

Board of Psychology

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MEMORANDUM

Date June 12, 2015

To Board of Psychology Members

From Sandra Monterrubio
Enforcement Program Manager
DCA/California Board of Psychology

Subject Enforcement Program Report

Please find attached the Board's Performance Measures and Overview of Enforcement Activity sheet summarizing complaint, investigation, and discipline statistics for the current fiscal year to date.

Complaint Program

Since July 1, 2014, the Board of Psychology (the Board) has received 688 complaints. All complaints received are opened and assigned to an enforcement analyst within five (5) days of receipt. Staff continues to perform desk investigations which includes, requesting patient medical release approval, and obtaining relevant patient records and psychologist summary. Most complaints are investigated by in-house enforcement analysts who conduct "desk" investigations. Investigations that require fieldwork, interviews, or a sworn peace officer because of safety concerns or criminal activity are referred to Health Quality Investigations Unit (HQIU).

The Board works closely with HQIU and the Office of the Attorney General on cases that involve repeated negligent acts, incompetence, unprofessional conduct, sexual misconduct, fraud, and other types of violations. The resulting disciplinary action may include probation, Interim Suspension Order, and/or license revocation. The Board also has the authority to issue citations and assess fines, cease and desist letters, and letters of reproof.

Citation Program

Since July 1, 2014, the Board has issued six (6) enforcement related citations.

Discipline Program

Since July 1, 2014, there are 49 discipline cases pending at the Office of the Attorney General. Of those 49 cases, 35 have been sent to the Office of the Attorney General since July 1, 2014. Those cases include Accusations, Accusations and Petitions to Revoke Probation, and Statement of Issues (License Denial).

Probation

Board staff is currently monitoring 35 probationers. Of the 35 probationers, nine (9) are subject to fluid testing.

Attachments

Please find attached the Performance Measures and the Overview of Enforcement Activity.

Action Requested:

No action requested

BOARD OF PSYCHOLOGY
Overview of Enforcement Activity

License & Registration*	08/09	09/10	10/11	11/12	12/13	13/14	14/15**
Psychologist	20,307	21,019	21,527	22,020	22,688	****	****
Registered Psychologist	324	320	312	320	349	****	****
Psychological Assistant	1397	1429	1507	1635	1727	****	****
Cases Opened	08/09	09/10	10/11	11/12	12/13	13/14	14/15**
Complaints Received	786	712	785	747	707	643	688
Criminal Conviction Reports Received	72	54	48	70	42	133	51
Investigations Opened	88	79	83	107	73	505	619
Cases sent to DA	2	3	3	5	6	****	****
Cases sent to AG	23	38	37	34	38	41	34
Filings							
Accusations	8	23	21	27	31	27	22
Statement of Issues	9	8	4	4	2	4	9
Petition to Revoke Probation	0	0	0	3	1	2	4
Petitions to Compel Psych. Exam	0	0	1	1	0	1	0
Petitions for Penalty Relief	3	1	0	1	1	2	0
Petition for Reinstatement	1	1	0	2	1	1	0
Petitions for Reconsideration	0	1	0	0	2	0	0
Filing Withdrawals/Dismissals							
Accusations Withdrawn	0	0	2	0	0	2	0
Accusations Dismissed	0	1	0	1	1	0	0
Statement of Issues Withdrawn	5	0	2	1	0	0	0
Citations							
Citations Ordered	5	10	9	18	10	6	6
Disciplinary Decisions							
Revocations	1	3	2	4	2	4	2
Revocation, Stayed, Probation	7	9	12	11	11	11	9
Revocation, Stayed, Probation, Susp.	3	0	0	0	0	0	0
Voluntary Surrender	8	3	2	11	10	10	6
Reprimands	0	0	1	2	0	2	0
ISO/TRO/ASO/PC23 Ordered	3	4	1	4	3	2	2
Statement of Issues-License Denied	1	1	0	1	1	0	0
Other	2	1	2	0	1	0	0
Total Disciplinary Decisions	25	21	20	33	28	29	26
Other Decisions							
Statement of Issues-License Granted	4	5	4	3	6	3	0
Petitions for Penalty Relief Denied	1	0	0	0	0	0	0
Petitions for Penalty Relief Granted	3	1	1	1	1	1	0
Petition for Reinstatement Granted	1	0	0	0	1	0	0
Petition for Reinstatement Denied	0	0	1	1	1	0	0
Reconsiderations Denied	0	0	1	0	1	0	0
Reconsiderations Granted	0	1	0	0	1	0	0
Orders Compelling Psych. Exam	0	0	0	1	0	1	0
Total Other Decisions	9	7	7	6	11	5	0
Violation Types							
Gross Negligence/Incompetence	5	4	4	3	5	9	6
Improper Supervision	0	0	1	0	0	1	0
Repeat Negligent Acts	0	0	0	1	0	6	5
Self Abuse of Drugs or Alcohol	2	3	3	12	1	8	0
Dishonesty/Fraud	0	3	0	2	2	3	1
Mental Illness	1	0	0	0	2	1	0
Aiding Unlicensed Practice	0	0	0	0	0	1	0
General Unprofessional Conduct	1	1	1	0	2	14	2
Probation Violation	1	0	0	2	1	2	0
Sexual Misconduct	6	1	2	6	9	1	1
Conviction of a Crime	7	9	8	5	5	11	4
Discipline by Another State Board	1	0	1	1	0	0	0
Violation of Rules of Professional Conduct						0	1
Misrepresentation of License Status						1	0
Professional Standards - Findings						13/14	14/15**
Abandonment						1	0
Confidentiality						1	1
Failure to provide medical records						0	2
Improper Supervision						1	0
Outside of area of competence						1	0
Unfit to practice						1	0
Violation of Code (child custody)						1	1

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

****Statistics unavailable



2014/2015 Enforcement Performance Measure Workbook

Please note: if your program's enforcement data is available and correct in the CAS system, you may skip this tab and only fill out the Probation Monitoring Worksheet.

Volume

Number of complaints and convictions received.

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	58	October	90	January	87	April	
August	82	November	77	February	80	May	
September	82	December	91	March	88	June	
Q1 Total	222	Q2 Total	258	Q3 Total	255	Q4 Total	
Convictions	21	Convictions	6	Convictions	23	Convictions	
Complaints	201	Complaints	252	Complaints	232	Complaints	

Intake

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

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	8	October	7	January	8	April	
August	8	November	7	February	6	May	
September	8	December	7	March	8	June	
Q1 Avg	8	Q2 Avg	7	Q3 Avg	7	Q4 Avg	#DIV/0!
Record Counts		Record Counts		Record Counts		Record Counts	
July	40	October	93	January	60	April	
August	70	November	54	February	72	May	
September	56	December	100	March	74	June	

Investigation Cases

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.

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	45	October	65	January	46	April	
August	46	November	56	February	35	May	
September	81	December	49	March	64	June	
Q1 Avg	56	Q2 Avg	57	Q3 Avg	49	Q4 Avg	#DIV/0!
Record Counts		Record Counts		Record Counts		Record Counts	
July	45	October	59	January	68	April	
August	53	November	40	February	70	May	

September	43	December	54	March	81	June	
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Formal Discipline Cases

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)

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	1044	October	119	January	669	April	
August	354	November	491	February	1050	May	
September		December	1472	March	418	June	
Q1 Avg	929	Q2 Avg	809	Q3 Avg	725	Q4 Avg	#DIV/0!
Record Counts		Record Counts		Record Counts		Record Counts	
July	5	October	1	January	1	April	
August	1	November	2	February	3	May	
September		December	2	March	3	June	

Probation Intake

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

*** LOCKED: FILL OUT PROBATION WORKSHEET ON NEXT TAB**

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	5	October		January	2	April	
August	4	November		February		May	
September	1	December	2	March		June	
Q1 Avg	4	Q2 Avg	2	Q3 Avg	2	Q4 Avg	
Record Counts		Record Counts		Record Counts		Record Counts	
July	2	October		January	1	April	
August	3	November		February		May	
September	1	December	2	March		June	

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

*** LOCKED: FILL OUT PROBATION WORKSHEET ON NEXT TAB**

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July		October		January	3	April	
August		November	19	February	2	May	
September		December	29	March	11	June	
Q1 Avg		Q2 Avg	22	Q3 Avg	4	Q4 Avg	



Probation Monitoring Worksheet: Performance Measure 7:

Probation Intake

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

Case ID	Monitor Assignment Date	Date of First Contact with Probationer	Cycle Time
Richards	07/17/14	07/21/14	5
Rodd	07/25/14	07/29/14	5
Wilcox-Rittger	07/31/14	08/05/14	6
Zomber	07/29/14	08/01/14	4
Tess	08/22/14	08/24/14	3
O'Griffin	09/03/14	09/03/14	1
Cohen	12/01/14	12/03/14	3
Tansey	12/23/14	12/23/14	1
Jennings	01/08/15	01/09/15	2

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Case ID	Date Program Learned of Violation	Date Appropriate Action was Initiated	Cycle Time
O'Griffin	11/14/14	12/12/14	29
Perez	10/24/14	11/29/14	37
Roberson	11/19/14	11/19/14	1
Roberson	01/09/15	01/13/15	5
Rodd	01/21/15	01/21/15	1
Belkin	02/16/15	02/17/15	2
Kenyon	02/17/15	02/18/15	2
Iqbal	02/24/15	02/24/15	1
Rubin	02/20/15	03/02/15	11
Peterson	02/09/15	02/12/15	4