Board of Behavioral Sciences

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Gavin Newsom, Governor, State of California | Business and Consumer Services Agency | Department of Consumer Affairs

MEMORANDUM

DATE	October 8, 2026
TO	Board Members
FROM	Gena Beaver, Discipline & Probation Manager Sam Hall, Consumer Complaint Manager Ashley Castleberry, Criminal Conviction Manager
SUBJECT	Enforcement Update

Consumer Complaints

In the first quarter of FY 2026/2027:

- 785 complaints were received.
- 193 of those complaints were closed without investigation.
- 14 days was the average time to assign a complaint for investigation.
- 370 complaints were closed after investigation.
- 73 days was the average time to close a complaint.
- 10 complaints were referred to the Office of the Attorney General.
- 5 citations were issued.

The 785 complaints received for the first quarter of FY 2026/2027 compares to the prior first quarter of the last three fiscal years as follows:

- It is 10 complaints less, or a 1.26 percent decrease, when compared to the 795 complaints received in the first quarter of FY 2025/2026.
- It is 266 more complaints, or a 51.25 percent increase, when compared to the 519 complaints received in the first quarter of FY 2024/2025.
- It is 248 more complaints, or a 46.2 percent increase, when compared to the 537 complaints received in the first quarter of FY 2023/2024.
- It is 300 more complaints, or a 61.9 percent increase, when compared to the 485 complaints received in the first quarter of FY 2022/2023.

Based on the 785 complaints received for this quarter, the Board is projected to receive a total of 3,140 complaints for the entirety of FY 2026/2027. That would represent a 2.95 percent increase when compared to the total number of complaints received for the entirety of FY 2025/2026, which was 3,050.

Probation

The Board's *Uniform Standards Related to Substance Abuse and Disciplinary Guidelines* was revised as of July 1, 2026.

In the first quarter of FY 2026/2027:

- 18 new probationers
- 1 probation extension
- 15 surrenders
- 5 revocations
- 1 writ of mandamus filed
- 1 petition for reconsideration denied
- 1 petition to vacate default decision granted

Criminal Convictions

In the first quarter of FY 2026/2027:

- 258 criminal conviction cases were received.
- 258 cases were assigned for investigation.
- 194 cases were closed after investigation, which includes:
    - 9 application denials due to having a conviction or discipline.
- 25 cases were referred to the Office of the Attorney General, which includes:
    - 14 Accusations requested.
    - 6 Hearings requested for Appealing Application Denial.
    - 5 Orders for Psychological Evaluations requested.

The 258 criminal conviction cases received in the first quarter of FY 2026/2027 compare to the first quarter of the previous four fiscal years as follows:

- It is 10 cases less, or a 3.7 percent decrease, when compared to the 268 cases received in the first quarter of FY 2025/2026.
- It is 28 cases less, or a 9.8 percent decrease, when compared to the 286 cases received in the first quarter of FY 2024/2025.
- It is 52 more cases, or a 25.2 percent increase, when compared to the 206 cases received in the first quarter of FY 2023/2024.
- It is 12 more cases, or a 4.9 percent increase, when compared to the 246 cases received in the first quarter of FY 2022/2023.

If the amount of criminal conviction cases continue at the same rate observed during the first quarter of FY 2026/2027, the Board is projected to receive approximately 1,032 criminal conviction cases by fiscal-year end. This projected total is 76 cases higher than the 956 criminal conviction cases received during FY 2025/2026, representing an increase of 8.0 percent.

Continuing Education Audits

Continuing Education (CE) audits were completed for the renewal cycle ending December 2025. A total of 48 licensees were selected for audit to verify compliance with continuing education requirements. Of those audited, 31 passed and 17 failed. Failed audits resulted from either deficiencies in the required continuing education hours or failure to respond to the Board's audit correspondence.

As a result of failed Continuing Education audits, a total of 29 Citations and Fines were issued during the quarter. Fines ranged from $150.00-$1,200.00. The most common causes of audit failure were a 4–6-hour deficiency, and a 1-3-hour deficiency.

Supervisor Audits

The Supervisor Audit Program began in late 2025 to verify compliance with supervisor continuing education requirements for licensees who submit Supervisor Self-Assessment forms. Supervisor audits are initiated periodically based on self-assessment submissions rather than license renewal cycles. During the first quarter of FY 2026/2027, 25 supervisors were selected for audit. Of those audited, 21 supervisors met the continuing education requirements and passed the audit, while 4 failed to meet the requirements.

As a result of failed Supervisor audits, a total of 6 Citations and Fines were issued during the quarter. Fines ranged from $200.00-$400.00. The most common cause of audit failure was a 15-hour deficiency.

Enforcement Emails

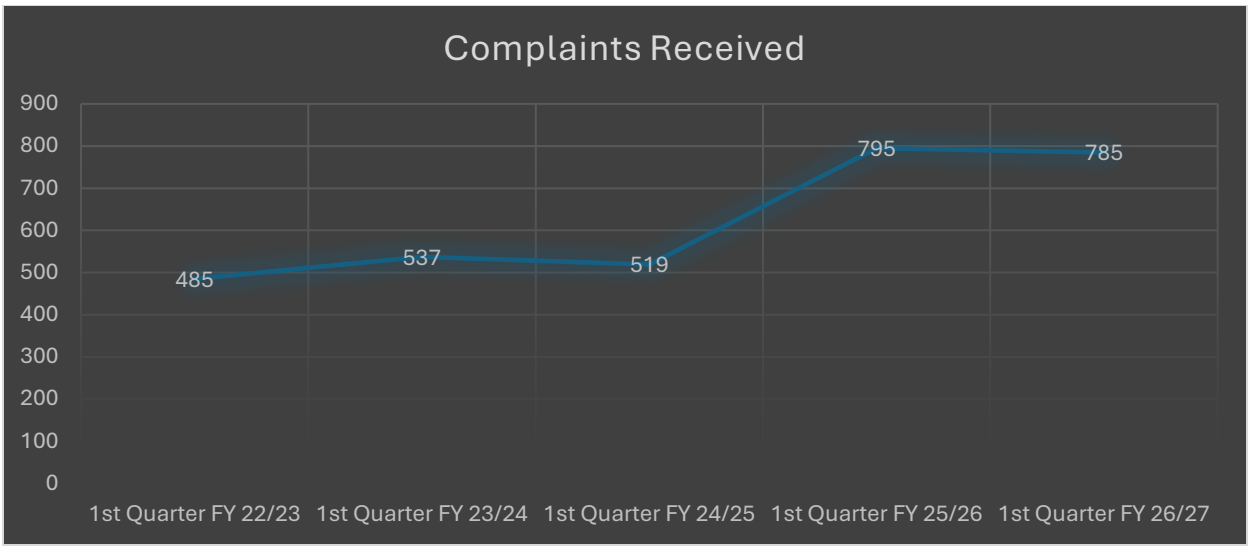
		1st Quarter FY 25/26	1st Quarter FY 26/27	Percent Change
Enforcement Emails Received	Enforcement	330	225	-31.82%
	Fingerprint	3005	2333	-22.36%
	Continuing Ed	572	459	-19.76%
	Consumer Complaint	947	854	-%
	Probation	172	164	-4.65%
	Total			%

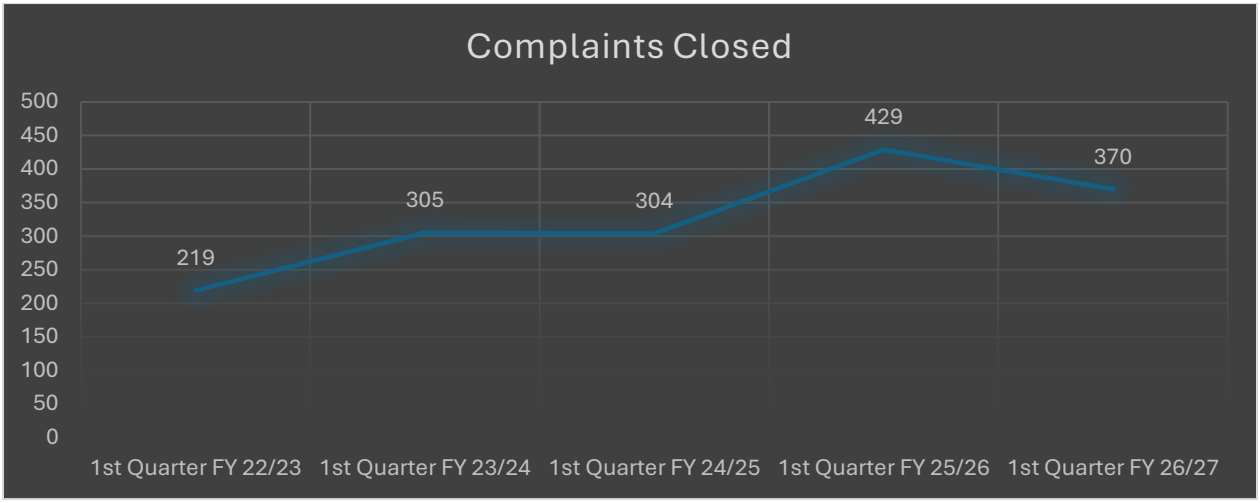
Attachments

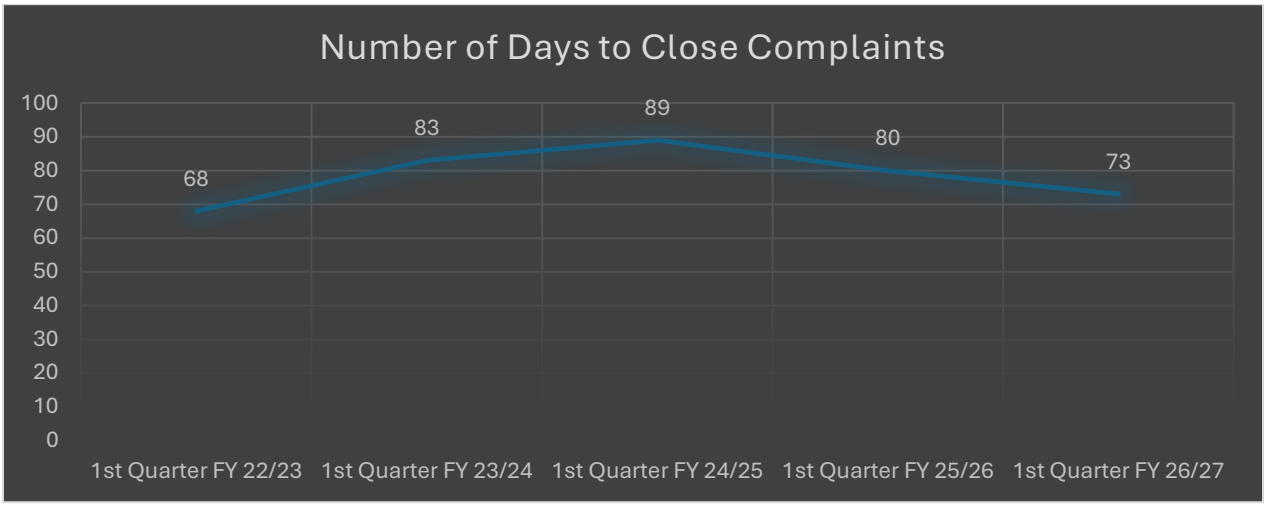
Attachment A: Enforcement Charts – Consumer Complaints
Attachment B: Enforcement Charts – Criminal Convictions
Attachment C: Enforcement Charts – Continuing Education Audits & Supervisor Audits

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Attachment A

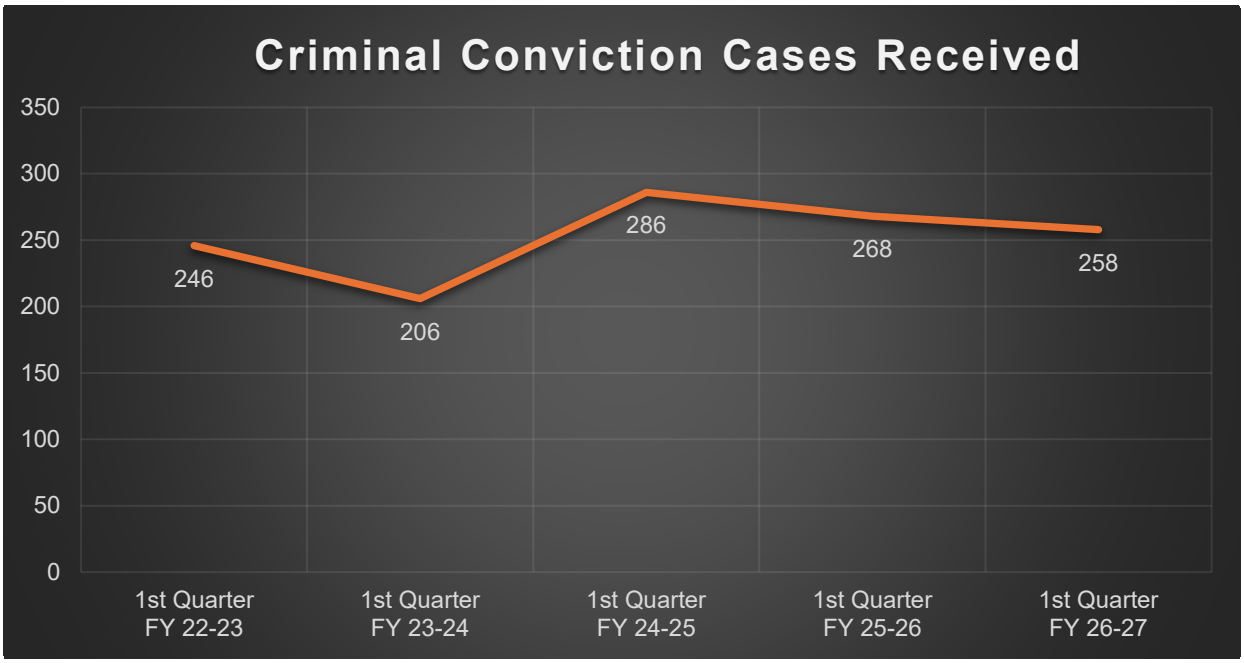






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Attachment B





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Attachment C

1st Quarter – FY 2026/2027

Continuing Education Audits

License Type	Audits Issued	Passed	Failed	Pending
LMFT	22	12	10	0
LPCC	5	4	1	0
LCSW	16	12	4	0
LEP	5	3	2	0
Quarter Totals	48	31	17	0

Supervisor Audits

License Type	Audits Issued	Passed	Failed	Pending
LMFT	11	11	0	0
LPCC	3	3	0	0
LCSW	11	7	4	0
LEP	0	0	0	0
Quarter Totals	25	21	4	0