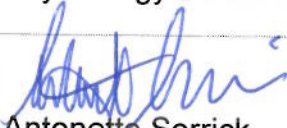




MEMORANDUM

DATE	January 27, 2014
TO	Psychology Board Members
FROM	 Antonette Sorrick Executive Officer
SUBJECT	Licensing Committee 12 (h): Licensing Action Plan – Proposed Improvements to the Licensing Process

Background:

The Licensing Action Plan covers the following elements:

- 1) Statutory Change – Business and Professions Code Section 2914 (c) – see item (d)
- 2) Regulatory Changes – Sections 1387 (b) (10), 1387 (b) (11)
- 3) Staffing – Filling Existing Vacancies (2 SSA PIs, 1 SSA, 1 OT), Cross training staff for initial applications and renewals for all license types.
- 4) Department of Consumer Affairs support – Call center to receive general initial application calls
- 5) Forms, publications, and Web site review (test for user-friendly instructions/access, and plan language)
- 6) Outreach and Education – Creating YouTube instructional videos for initial applications and renewals

Action Requested:

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