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DEPARTMENT OF CONSUMER AFFAIRS

BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.
BOARD OF PSYCHOLOGY
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MEMORANDUM

DATE	November 5, 2014
TO	Psychology Board Members
FROM	Karen Johnson Licensing Coordinator
SUBJECT	**Agenda Item 5(h)** Licensing Action Plan - Proposed Improvements to the Licensing Process

Staffing:

Staff has continued to maintain application processing timeframes of less than a week to review initial applications for licensure, and a one day timeframe to review applications for psychological assistant registration. When received, registered psychologist applications continue to be review within a two day timeframe.

Molly Olson was hired to fill the vacant half time Staff Services Analyst position and began working in the Licensing Unit on September 18, 2014.

DCA/Consumer Information Center (CIC)

The licensing unit phone lines that were directed to CIC, are being directed to the Board's office effective September 1, 2014. With the diminished backlog, licensing staff is now able to keep up with the volume of calls received in the unit.

New online features in BreEZe:

The *Application for Licensure as a Psychologist* will soon be available online beginning November 9, 2014. Applicants for licensure will be able to submit an Application for Licensure as a Psychologist online, pay the application fee and view the progress of their application. A notice has been posted on our website

New application review process called "The River":

A new application processing system was implemented on September 15, 2014 coined "The River." Prior to this change, when a new application for licensure or registration was received, it was assigned to a Licensing Analyst. That analyst would retain that

applicant's file on his/her desk until the application was withdrawn or a license/registration was issued to the applicant. With The River, a new application is processed by one of the analysts at random. When the analyst has completed his/her review, the file is placed in a central location, "The River", until new information via e-mail, phone or mail is received for that applicant. Applications are no longer assigned to a particular analyst.

Satisfaction Survey Results:

Attached are the results of the Satisfaction Surveys received from July 1, 2014 to October 31, 2014. We received 76 surveys for the licensing unit. The majority of contact with staff was by Website/E-mail. Over half the surveys rated staff, timeliness of responses and ability to address questions and concerns as excellent, and with a 69% overall rating of very good to excellent.

Action

This item is for informational purposes and will be a standing Committee item for updates.

BOARD OF PSYCHOLOGY

Satisfaction Survey Results	
Total Responses	76
July 1, 2014 - October 31, 2014	

INITIAL CONTACT WITH THE BOARD

1. How did you first contact the Board's Licensing/Registration Unit?	Number	% of Total
By Telephone	24	32
In person	1	1
Website/E-mail	45	59
Other	6	8
Total	76	

2. Please rate the ability of staff in addressing your questions or concerns.	Number	% of Total
Excellent	41	56
Very Good	9	12
Good	8	11
Fair	6	9
Poor	9	12
Total	73	

3. Please rate the courteousness and professionalism of the staff person who responded to your questions or concerns.	Number	% of Total
Excellent	35	57
Very Good	10	16
Good	3	6
Fair	6	10
Poor	7	11
Total	61	

4. How would you rate the timeliness of the response you received from the staff person?	Number	% of Total
Excellent	37	51
Very Good	14	19
Good	5	7
Fair	1	1
Poor	16	22
Total	73	

APPLICATION PROCESS

5. Type of Application	Number	% of Total
Licensing Application	49	71
Registration Application	20	29
Total	69	

6. Please rate the ease of completing the application.	Number	% of Total
Excellent	24	36
Very Good	16	25
Good	16	25
Fair	6	9
Poor	3	5
Total	65	

7. Was the application processed in a timely manner?	Number	% of Total
Yes	41	66
No	21	34
Total	62	

8. Were you contacted in a timely manner regarding any deficiencies in your application?	Number	% of Total
Yes	32	49
No	12	18
Not Applicable	21	33
Total	65	

9. How would you rate the courteousness, helpfulness and responsiveness of the staff person who processed your application?	Number	% of Total
Excellent	41	63
Very Good	5	8
Good	6	9
Fair	2	3
Poor	11	17
Total	65	

10. How did you apply?	Number	% of Total
On-line	10	18
U.S. Mail	47	82
Total	57	

EXAM PROCESS (LICENSURE APPLICANTS ONLY)

11. How would you rate your experience with ProExam and the scheduling process to sit for the Examination for Professional Practice of Psychology (EPPP)? (if applicable)	Number	% of Total
Excellent	15	50
Very Good	7	23
Good	6	21
Fair	2	6
Poor	0	0
Total	30	

12. How would you rate your experience with Psychological Services, Inc. (PSI) and the scheduling process for the California Psychology Supplemental Examination (CPSE) or the California Psychology Laws and Ethics Examination (CPLEE)?	Number	% of Total
Excellent	8	26
Very Good	7	23
Good	9	29
Fair	3	10
Poor	4	12
Total	31	

OVERALL EXPERIENCE

13. How would you rate your overall experience with the Board's Licensing/Registration Unit?	Number	% of Total
Excellent	27	42
Very Good	17	27
Good	4	6
Fair	4	6
Poor	12	19
Total	64	

ADDITIONAL COMMENTS

I have very much enjoyed all interaction with Annette Parino. She is great. All other interactions however, have been terrible. I have repeatedly had to contact the board via phone message and email for weeks without any response for various issues. My applications have been "lost" despite my having certified mail confirmation, checks have "not been received" despite my bank statements showing they were cashed MONTHS before, and I have never had the Board provide ANY information about the status of ANY application or paperwork without a fight. Additionally, I learned of the boards decision to allow a retake of the CPSE from others and not the board directly, despite numerous inquiries.	While instructions were sent, it was a stressful experience and the CPSE was much more confusing when wanting to go back and make changes to marked questions. The EPPP was a lot more clear, I missed the test by one point and that is because I was unsure about going back to mark questions. I am very disappointed, when I walked out I explained what happened and was unable to go and make the changes I had written down. Six months is a long time to wait to take the test again.
I wanted to acknowledge Annette Parino who has been kind and helpful in taking her time to respond to my emails promptly. She is great and awesome!	I have found that emailed questions and voice mails are not responded to. I have to keep calling until someone answers the call. Then my questions are answered, but not very courteously.
Julie Brown was AMAZINGLY helpful throughout my process.	I did send all the required materials to the board and never got any response. My email returned as failed to deliver.

I am unable to respond to several of the questions as I am not at that point in my application process. However, I anticipate that future service will be as timely and helpful as I am now experiencing. Thank you so much.	I was told PSI would contact me within a day or two, but after 3 weeks, have not heard from them.
Service was great, but some questions I cannot answer because I have not experienced the process of application or testing. I just had a questions regarding requirements for licensed persons from other states. It was answered quickly and in a focused manner. Thank you!	Annette Parino was very timely in responding. The process of obtaining my registration would have been faster if I had submitted all documents at the same time.
The staff is very busy that I know. They are very professional and helpful. I'm frustrated with the regulations (e.g. time it takes to retake the CPSE only twice a year) of the Board not with its employees.	Ms. Watkins continues to promote accuracy and continuity in all phases of the administrative process. She is a great analyst.
It took six months to get approved from BOP to take the EPPP. The first person turned it over to another. I did not know to look for a new name in my email, so BOP's email went unanswered for a long time. It would be better if I could have been notified of the change in person in charge.	Karen Johnson has been extremely helpful and responsive. She is always very professional in her responses and eager to help.
Very difficult and painful process for me. I did not get a response back when an application was deficient and phone messages are never responded to, emails are rarely responded to. Application materials were lost on several occasions-either in the mail or within the department, and I was unable to determine if all materials were received for long periods of time.	I genuinely hope every applicant for licensure gets to work with someone like Audrey Watkins. She handled my application in more then a timely manner, with nothing but professionalism. She was patient with all my questions. She responded to my emails within the hour, and even answered the phone with I called. I was a bit nervous coming into the application process because of horror stories from psychologists of years past. Clearly, they did not have Audrey helping them.
Went 9+ months without knowing that SPE verification was not received from my internship site. Poor seems too high of a rating, but as it is the lowest possible, I used it. Infuriating, appalling seems more appropriate.	Karen Johnson has been knowledgeable and has always responded quickly and always clarifying. She knows BOP regulations and she cuts through confusion. Smart!
I really appreciate it when I get a message about what is happening with applications since the Board can seem like a big black hole that can not be communicated with.	Julie Brown has been wonderful throughout this entire process. She always responded quickly to my emails and answered all of my questions. She was prompt in resolving an issue with testing approval for the CPSE and was very supportive and professional.

This is the first time I have experienced a very good turn over between me sending in the application and it getting approved. I thank everyone at the board very much.	You folks need more staff! I don't blame you for not being able to process applications more quickly; I hear there are, maybe, three of you for the whole state?
Annette responded to me very swiftly with a detailed responses.	Reply was received the following day with a fully satisfactory resolution. Nice work. Thank you.
I appreciate how prompt Annette is in responding to emails. I know she's always willing to answer questions and provide assistance.	Annette Parino sustained just the right balance between professionalism and friendliness. I felt like she really cared about getting the registration completed in a timely and efficient manner. She was quite knowledgeable and very generous in sharing this knowledge with me in helping me understand the process.
I had to leave blank several questions because I am not there yet in my efforts to achieve licensure. Ms. Isadore has been very responsive and helpful to me. I am a senior citizen psychologist licensed in GA and AR for decades, and have required a lot of guidance to navigate the CA licensure process. Ms. Isadore and others have been prompt and specific in giving me directions. I feel less overwhelmed with the process thanks to this help.	The BOP staff stated that there were deficiencies in my application and it took THREE years of back and forth contact to ascertain how to remedy the situation. I waited at least 2-3 months to hear back from the BOP each time. BOP continues to be unprofessional and untimely. Applications for registration/licensure should be handled by unbiased staff who are educated themselves in the field of psychology (vs. paraprofessionals).
Applying for a license has been a very smooth and quick process so far. Registering as a psych assistant took longer.	It takes forever to get an answer to any question either by email or on the phone? Very frustrating..there are questions that need to be answered in a timely manner..and they are not.