



MEMORANDUM

DATE	April 1, 2026
TO	Outreach and Education Committee Members
FROM	Marlon McManus, Assistant Executive Officer
SUBJECT	Discussion and Consideration of Website Redesign

Website Redesign

Board staff continues to work collaboratively with the Department of Consumer Affairs' Office of Information Services (OIS) on the redesign of the Board's website homepage. This phase of the project focuses specifically on improving the homepage's usability, accessibility, and clarity, ensuring that consumers, licensees, applicants, and stakeholders can more efficiently locate and use Board resources.

At the Committee's September 2025 meeting, staff provided an overview of proposed changes to the website's navigation structure and homepage layout. Since that time, staff and OIS have further refined the design and incorporated additional elements intended to improve user experience and streamline access to high-demand information.

A draft version of the redesigned homepage is included in **Attachment A**.

Navigation Structure and Quick Hits Overview

The redesigned homepage features an updated, simplified navigation structure that includes the following top-level menu items: *Consumers, Updates/FAQs, Applicant, Enforcement, Exams, Licensees, and Online Services*. This structure provides clear pathways for the Board's primary user groups and improves visibility of core program areas. The homepage also includes an enhanced *Quick Hits* section that provides immediate access to the most frequently sought information. These items are prominently positioned to reduce the number of clicks required to reach high-demand resources such as complaint filing, regulations, and supervision tools.

Quick Hits Section

- File a Complaint
- Meeting Calendar
- Supervision Resources
- Statutes and Regulations
- 90-Day Temporary Practice Allowance
- Telehealth

- Subject Matter Expert
- Address & Name Changes
- Fee Schedule
- Continuing Education

Mid-Page Functional Navigation Sections Overview

The redesigned homepage also introduces new mid-page functional navigation sections that complement the primary navigation tabs at the top of the website. These sections provide users with direct access to key program areas without requiring navigation through multiple menu layers. By placing these high-demand items in the middle of the homepage, the design improves accessibility, increases visibility of essential services, and allows users to quickly locate licensure information, look-up tools, renewal functions, and outreach resources.

Mid-Page Functional Navigation Sections

Licensure

- LMFT Licensure Requirements
- LCSW Licensure Requirements
- LPCC Licensure Requirements
- LEP Licensure Requirements

Verify a License

- Search for any California licensee to find license status and any disciplinary action taken against them.

Renewals

- Renew Now
- Information About License Renewal

Outreach

- BBS Facebook
- BBS X/Twitter
- BBS Videos
- Outreach Events

Military Resources

- Active-Duty Military Expedite
- Military Veteran Expedite Request
- Military Spouses and Partners
- Professional License Portability
- Additional Military Resources

Staff will continue working with OIS to refine the homepage layout, reorganize associated content, and improve the website's accessibility and overall clarity. Updated drafts will be provided to the Committee as development progresses.

Recommendation

Provide feedback on the updated homepage layout and content elements and offer recommendations for revisions to be incorporated into the next mockup.

Attachments

Attachment A: Website Homepage

Blank Page



Quick Hits

- File a Complaint
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- Supervisor Resources
- Statutes and Regulations
- 90-Day Temporary Practice Allowance
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Licensure

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Important Alerts/Updates

- New! Fall 2025 BBS Newsletter
- BBS Lunch Time Listening Session: Artificial Intelligence in Mental Health Practice - Nov 12, 2025

[View All Updates >](#)

Social Media







Additional Links

- Quarterly Licensing Data
- AB 2138 Data
- Military Resources
- SkillBridge Alert: Expedited Licensure Application Processing for Service Members Enrolled in Skillbridge



Our Leaders

<p>California Governor Gavin Newsom Visit Governor's Website</p> 	<p>Secretary Tomiquia Moss BCSH</p> 	<p>Acting Director Christine Lally Department of Consumer Affairs</p> 	<p>Executive Officer Steve Sodergren Board of Behavioral Sciences</p> 
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State Wide Campaigns

- Register to vote
- Flex Alert



Alerts

- Amber Alert
- Emergency Notices

Support

- Email
- Feedback Survey

Resources

- Customer Satisfaction Survey
- Frequently Asked Questions
- Statutes and Regulations
- Subscriber List