



## MEMORANDUM

<b>DATE</b>	August 4, 2014
<b>TO</b>	Psychology Board Members
<b>FROM</b>	Karen Johnson Licensing Coordinator <i>KJ</i>
<b>SUBJECT</b>	Licensing Action Plan- Proposed Improvements to the Licensing Process Report - Update

### STAFFING:

Staff has been worked hard to achieve and maintain a one week timeframe to review initial applications for licensure as a psychologist, and a four day timeframe for initial review of psychological assistant and registered psychologist applications.

### CHANGES MADE TO ADDRESS APPLICATION BACKLOG:

1. Hired the following positions:
  - On May 5<sup>th</sup>, 1 Permanent Intermittent Program Tech II (Marjean DuPree)
  - On May 14<sup>th</sup>, 1 Permanent Staff Service Analysts (Liezal Isadore)
  - On July 1<sup>st</sup>, 1 Permanent Associate Governmental Program Analyst Licensing Coordinator (Karen Johnson)
2. Vacant Positions
  - Permanent ½ time Staff Service Analyst
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.

Week	Calls Offered	Calls Handled	Average Wait Time
4/28 – 5/2	186	146	1:81
5/5 – 5/9	231	196	1:45
5/12 – 5/16	265	140	1:09
5/19 – 5/23	198	140	1:12
5/27 – 5/30 (5/26 Holiday)	131	96	1:40

6/2 – 6/6	190	149	3:24
6/9 – 6/13	179	144	1:99
6/16 – 6/20	183	156	2:13
6/23 – 6/27	189	154	1:15
6/30 – 7/3 (7/4 Holiday)	150	111	1:96
7/7 – 7/11	196	155	1:65
7/14 – 7/18	164	140	3:53
7/21 – 7/25	153	135	1:76
7/28 – 8/1	116	104	1:58

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

On July 1, 2014, the Board took back the initial receipt of mail and checks. This was due to delays and numerous cashiering issues experienced by licensing and enforcement staff. Staff developed a cashiering procedures manual to establish guidelines when processing the Board's mail and applications. The goal is to improve the licensing timeframes.

#### 5. YouTube Video

Staff is working in conjunction with the Department's Public Affairs office to develop a YouTube video that explains the Psychological Assistant Application process. We also plan to develop the following YouTube videos:

- Registered Psychologist
- Psychologist License Renewal
- Psychological Assistant Renewal

#### **Action**

This item is for informational purposes and will be a standing Committee item for updates.