</b>	<b>Q4 2025</b>

**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
	<b>START DATE</b>	<b>Q1 2022</b>
<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>
	<b>END DATE</b>	<b>Q4 2025</b>

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