California Board of PSYCHOLOGY

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MEMORANDUM

DATE	October 21, 2016
TO	Board Members
FROM	Karen Johnson Licensing Coordinator Karen Johnson
SUBJECT	**Licensing Report: Agenda Item 17**

Staff Update:

Licensing Analyst, Audrey Watkins, accepted a promotional opportunity with the Department of Public Health. Her last day with the Board of Psychology was on September 30, 2016. Ms. Watkins made a significant contribution to the Licensing Unit and she will be greatly missed. We anticipate filling her vacancy by the end of the year.

Stephanie Cheung was appointed as the Board's new Licensing Manager. Her first day with the Board was on August 22, 2016. Ms. Cheung was a research analyst with the Department of Resources Recycling and Recovery for the past year and a half. Previously, Ms. Cheung has worked as a policy analyst for the Department of Social Services and has been a senior research assistant for the Department of Psychology at Sacramento State University. Ms. Cheung holds a master's degree in Counseling Psychology from California State University, Sacramento.

Licensing Coordinator, Karen Johnson, has announced her retirement from state service. Her last day will be on December 16, 2016. She has been a state employee since 1979 and with the Board of Psychology since 1992. Over the years, Ms. Johnson has repeatedly demonstrated passion, commitment and dedication through her work at the Board. She has been the lead in numerous projects and made tremendous impact to the Licensing Unit. Ms. Johnson will be greatly missed. We wish her happiness, success and good health as she begins her new adventure.

Application Processing Timeframes as of October 19, 2016:

Type of Application	Oldest Date Pending Initial Application Review	Processing Time
Psychologist	September 14, 2016	25 business days
Psychological Assistant	October 13, 2016	4 business days
Registered Psychologist	September 15, 2016	24 business days

License/Registration Data by Fiscal Year:

License & Registration	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17**
Psychologist*	21,019	21,527	22,020	22,688	***	20,575	20,024	20,322
Registered Psychologist	320	312	320	349	***	280	278	276
Psychological Assistant	1,429	1,507	1,635	1,727	***	1,701	1,466	1,580

* Current and Current Inactive
**As of October 19, 2016
***Statistics unavailable

See attached Licensing Population Report as of October 19, 2016.

72-Month Limitation for Psychological Assistant Registration:

As a result of technical barriers the Board has encountered, the date the Board will use to calculate the 72-month limit has changed from October 23, 2010 to October 23, 2011, one year after the implementation date of the regulation.

A notice, dated September 20, 2016, was mailed to psychological assistants who are affected by the 72-month registration limitation period pursuant to Section 1391.1 of the California Code of Regulations. The objective of the notice was to inform psychological assistants of a change to the start-date in calculating the 72-month deadline for psychological assistant registrations.

Pathway to Licensure:

The Licensing Committee is continuing their review of all statutes and regulations affecting the pathways to licensure (i.e.: supervision requirements, psychological assistants, primary and delegated supervisor's responsibilities, out-of-state experience, etc.). It is anticipated that the Licensing Committee will complete their review at their January 2017 meeting. Once completed, staff will work with the Department of Consumer Affairs' SOLID training unit to coordinate a northern and southern California meeting with stakeholders to participate in a final review at a Licensing Committee meeting some time between Spring and Summer, 2017. All suggested changes would then go before the full Board for review and approval.

Attachment:

Licensing Population Report as of October 19, 2016
Applications Received July 1, 2016 – October 15, 2016
Examination Statistics January 2016 – December 2016
Performance Measures July 1, 2015 – June 30, 2016
Satisfaction Survey Results July 1, 2015 – June 30, 2016

Action:

This item is for informational purposes. No action required.

STATE DEPARTMENT OF CONSUMER AFFAIRS
BREEZE SYSTEM

LICENSING POPULATION REPORT
BOARD OF PSYCHOLOGY
AS OF 10/19/2016

Parameters Selected
License Type(s): Psychologist, Registered Psychological Assistant, Registered Psychologist

STATUS CODES

License Type	20	21	22	23	24	25	31	40	45	46	48	50	51	60	62	63	65	85	Total
Psychologist	17,553	2,769	0	0	0	1	1	0	1,078	0	3	5,341	0	0	2	181	138	911	27,978
Psychological Assistant	1,580	0	0	0	0	0	3	0	121	0	0	37,746	0	0	0	8	6	0	39,464
Registered Psychologist	276	0	0	0	0	0	1	0	0	0	0	4,512	0	0	0	0	0	0	4,789
Total	19,409	2,769	0	0	0	1	5	0	1,199	0	3	47,599	0	0	2	189	144	911	72,231

20 Current
21 CurrentInactive
22 CurrTmp RamSupp
23 Curr LimtdPract

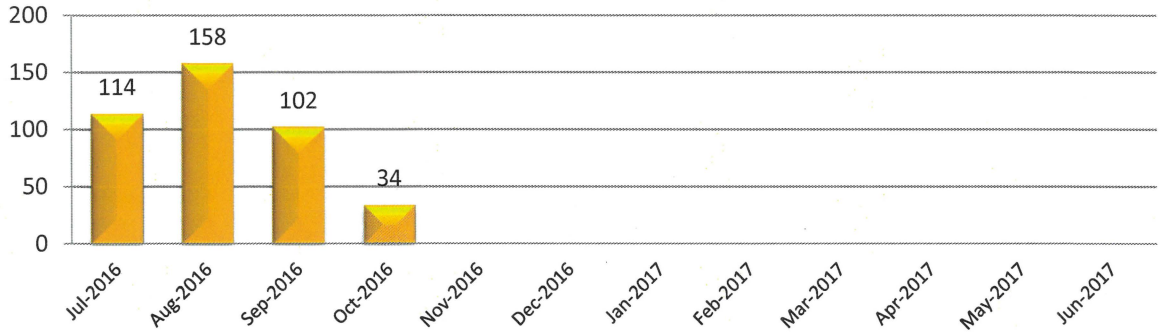
24 Current Probation
25 Current Conditional
31 Fam Supp Suspended
40 Withdrawn

45 Delinquent
46 Surrender
48 Suspension
50 Cancelled

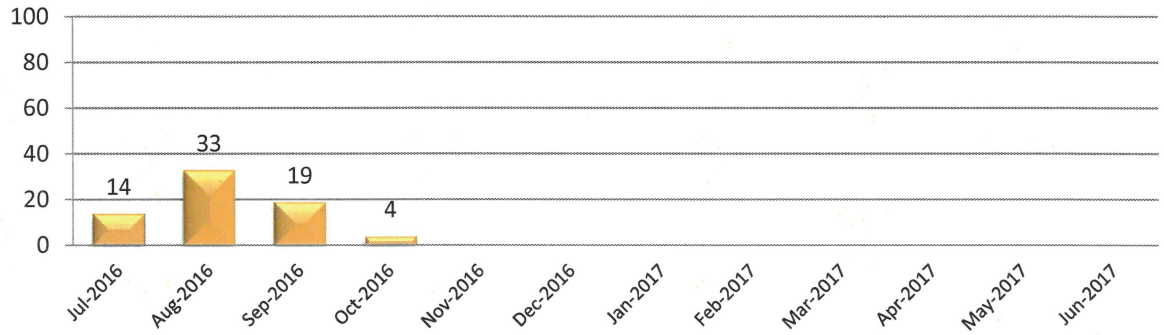
51 Retired
60 Denied Renewal
62 Vol Surrender
63 Surrendered

65 Revoked
85 Deceased

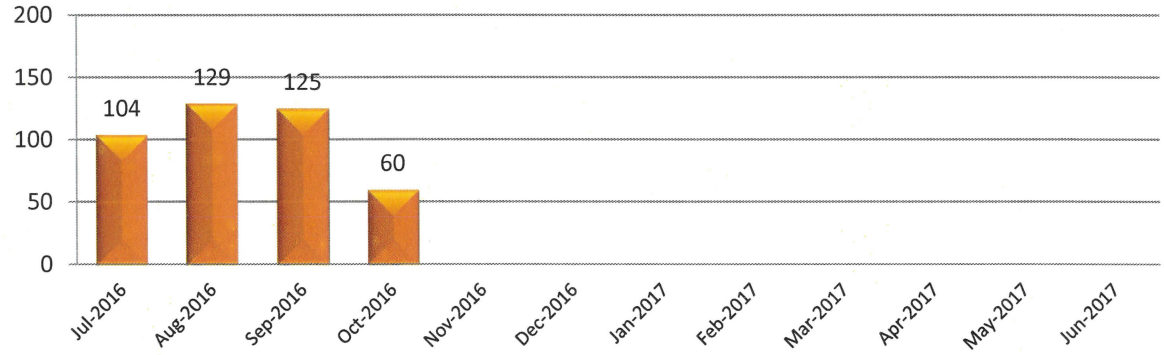
Applications Received July 1, 2016 - October 15, 2016



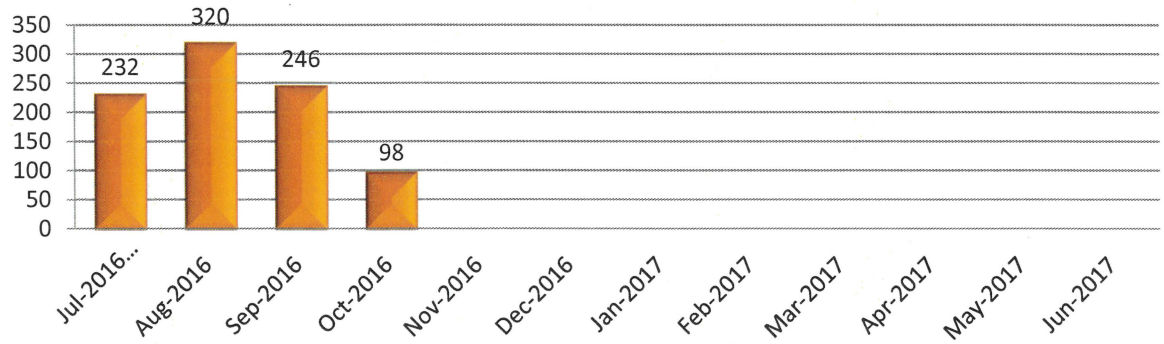
Total of 374 Psychological Assistant Applications Received for July 1 - October 15 2016



Total of 66 Registered Psychologist Applications Received for July 1 - October 15 2016



Total of 418 Licensed Psychologist Applications Received for July 1 - October 15 2016



Total of 896 Applications Received for July 1 - October 15 2016

Examination Statistics January 2016 - December 2016

2016 Monthly EPPP Examination Statistics

Month	# of Candidates	# Passed	%Passed	Total First Timers	First Time Passed	% First Time Passed
January	79	33	41.77	27	22	81.48
February	105	56	53.33	49	46	93.88
March	124	80	64.52	68	62	91.18
April	106	54	50.94	57	46	80.70
May	162	90	55.56	81	71	87.65
June	135	72	53.33	75	61	81.33
July	145	88	60.69	107	34	31.78
August	135	77	57.04	84	63	75.00
September	131	57	43.51	76	43	56.58
October						
November						
December						
Total	1122	607	54.10	624	448	71.79

2016 Monthly CPLEE Examination Statistics

Month	# of Candidates	# Passed	%Passed	Total First Timers	First Time Passed	% First Time Passed
January	83	75	90.36	51	47	92.16
February	89	85	95.51	59	58	98.31
March	121	114	94.21	91	89	97.80
April	47	44	93.62	40	39	97.50
May	74	69	93.24	61	61	100.00
June	112	106	94.64	103	100	97.09
July	91	70	76.92	85	69	81.18
August	104	82	78.85	97	80	82.47
September	109	77	70.64	103	76	73.79
October						
November						
December						
Total	830	722	86.99	690	619	89.71

(10/21/2016)

PERFORMANCE MEASURES JULY 1, 2015 - JUNE 30, 2016

		Data	
License/Registration Type	Transaction	Number of Applications	Average Processing Time
Psychologist	1011 - Exam Eligile EPPP	735	32
	1012 - Exam Eligible CPLEE	1099	21
	1015 - CPLEE Retake	53	22
	1020 - Initial Application	786	36
	2020 - Renewal Application	9711	6
	8000 - Duplicate Certificate No Fee	142	1
	8001 - Duplicate Certificate with Fee	499	5
	8010 - Change of Name	126	1
	8020 - Change of Address	1997	1
	8030 - Verification Letter	300	27
	8080 - Set to Active	56	19
	8095 - Family Support Tracking	1	25
	8097 - Family Support Restore	5	1
	9020 - Set to Current	63	1
	9045 - Set to Delinquent	1	1
	9050 - Set to Cancelled	290	1
	9085 - Set to Deceased	27	1
Psychologist Total		15891	10
Psychological Assistant	1020 - Initial Application	357	28
	2020 - Renewal Application	850	8
	8000 - Duplicate Certificate No Fee	6	1
	8001 - Duplicate Certificate with Fee	5	12
	8010 - Change of Name	15	2
	8020 - Change of Address	62	1
	8030 - Verification Letter	8	25
	8040 - Change of Supervisor	1	1
	8060 - Registration Termination	586	1
	8096 - Family Support - Remove	1	1
	9020 - Set to Current	4	1
	9045 - Set to Delinquent	1	1
	9050 - Set to Cancelled	119	1
Psychological Assistant Total		2015	9
Registered Psychologist	1020 - Initial Application	82	22
	8010 - Change of Name	1	1
	8020 - Change of Address	2	1
	8030 - Verification Letter	1	35
	9050 - Set to Cancelled	86	1
Registered Psychologist Total		172	11
Grand Total		18078	10

Satisfaction Survey Results July 1, 2015 - June 30, 2016

Total Responses	238

INITIAL CONTACT WITH THE BOARD

1. How did you first contact the Board's Licensing/Registration Unit?	Number	% of Total
By Telephone	77	32%
In person	1	0%
Website/E-mail	147	62%
Other	13	5%
Total	238	

2. Please rate the ability of staff in addressing your questions or concerns.	Number	% of Total
Excellent	130	55%
Very Good	38	16%
Good	23	9%
Fair	19	8%
Poor	26	11%
No Response	2	1%
Total	238	

3. Please rate the courteousness and professionalism of the staff person who responded to your questions or concerns.	Number	% of Total
Excellent	143	60%
Very Good	39	16%
Good	22	9%
Fair	11	5%
Poor	19	8%
No Response	4	2%
Total	238	

4. How would you rate the timeliness of the response you received from the staff person?	Number	% of Total
Excellent	127	53%
Very Good	43	18%
Good	25	11%
Fair	12	5%
Poor	29	12%
No Response	2	1%
Total	238	

APPLICATION PROCESS

5. Type of Application	Number	% of Total
Licensing Application	178	75%
Registration Application	47	20%
No Response	13	5%
Total	238	

6. Please rate the ease of completing the application.	Number	% of Total
Excellent	70	29%
Very Good	86	36%
Good	35	15%
Fair	21	9%
Poor	10	4%
No Response	16	7%
Total	238	

7. Was the application processed in a timely manner?	Number	% of Total
Yes	180	76%
No	38	16%
No Response	20	8%
Total	238	

8. Were you contacted in a timely manner regarding any deficiencies in your application?	Number	% of Total
Yes	132	55%
No	35	15%
Not Applicable	53	22%
No Response	18	8%
Total	238	

9. How would you rate the courteousness, helpfulness and responsiveness of the staff person who processed your application?	Number	% of Total
Excellent	141	59%
Very Good	35	15%
Good	17	7%
Fair	9	4%
Poor	19	8%
No Response	17	7%
Total	238	

10. How did you apply?	Number	% of Total
On-line	63	27%
U.S. Mail	154	64%
No Response	21	9%
Total	238	

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	61	43%
Very Good	47	33%
Good	22	15%
Fair	7	5%
Poor	6	4%
Total	143	

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	60	41%
Very Good	50	34%
Good	9	6%
Fair	14	9%
Poor	15	10%
Total	148	

OVERALL EXPERIENCE

13. How would you rate your overall experience with the Board's Licensing/Registration Unit?	Number	% of Total
Excellent	98	41%
Very Good	57	24%
Good	22	9%
Fair	18	8%
Poor	21	9%
No Response	22	9%
Total	238	