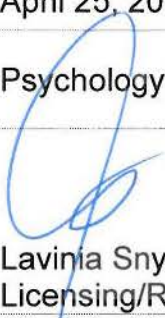




MEMORANDUM

DATE	April 25, 2014
TO	Psychology Board Members
FROM	 Lavinia Snyder Licensing/Registration Coordinator
SUBJECT	Licensing Action Plan- Proposed Improvements to the Licensing Process Report - Update

STAFFING:

Staff continues to work hard to address backlog for initial applications to become a psychologist.

CHANGES MADE TO ADDRESS APPLICATION BACKLOG:

1. Hired the following positions:
 - 2 Retired Annuitants
 - 1 Permanent Intermittent Program Tech II
 - 1 Permanent Intermittent Staff Service Analysts
 - 1 Staff Service Analysts
 - 1 Volunteer
2. Vacant Positions
 - 2 Staff Service Analysts
3. DCA/Consumer Information Center (CIC)

CIC took over the Board's phone system as of March 10, 2014. Below are statistics provided by CIC.

Dates	Calls Offered	Calls Handled	Average Wait Time
3/10			
03/11			
03/12	34	27	0:56

03/13	67	61	0:36
03/14	30	25	0:47
03/17	73	68	0:38
03/18	54	34	0:41
03/19	71	38	0:41
03/20	50	33	0:39
03/21	65	57	0:35
03/24	177	112	1:01
03/25	57	47	0:51
03/26	70	59	0:53
03/27	51	44	1:38
03/28	35	27	1:32
04/07	63	53	1:10
04/08	53	38	1:37
04/09	20	19	1:09
04/10	51	44	1:32
04/11	37	27	2:11
04/14	50	45	1:39
04/15	21	18	2:30
04/16	76	35	2:42
04/17	41	33	1:42
04/18	31	26	2:52
04/21	39	28	8:49
04/22	39	25	4:46
04/23	44	37	1:25
04/24	40	31	1:59
04/25	39	32	2:09
Total	1478	1123	

On 03/27/2014, staff conducted three secret shopper calls to CIC. The results of those three calls were below expectations. All calls were immediately transferred to the Board. We expressed our concerns and CIC assures us that they are committed to providing the service we need.

On 04/09/2014, another Secret Shopper Call to CIC was conducted and the calls this time were answered by CIC representatives, however only one representative was able to answer the question right. Additional CIC Staff training has been discussed with management and the Board will follow-up.

4. Department of Consumer Affairs/Central Cashiering Unit (CCU)

We met with CCU on 03/21/2014 to discuss cashiering issues and concerns. Due to the delays and numerous cashiering issues experienced by licensing and enforcement staff, we decided to take back the mail and initially process checks at the Board level as of June 1, 2014. Staff developed a cashiering procedures manual to establish guidelines when processing the Board's mail and applications. The goal is processing mail and checks, it will improve the licensing timeframes.

5. YouTube Video

Working in conjunction with the Department's Public Affairs office, staff developed a YouTube video that explains the Psychology licensure process. We also plan to develop the following YouTube videos:

- Psychological Assistant
- Registered Psychologist
- Psychologist License Renewal
- Psychological Assistant Renewal

BREEZE UPDATE

The Board continues to experience various issues challenges and spends a considerable amount of time testing and submitting tickets to fix the issues in BreEze. We found 29 issues that need to be addressed, 14 tickets have been submitted and 15 pending tickets are scheduled for submission.

STATUTORY AND REGULATORY CHANGES

Board staff met with Licensing Committee Chairperson, Dr. Jacqueline Horn, on April 17, 2014 to discuss Business and Professions Code 2914 (c) and California Code of Regulation Sections 1387 (b) (10), 1387 (b) (11) and 1387.1 (h). The outcome of that the meeting resulted in the proposed amendments to the statute and regulations as discussed in the Licensing Committee Agenda item 10 (f).

Action

This item is for informational purposes only, but will be a standing Committee item for updates.