



## MEMORANDUM

<b>DATE</b>	November 7, 2014
<b>TO</b>	Psychology Board Members
<b>FROM</b>	Jonathan Burke Administrative Services Coordinator
<b>SUBJECT</b>	<b>CPS Program Analysis Update</b>

### **Background:**

At the Board's February meeting, it was decided that a comprehensive, external program analysis be conducted by a vendor familiar with the public sector. CPS HR Consulting was selected, and a contract was submitted to the Department of Consumer Affairs Contract Office and the Department of General Services. The contract received final approval on September 19, 2014.

A launch meeting was held between CPS HR Consulting and the Board's management and unit leads on October 16, 2014 at the Board's offices. A project charter (attached) was created, and the Board's staff is in the process of completing Position Description Questionnaires (PDQ's) which detail the duties and roles of every staff member. The PDQ's will be returned to CPS on November 17, 2014. The PDQ's will be used by CPS to create workflow charts, desk procedure manuals, and to determine if staff are working in the correct employee classification.

### **Action Requested:**

This item is informational and no action is requested by the Board at this time.

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## Board of Psychology Draft Project Management Charter Page 1

<b>Project Name:</b>	Board of Psychology Program Analysis	<p>The California Board of Psychology (Board) is a regulatory entity that falls under the organizational structure of the Department of Consumer Affairs (DCA). The Board consists of nine members (five licensed psychologists and four public members) who are appointed to the Board for four-year terms. Each member may serve a maximum of two terms.</p> <p>The Board's mission is to advance quality psychological services for Californians by ensuring ethical and legal practice, and supporting the evolution of the profession. The Board's vision is a California with the best psychological services in the nation. The Board's values are transparency, integrity, consumer protection, inclusiveness, excellence and accountability. As such, the Board regulates psychologists, registered psychologists, and psychological assistants through its legislation, regulations and policies; licensing; enforcement; continuing education; and outreach programs.</p> <p>For FY 2014-15, the Board has 20.3 authorized positions organized into a top management group of three (3) positions and three functional sections including Licensing &amp; Examinations (13), Enforcement &amp; Probation (7), and Administration (4). There one (1) vacancy in Enforcement. The primary classifications are Staff Services Manager, Associate Governmental Program Analyst, Staff Services Analyst, Office Technician, and Program Technician. Five of the positions are temporary and are staffed by Permanent Intermittents, Retired Annuitants and a Student Assistant.</p>
<b>Project Number:</b>	REQ0013124	
<b>Project Owners/ Beneficiaries:</b>	Department of Consumer Affairs, Board of Psychology	
<b>Department Sponsor:</b>	Antonette Sorrick, Executive Officer	
<b>Board Project Manager:</b>	Jonathan Burke (POC)	
<b>CPS Project Manager:</b>	Jeff Mikles, PMP (POC)	
<b>Charter Version #:</b>	V2	
<b>Revised By:</b>	Jeff Mikles	
<b>Revision Date:</b>	10/27/14	
<b>Approved By:</b>		
<b>Approval Date:</b>		
<b>Start Date:</b>	10/06/14	
<b>Estimated End Date:</b>	2/1/15 (contract ends 6/30/15)	
<p>This project charter contains the following sections:</p> <ul style="list-style-type: none"> <li>• Project Background</li> <li>• Project Scope – In and Out</li> <li>• Project Objectives</li> <li>• Project Methodology</li> <li>• Project Deliverables</li> <li>• Major High-Level Milestones</li> <li>• Project Budget</li> <li>• Deliverable Acceptance Criteria</li> <li>• Successful Project Completion Criteria</li> <li>• Core Team Resources</li> <li>• Stakeholders</li> </ul>		
		<p><b>In scope:</b></p> <ol style="list-style-type: none"> <li>1. Review of the Board's functional programs, including staffing, workload, policies and procedures concerning: <ul style="list-style-type: none"> <li>• <b>Licensing &amp; Examinations</b> (includes Continuing Education and Outreach).</li> <li>• <b>Enforcement &amp; Probation</b></li> <li>• <b>Administration</b></li> <li>• <b>Legislation, Regulations and Policies; and Organizational Effectiveness:</b> these areas will be reviewed in the context of how they affect the delivery of the functional programs</li> </ul> </li> </ol> <p><b>Out of scope:</b> The scope does not include evaluating DCA functions (i.e., Accounting, Purchasing/Contracting, Human Resources, etc. that impact Board operations.</p>

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1. Document the duties and workload for existing and temporary staff, identify other duties that could be performed, and ensure staff are classified appropriately.
2. Document and evaluate business processes to identify opportunities to improve program and process effectiveness, efficiency and economy.
3. Evaluate program compliance and performance against pertinent legislation, regulations, policies and established performance metrics.
4. Prepare incremental deliverables, monthly status reports, draft and final reports with recommendations for improvement.

- **Conduct off-site and on-site document reviews** of current program legislative mandates, regulations, policies, procedures, performance metrics, past studies, staffing and organization charts, flowcharts, forms and operating statistics
- **Collect staffing, classification and workload data** through a position description questionnaire (PDQ) and duty statements
- **Conduct staff interviews and group facilitation** to better understand duties and workload, and to document as-is business processes used within each program.

- Project Charter
- Completed PDQs and related work distribution charts
- High-level classification report with recommendations
- “As-is” flowcharts for the major business processes for each Board function (maximum of 5)
- Monthly status reports
- Draft and final reports with recommendations for improvement

Milestone	Dates
1. Project kickoff meeting	10/16/14
2. Draft project charter	10/23/14
3. Draft PDQ developed	10/27/14
4. PDQ data collection complete	11/14/14
5. PDQ work distribution charts and analysis complete	11/24/14
6. Draft high-level classification report with findings and recommendations	12/1/14
7. Draft “as-is” major business process flowcharts (5 maximum)	12/19/14
8. Draft report with findings and recommendations	1/16/15
9. Final report	2/2/15

Resources	Hours	
CPS labor cost only	546	\$100,200
<b>Total</b>	<b>546</b>	<b>\$100,200</b>

1. Tasks are completed as specified and approved.
2. All deliverables must meet Board format requirements.

1. Acceptance of all deliverables per established criteria on time and on budget.
2. Acceptance of final presentation to management.

CPS Team Members	Role
Jeff Hoye	Project Director
Jeff Mikles, PMP	Project Mgr/Senior Consultant
Elaine Chiao	Senior Consultant
Karen Connell	Senior Consultant
Board Team Members	
Antonette Sorrick	Executive Officer
Jeffrey Thomas	Assistant Executive Officer
Karen Johnson	Licensing Lead
Sandra Monterrubio	Enforcement/Probation Mgr
Jonathan Burke	Administration Lead (POC)
Lavinia Snyder	BreEZe/Exams Lead

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**List internal stakeholders:** Board members, Board staff, DCA

**List external stakeholders:** Department of Finance, Legislative Analyst Office, California State Legislature, licensed professionals, educational institutions, consumers of psychological services, California Psychological Association