STATE OF CALIFORNIA
DEPARTMENT OF CONSUMER AFFAIRS

BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.
BOARD OF PSYCHOLOGY
1625 N. Market Blvd., N-215, Sacramento, CA 95834
P (916) 574-7720 F (916) 574-8671 www.psychology.ca.gov

MEMORANDUM

DATE	August 2, 2015
TO	Board Members
FROM	Sandra Monterrubio Enforcement Program Manager
SUBJECT	**Agenda Item 9** Enforcement Program Report-Performance Measures

Please find attached the Performance Measures Workbook Report for Fiscal Year 2014/15.

Established for the Consumer Protection Enforcement Initiative (CPEI), the Performance Measures were developed to present the Board's progress for achieving performance goals. The goal of this initiative is to reduce the average enforcement completion timeline from 36 months to 12-18 months. Data is collected quarterly and reported to the Department of Consumer Affairs website, http://www.dca.ca.gov/about_dca.cpei/index.shtml.

Volume
The total number of complaints and convictions received is 972 (900 consumer complaints, 72 conviction reports).

Intake – Target: 9 Days **Average: 7 Days**
Average number of days from complaint receipt to the date the complaint is acknowledged and assigned to an analyst for desk investigation.

Intake & Investigation – Target: 80 Days **Average: 54 Days**
Average number of days from complaint receipt to closure of the investigation process (does not include cases sent to the Attorney General).

Formal Discipline – Target: 540 Days **Average: 754 Days**
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. This includes intake, investigation, and prosecution by the Attorney General. There are circumstances outside of the Board's control, such as availability of hearing dates through Office of Administrative Hearings, continuance of hearing dates, and changes to opposing counsel and the Attorney General.

Even with circumstances outside of the Board's control, the Enforcement staff reduced their processing time each quarter. For example, in Quarter 1 the enforcement's team average was 929, Quarter 2 the average was 849, Quarter 3 the average was 725, and Quarter 4 the average was 513.

Probation Intake – Target: 7 Days **Average: 2.5 Days**
Average number of days from probation monitor assignment to the date the monitor makes first contact with the probationer.

The Board's probation monitor is assigned a case within a few days of the decision being mailed to the probationer. The monitor contacts the probationer and schedules an appointment to go over the terms and conditions of probation.

Probation Violation – Target: 10 Days **Average: 7 Days**
Average number of days from the date a violation of probation is reported to the date the assigned monitor initiates appropriate action.

In general, once a violation is discovered, the probation monitor takes immediate action. However, the monitor must collect any supporting evidence (arrest/conviction records, positive drug test results, etc.) and document the event in a written report.

Enforcement staff continues to meet or exceed the established performance measures with the exception of Performance Measure 4, Formal Discipline. However, Enforcement staff did significantly reduce their average each quarter and will continue to reduce their average over the next fiscal year.

Action Requested:
No action requested

BOARD OF PSYCHOLOGY

Overview of Enforcement Activity

License & Registration*	08/09	09/10	10/11	11/12	12/13	13/14	14/15**
Psychologist	20,307	21,019	21,527	22,020	22,688	****	****
Registered Psychologist	324	320	312	320	349	****	****
Psychological Assistant	1397	1429	1507	1635	1727	****	****
Cases Opened	**08/09**	**09/10**	**10/11**	**11/12**	**12/13**	**13/14**	**14/15****
Complaints Received	786	712	785	747	707	643	900
Criminal Conviction Reports Received	72	54	48	70	42	133	72
Investigations Opened	88	79	83	107	73	505	808
Cases sent to DA	2	3	3	5	6	****	****
Cases sent to AG	23	38	37	34	38	41	46
Filings							
Accusations	8	23	21	27	31	27	30
Statement of Issues	9	8	4	4	2	4	10
Petition to Revoke Probation	0	0	0	3	1	2	2
Petitions to Compel Psych. Exam	0	0	1	1	0	1	0
Petitions for Penalty Relief	3	1	0	1	1	2	0
Petition for Reinstatement	1	1	0	2	1	1	0
Petitions for Reconsideration	0	1	0	0	2	0	0
Filing Withdrawals/Dismissals							
Accusations Withdrawn	0	0	2	0	0	2	0
Accusations Dismissed	0	1	0	1	1	0	1
Statement of Issues Withdrawn	5	0	2	1	0	0	0
Citations							
Citations Ordered	5	10	9	18	10	6	11
Disciplinary Decisions							
Revocations	1	3	2	4	2	4	2
Revocation, Stayed, Probation	7	9	12	11	11	11	12
Revocation, Stayed, Probation, Susp.	3	0	0	0	0	0	0
Voluntary Surrender	8	3	2	11	10	10	9
Reprimands	0	0	1	2	0	2	1
ISO/TRO/ASO/PC23 Ordered	3	4	1	4	3	2	2
Statement of Issues-License Denied	1	1	0	1	1	0	2
Other	2	1	2	0	1	0	1
Total Disciplinary Decisions	**25**	**21**	**20**	**33**	**28**	**29**	**29**
Other Decisions							
Statement of Issues-License Granted	4	5	4	3	6	3	1
Petitions for Penalty Relief Denied	1	0	0	0	0	0	0
Petitions for Penalty Relief Granted	3	1	1	1	1	1	0
Petition for Reinstatement Granted	1	0	0	0	1	0	0
Petition for Reinstatement Denied	0	0	1	1	1	0	0
Reconsiderations Denied	0	0	1	0	1	0	0
Reconsiderations Granted	0	1	0	0	1	0	0
Orders Compelling Psych. Exam	0	0	0	1	0	1	0
Total Other Decisions	**9**	**7**	**7**	**6**	**11**	**5**	**1**
Violation Types							
Gross Negligence/Incompetence	5	4	4	3	5	9	7
Improper Supervision	0	0	1	0	0	1	0
Repeat Negligent Acts	0	0	0	1	0	6	6
Self Abuse of Drugs or Alcohol	2	3	3	12	1	8	3
Dishonesty/Fraud	0	3	0	2	2	3	3
Mental Illness	1	0	0	0	2	1	0
Aiding Unlicensed Practice	0	0	0	0	0	1	0
General Unprofessional Conduct	1	1	1	0	2	14	2
Probation Violation	1	0	0	2	1	2	0
Sexual Misconduct	6	1	2	6	9	1	1
Conviction of a Crime	7	9	8	5	5	11	12
Discipline by Another State Board	1	0	1	1	0	0	0
Violation of Rules of Professional Conduct						0	1
Misrepresentation of License Status						1	1
Professional Standards - Findings						**13/14**	**14/15****
Abandonment						1	0
Confidentiality						1	1
Failure to provide medical records						0	2
Improper Supervision						1	0
Outside of area of competence						1	0
Unfit to practice						1	1
Violation of Code (child custody)						1	0

*Doesn't include cancelled, revoked, or surrendered license/registration

****Statistics unavailable

2014/2015 Enforcement Performance Measure Workbook

Please note: if your program's enforcement data is available and correct in the CAS system, you may skip this tab and only fill out the Probation Monitoring Worksheet.

Volume

Number of complaints and convictions received.

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	58	October	91	January	87	April	83
August	83	November	77	February	80	May	77
September	83	December	92	March	90	June	71
Q1 Total	224	Q2 Total	260	Q3 Total	257	Q4 Total	231
Convictions	21	Convictions	7	Convictions	23	Convictions	21
Complaints	203	Complaints	253	Complaints	234	Complaints	210

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	8	October	7	January	8	April	7
August	8	November	7	February	6	May	6
September	8	December	7	March	8	June	6
Q1 Avg	8	Q2 Avg	7	Q3 Avg	7	Q4 Avg	6
Record Counts		**Record Counts**		**Record Counts**		**Record Counts**	
July	40	October	93	January	60	April	62
August	71	November	53	February	72	May	64
September	56	December	100	March	74	June	63

Investigation Cases

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	68	October	54	January	45	April	47
August	45	November	65	February	35	May	60
September	53	December	50	March	66	June	73
Q1 Avg	53	Q2 Avg	55	Q3 Avg	49	Q4 Avg	60
Record Counts		**Record Counts**		**Record Counts**		**Record Counts**	
July	40	October	93	January	60	April	62
August	70	November	53	February	72	May	64

September	56	December	100	March	74	June	63

Formal Discipline Cases

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	1044	October	119	January	669	April	455
August	354	November	592	February	1050	May	
September		December	1472	March	418	June	630
Q1 Avg	929	Q2 Avg	849	Q3 Avg	725	Q4 Avg	513
Record Counts		**Record Counts**		**Record Counts**		**Record Counts**	
July	5	October	1	January	1	April	4
August	1	November	2	February	3	May	
September		December	2	March	3	June	2

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

** LOCKED: FILL OUT PROBATION WORKSHEET ON NEXT TAB*

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	5	October		January	2	April	2
August	4	November		February		May	4
September	1	December	2	March		June	1
Q1 Avg	4	Q2 Avg	2	Q3 Avg	2	Q4 Avg	2.25
Record Counts		**Record Counts**		**Record Counts**		**Record Counts**	
July	2	October		January	1	April	2
August	3	November		February		May	1
September	1	December	2	March		June	1

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

**** LOCKED: FILL OUT PROBATION WORKSHEET ON NEXT TAB***

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July		October		January	3	April	
August		November	19	February	2	May	1
September		December	29	March	11	June	1
Q1 Avg		Q2 Avg	22	Q3 Avg	4	Q4 Avg	1

Probation Monitoring Worksheet:
Performance Measure 7:

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Case ID	Monitor Assignment Date	Date of First Contact with Probationer	Cycle Time
Richards	07/17/14	07/21/14	5
Rodd	07/25/14	07/29/14	5
Wilcox-Rittger	07/31/14	08/05/14	6
Zomber	07/29/14	08/01/14	4
Tess	08/22/14	08/24/14	3
O'Griffin	09/03/14	09/03/14	1
Cohen	12/01/14	12/03/14	3
Tansey	12/23/14	12/23/14	1
Jennings	01/08/15	01/09/15	2
Griffith	04/03/15	04/06/15	3
Silk	04/08/15	04/08/15	1
McGuire	06/04/15	06/04/15	1
Bohall	05/12/15	05/15/15	4

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Case ID	Date Program Learned of Violation	Date Appropriate Action was Initiated	Cycle Time
O'Griffin	11/14/14	12/12/14	29
Perez	10/24/14	11/29/14	37
Roberson	11/19/14	11/19/14	1
Roberson	01/09/15	01/13/15	5
Rodd	01/21/15	01/21/15	1
Belkin	02/16/15	02/17/15	2
Kenyon	02/17/15	02/18/15	2
Iqbal	02/24/15	02/24/15	1
Rubin	02/20/15	03/02/15	11
Peterson	02/09/15	02/12/15	4
Grevin	05/06/15	05/06/15	1
Berkowitz	05/27/15	05/27/15	1
Peterson	06/30/15	06/30/15	1
Sillemon	06/30/15	06/30/15	1