

**BOARD OF PSYCHOLOGY**  
**Overview of Enforcement Activity**

<b>License &amp; Registration*</b>	<b>06/07</b>	<b>07/08</b>	<b>08/09</b>	<b>09/10</b>	<b>10/11**</b>
Psychologist	16,565	16,860	17,391	21,003	21,527
Registered Psychologist	374	382	329	321	314
Psychological Assistant	1452	1453	1384	1494	1556
<b>Cases Opened</b>	<b>06/07</b>	<b>07/08</b>	<b>08/09</b>	<b>09/10</b>	<b>10/11*</b>
Complaints Received	517	606	786	712	785
Criminal Conviction Reports Received	20	29	72	54	48
Investigations Opened	48	71	93	80	83
Cases sent to AG/DA	37	28	22	39	37
<b>Filings</b>					
Accusations	20	22	13	23	21
Statement of Issues	8	5	9	8	4
Petitions to Compel Psych. Exam	0	0	0	0	1
Petitions for Penalty Relief	3	4	3	1	0
Petition for Reinstatement	2	0	1	1	0
Petitions for Reconsideration	0	1	0	1	0
<b>Filing Withdrawals/Dismissals</b>					
Accusations Withdrawn	3	2	0	0	2
Accusations Dismissed	1	1	0	1	0
Statement of Issues Withdrawn	4	1	5	0	2
<b>Citations</b>					
Citations Ordered	3	4	5	10	9
<b>Decisions (Penalty)</b>					
Revocations	2	3	1	2	2
Revocation, Stayed, Probation	6	8	3	4	11
Revocation, Stayed, Probation, Susp.	1	0	3	0	0
Voluntary Surrender	8	3	8	3	2
Statement of Issues-License Denied***	0	0	1	1	0
Statement of Issues-License Granted***	1	6	4	5	4
Petitions for Penalty Relief Denied***	2	0	1	0	0
Petitions for Penalty Relief Granted***	1	1	3	1	1
Petition for Reinstatement Granted***	0	0	1	0	0
Petition for Reinstatement Denied***	2	0	0	0	1
Reconsiderations Denied***	0	1	0	0	0
Reconsiderations Granted***	0	0	0	1	0
Reprimands	2	0	0	0	1
Orders Compelling Psych. Exam***	0	0	0	0	0
ISO/TRO Ordered	1	1	3	4	1
Other	1	1	1	0	0
<b>Total Decisions</b>	<b>23</b>	<b>24</b>	<b>28</b>	<b>21</b>	<b>17</b>
<b>Decisions (Violation Type)</b>					
Gross Negligence/Incompetence	4	5	5	2	3
Improper Supervision	0	0	0	0	1
Repeat Negligent Acts	0	0	0	0	0
Self Abuse of Drugs or Alcohol	0	1	2	2	3
Dishonesty/Fraud	1	0	0	3	0
Mental Illness	1	1	1	0	0
Aiding Unlicensed Practice	0	0	0	0	0
General Unprofessional Conduct	0	2	1	1	1
Probation Violation	1	2	1	0	0
Sexual Misconduct	2	2	6	1	2
Conviction of a Crime	7	8	4	6	6
Discipline by Another State Board	4	0	1	0	1
Other	0	0	0	0	0

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

\*\* Numbers from 7/1/010 thru 06/30/11

\*\*\* Not included in Decisions (Violation Type)

## EXPLANATION OF LANGUAGE

Below are broad, brief descriptions of statistical categories contained in the Board of Psychology's Overview of Enforcement Activity

**Cases Opened:** This category includes 1) all **complaints** that were received in the fiscal year indicated, regardless of source; 2) all **investigations** that were opened during that fiscal year as a result of a complaint filed with the board, regardless of when the complaint was received; and 3) all cases that were referred, during that fiscal year, to the **Office of the Attorney General or the District Attorney's Office**, regardless of when the complaint was originally received.

**Investigation** – After “informal” staff review, the complaint is “formally” investigated by in-house staff or by investigators (peace officers) of the Medical Board of California.

### **Filings:**

**Accusation** – Formal statement of charges against licensee.

**Statement of Issues** – Formal statement of reasons why an application for license/registration should be denied.

**Petition to Compel Psychological** - Request to compel licensee to submit a psychological examination.

**Petition for Penalty Relief** – A process whereby one can petition for reinstatement of their revoked or surrender license or request early termination of probation or modification of a condition of probation.

**Petition for Reconsideration** – A process whereby one can petition the Board to reconsider a final decision of the Board.

**Accusation/Statement of Issues Withdrawn** – The formal statement of charges/reasons is withdrawn by the board.

**Accusation Dismissed** – The case is dismissed after a hearing has been held and the dismissal decision is adopted by the Board.

**Statement of Issues – License Granted** – After a hearing, or as a result of a settlement, an applicant is granted a license or registration with or without terms and conditions (i.e. probation, coursework).

**Petitions for Penalty Relief Granted** – A Petition for Reinstatement of a license or registration is granted by the Board, or a Petition for Termination or Modification of Probation is granted by the Board.

**Reconsiderations Granted** – A Petition for Reconsideration is granted by the Board.

**Citations Ordered:** This tool is used for various minor violations such as false advertising or misrepresentation. Citations and fines are public information but are not considered to be disciplinary actions.

**Decision (Penalty):** - This category indicated the actual disciplinary action (penalty) rendered against the licensee or registrant that was ordered by the board in the fiscal year indicated.

**Revoked** - The license is canceled, voided, rescinded. The right to practice is ended.

**Revoked, Stayed, Probation** - "Stayed" means the revocation is postponed. Professional practice may continue so long as the licensee complies with specific probationary terms and conditions. Violation of probation may result in the revocation that was postponed.

**Suspension** - The licensee is prohibited from practicing for a specific period of time.

**License Surrender** - While charges are still pending, the licensee turns in the license - subject to acceptance by the board. The right to practice is ended.

**Reprimands/Reprovals** - An option that is most commonly negotiated between the Board, the licensee, and his/her counsel. Such a letter is an option in settlement of an Accusation. Typically, the letter of reprimand or reproof is a viable option if the violations alleged are relatively minor and no patient harm occurred. It includes a summary of the allegations, acknowledges the impropriety of the acts summarized and can include mandated coursework that the licensee must take, cost recovery to the Board for investigation and essentially may include any other term or condition listed in the Board's Disciplinary Guidelines.

**ISO – Interim Suspension Order** – When a licensee or registrant is required to immediately suspend the practice of psychology. This occurs through the hearing process in cases where the evidence indicates that the licensee is likely to engage in behaviors that present an immediate threat to the public health, safety and welfare.

**Other** - Includes atypical decisions that do not fall into the above categories.

**Decisions (Violation Type):** This category indicates each violation that a licensee or registrant committed that resulted in the disciplinary action that was rendered during the fiscal year indicated. These violations are grounds for disciplinary action as found in the *Laws and Regulations Relating to the Practice of Psychology*.

## Monthly Enforcement Report to DCA

## Board of Psychology 2010-2011

## Complaint Intake

### Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	YTD
<b>Complaints</b>													
Received	60	48	60	59	47	64	72	75	71	51	74	56	737
Closed	11	13	5	24	10	14	23	11	6	6	13	8	144
Referred to Investigation	50	39	47	38	33	48	63	63	62	37	54	65	599
Average Days to Close	5	5	6	10	8	4	8	4	2	4	9	5	6
Pending	8	4	12	9	13	15	1	2	5	13	20	3	3

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	
<b>Convictions/Arrest Reports</b>													
Received	5	2	4	5	4	5	0	4	4	4	8	3	48
Closed	3	4	4	3	5	6	0	4	4	3	7	5	48
Average Days to Close	4	14	5	11	8	3	0	3	2	4	4	6	6
Pending	2	0	0	2	1	0	0	0	0	1	2	0	0

## Investigation

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is investigated by more than one approach (desk, field non-sworn, etc.) then, categorize it by the last investigator category.

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	
<b>Desk Investigation</b>													
Opened	51	39	51	41	37	54	63	67	66	40	56	70	635
Closed	42	39	41	54	37	29	64	51	61	46	39	45	548
Average Days to Complete	43	40	35	32	52	28	32	23	23	27	32	23	32
Pending	71	68	66	49	42	61	51	63	63	50	65	78	78

[illegible]

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	
<b>Field Investigation (Sworn)</b>													
Opened	9	7	12	4	7	6	9	4	5	6	2	12	83
Closed	11	6	6	13	7	7	3	4	8	6	6	8	85
Average Days to Complete	617	416	314	346	365	609	305	533	585	601	289	712	485
Pending	77	78	84	75	75	74	80	80	77	78	74	78	78

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	
<b>All Investigations</b>													
Closed	53	45	47	67	44	36	67	55	69	52	45	53	633
Average Days to Complete	163	90	70	93	102	141	44	60	89	93	66	127	93
Pending	148	146	150	124	117	135	131	143	140	128	139	156	156

### Enforcement Actions

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	
Cases Referred to AG	8	4	1	5	0	1	1	3	5	2	2	5	37
Cases Pending at AG	43	45	42	43	41	38	35	38	42	38	40	44	44
SOIs Filed	0	0	1	0	1	0	1	0	0	1	0	0	4
Accusations Filed	1	3	3	2	2	0	2	0	0	0	4	4	21
Proposed/Default Decisions	2	0	1	0	0	0	1	0	0	1	0	0	5
Stipulations Adopted	0	2	3	1	2	1	2	0	0	2	0	0	13

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	
<b>Disciplinary Orders</b>													
Final Orders (Proposed Decisions Adopted, Board Decisions, Stipulations)	2	2	4	1	2	1	3	0	0	3	0	0	18
Average Days to Complete*	1643	1085	785	1181	618	1232	576	0	0	818	0	0	913
Interim Suspension Orders	0	0	1	0	0	0	0	0	0	0	0	0	1

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	
<b>Citations</b>													
Final Citations	0	0	0	0	3	1	2	1	0	2	0	0	9
Average Days to Complete*	0	0	0	0	192	1053	29	218	0	53	0	0	22

\* - The number of days from receipt of complaint to the effective date of the citation or the effective date of the disciplinary order.

## Performance Measures

### Annual Report (2010 – 2011 Fiscal Year)

To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the first four quarters worth of data.

#### Volume

Number of complaints and convictions received.

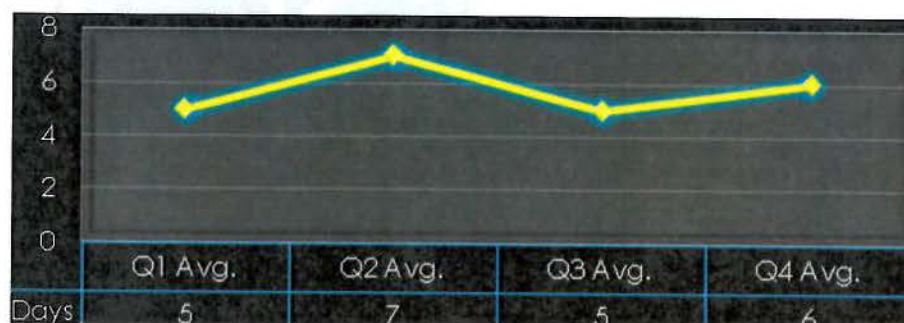
The Board had an annual total of 785 this fiscal year.



#### Intake

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

The Board has set a target of 9 days for this measure.



## Intake & Investigation

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.

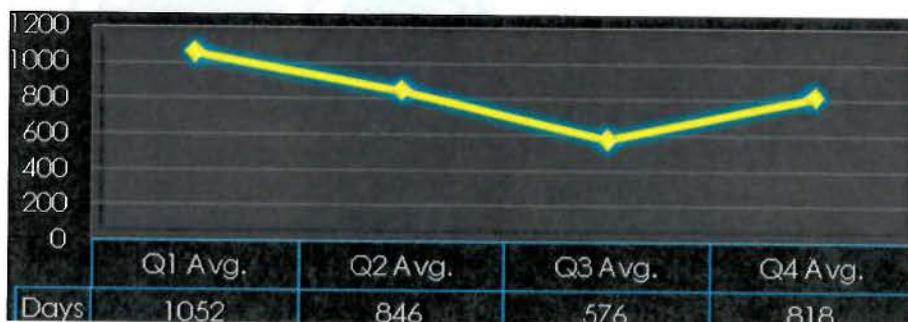
The Board has set a target of 80 days for this measure.



## Formal Discipline

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)

The Board has set a target of 540 days for this measure.



## Probation Intake

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

The Board has set a target of 7 days for this measure.

