ENFORCEMENT COMMITTEE
STRATEGIC PLAN PROGRESS REPORT

ENF-1 Ensure timely and accurate response to complaints.

Manage each stage of the complaint process within mandated timeframes.
August 2009: Board reviewed processing times for prior seven years. Staff is working with DCA on New Enforcement Model.
November 2009: The Board approved the use of a new mail vote ballot to streamline the voting process.

February 2010: Enforcement processing guidelines were implemented to establish expected processing times for specific procedures. Board reviewed the Consumer Protection Enforcement Initiative.

Notify complainants in a timely manner of each significant stage in the administrative process
August 2009: Completed.

ENF - 2 Enable greater access of information concerning Board enforcement actions on the BOP website.

Enhance information technology (IT) programs to include information regarding enforcement action for unlicensed practice.
Ongoing

Attend relevant conferences regularly, returning to the Board with information concerning advances in enforcement processes.

Make disciplinary documents available for download from the BOP website.
August 2009:Completed

ENF- 3 - Continue Monitoring Program of those on probation, including office visits and follow-up.

Ensure that a Board representative meets with new probationers within 30 days of the decision effective date to fully explain the terms of probation.
August 2009:Completed

Ensure that all active probationers are interviewed each year to confirm compliance with all terms of probation.
August 2009:Completed

ENF- 4 Review and monitor Expert Reviewer Program.

Assess Expert Reviewer Program for validity, training requirements and quality.
Ongoing

Ensure at least one Expert Reviewer Training Session per calendar year in both northern and southern California.
Ongoing

Maintain an updated Expert Reviewer Matrix.
Ongoing

ENF- 5 Maintain disciplinary guidelines.

Review of BOP Disciplinary Guidelines.

ENF- 6 Ensure transparency and equity in Board enforcement actions.

Review and update enforcement policies and procedures on a regular basis.
November 2009: The Board revised and implemented a user friendly consumer complaint form.

Develop Cite and Fine guidelines specific to the BOP.

Inform and educate psychologists and consumers about trends in enforcement complaints and disciplinary actions.
Ongoing