

## 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