Board of Behavioral Sciences

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MEMORANDUM

DATE	November 16, 2026
TO	Board Members
FROM	Marc Mason, Administration Manager
SUBJECT	Administration Update

Personnel Update

Currently the Board has 66.7 Authorized positions.

Promotions/New Employees

- **Administration Unit: Office Technician (OT General): Administration Support:** Miguel Roberts accepted the position as an Administration Support Technician with the Board. Miguel's first day in this position was on October 19, 2026.

- **Examination Unit: Analyst I: Examination Analyst:** Benjamin Kieu has accepted the position as the Examination Analyst with the Board. Benjamin's first day in this position was on October 19, 2026.

- **Cashiering Unit: Office Technician (OT Typing): Cashier:** Bianca Rodriguez has accepted the position as a Cashier with the Board. Bianca's first day in this position will be on October 19, 2026.

- **LPCC Unit: Analyst I: Licensing Analyst:** Peter Rosenberry has accepted a limited term position as the Licensing Analyst within the LCSW & LPCC Unit. Peter's first day in this position was on August 27, 2026.

- **Registration Unit: Office Technician (OT Typing): Registration Technician:** Zohra Samizay has accepted a limited term position as a Registration Technician with the Board. Zohra's first day in this position was on September 14, 2026.

Departures

- **Consumer Complaint Unit: Analyst II: Enforcement Analyst:** Racquel Peña has retired from the Board after 19.5 years of service to our office and a total of 30.5 years of state service. Raquel's last day with the Board was on October 16, 2026

Personnel Request

- **Consumer Complaint: Analyst II (two positions):** The Board is in process of recruiting for an Analyst II position; the Board has made a conditional offer and is in process of determining a start date for the selected candidate.

Vacancies

- **Consumer Complaint Unit: Analyst II (two positions):** The Board is in process of recruiting for an Analyst II position.

Breeze System Updates

The online application for Associate Marriage and Family Therapist (AMFT) registration is now available through BreEZe. Applicants can access and submit their application online by visiting https://www.breeze.ca.gov. This launch is part of a phased transition to online submission for all registrant application types. By introducing each application in stages, we can ensure a smooth user experience and quickly address any issues that may arise.

Board staff are also finalizing the design and testing of the Associate Social Worker (ASW) and Associate Professional Clinical Counselor (APCC) online applications. We will continue to share updates as progress continues.

Communication

		1st Quarter FY 25/26	1stQuarter FY 26/27	Percent Change
Calls Handled by DCA Consumer Information Center (CIC)	August	**1,262**	**1,548**	**22.7%**
	September	**1,283**	**1,521**	**18.6%**
	October	**1,265**	**1,646**	**30.1%**
	Total	**3,810**	**4,715**	**23.8%**

		1st Quarter FY 25/26	1st Quarter FY 26/27	Percent Change
Average Wait Time for Calls Handled by DCA Consumer Information Center (CIC)	August	0:29	1:21	-179.3 %
	September	0:33	1:21	-145.5 %
	October	**0:25**	**1:38**	-292.0 %
	Average	**0:29**	**1:26**	-198.9 %

Administrative Emails

		1st Quarter FY 25/26	1st Quarter FY 26/27	Percent Change
Administration Emails Received	BBS Info	5,600	4,881	-12.84%
	Certifications	884	637	-27.94%
	Total	6,480	5,518	-14.85%