

Notice of Outreach and Communications Committee Teleconference Meeting & Agenda

The Board of Psychology will hold an Outreach and Communications Committee Meeting via teleconference

NOTE: Pursuant to the provisions of Governor Gavin Newsom's Executive Order N-08-21, dated June 11, 2021, neither Committee member locations nor a public meeting location is provided. Public participation may be through teleconferencing as provided below. If you have trouble getting on the call to listen or participate, please call 916-574-7720.

Important Notice to the Public: The Board of Psychology will hold a public meeting via WebEx Events. To participate in the WebEx meeting, please log on to this website the day of the meeting:

<https://dca-meetings.webex.com/dca-meetings/j.php?MTID=m1ba11749df9c7d204cc63f2f2f96313a>

If joining using the link above:

Event number: 146 332 2965

Event password: BOP09232021

If calling in by phone:

+1-415-655-0001 (US Toll)

Access code: 146 332 2965, followed by #

Passcode: 26709232, followed by #

Instructions to connect to the meeting can be found at the end of this agenda. Due to potential technical difficulties, please consider submitting written comments by Friday, September 18, 2021, to bopmail@dca.ca.gov for consideration.

All agenda items are subject to action being taken on them during the meeting by the Committee at its discretion.

Committee Members

Lea Tate, PsyD, Chair

Ana Rescate

Shacunda Rodgers, PhD

Legal Counsel

Rebecca Bon

Board Staff

Antonette Sorrick, Executive Officer

Jonathan Burke, Assistant Executive Officer

Stephanie Cheung, Licensing Program Manager

Jason Glasspiegel, Central Services Manager

Sandra Monterrubio, Enforcement Program Manager

Cristina Rivera, Legislative and Regulatory Analyst

Sarah Proteau, Central Services Office Technician

Links to agenda items with attachments are available at www.psychology.ca.gov, prior to the meeting date.

Thursday, September 23, 2021

10:00 a.m. to – 1:00 p.m.

Unless noticed for a specific time, items may be heard at any time during the period of the Committee meeting.

The Committee welcomes and encourages public participation in its meetings. The public may take appropriate opportunities to comment on any issue before the Board at the time the item is heard. If public comment is not specifically requested, members of the public should feel free to request an opportunity to comment.

1. Call to Order/Roll Call/Establishment of a Quorum
2. Chairperson Welcome
3. Public Comment for Items not on the Agenda. Note: The Committee may not discuss or take action on any matter raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting [Government Code Sections 11125 and 11125.7(a)]
4. Approval of the Outreach and Education Committee Minutes: September 25, 2020
5. Strategic Plan Update
6. Social Media Update
7. Website Statistics Update
8. Update on Newsletter
9. Outreach Activities Update
10. Updates on Communications and/or Activities of the Association of State and Provincial Psychology Boards (ASPPB)
11. Discuss and Develop Plan to Update “For Your Peace of Mind – A Consumer’s Guide to Psychological Services”
12. Action - Digital Divide – How Does the Digital Divide Impact Access to Telehealth
 - a. Draft Survey Questions to Assess Barriers to Telehealth
 - b. Determine Next Steps

13. Recommendations for Agenda Items for Future Committee Meetings. Note: The Committee may not discuss or take action on any matter raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting [Government Code Sections 11125 and 11125.7(a)]

ADJOURNMENT

Except where noticed for a time certain, all times are approximate and subject to change. The meeting may be canceled or changed without notice. For verification, please check the Board's Web site at www.psychology.ca.gov, or call (916) 574-7720. Items may be taken out of order, tabled or held over to a subsequent meeting, for convenience, to accommodate speakers, or to maintain a quorum.

Meetings of the Board of Psychology are open to the public except when specifically noticed otherwise in accordance with the Open Meeting Act. The public may take appropriate opportunities to comment on any issue before the Board or its committees, at the time the item is heard, but the President or Committee Chair may, at his or her discretion, apportion available time among those who wish to speak. Board members who are present who are not members of the Committee may observe but may not participate or vote.

*The meeting is accessible to the physically disabled. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Antonette Sorrick, Executive Officer, at (916) 574-7720 or email bopmail@dca.ca.gov or send a written request addressed to **1625 N. Market Boulevard, Suite N-215, Sacramento, CA 95834**. Providing your request at least five (5) business days before the meeting will help ensure availability of the requested accommodation. Links to agenda items, with exhibits are available at www.psychology.ca.gov, prior to the meeting date.*

The goal of the Outreach and Communications Committee is to provide critical information to all Californians regarding the evolving practice of psychology, relevant and emerging issues in the field of psychology, and the work of the Board.

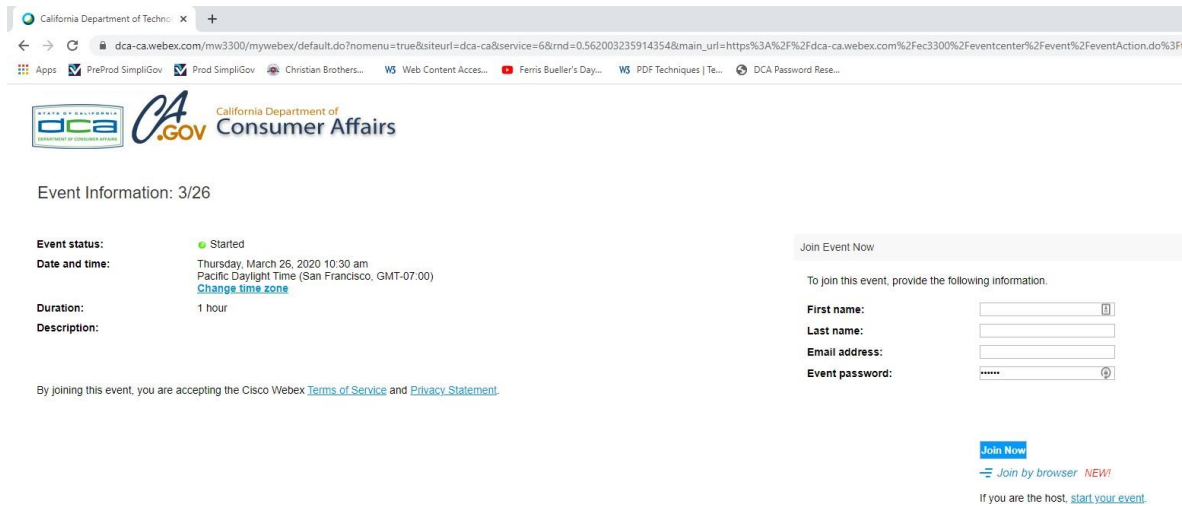
HOW TO – Join – DCA WebEx Event

The following contains instructions on how to join a WebEx event hosted by the Department of Consumer Affairs (DCA).

1. Navigate to the WebEx event link provided by the DCA entity (an example link is provided below for reference) via an internet browser.

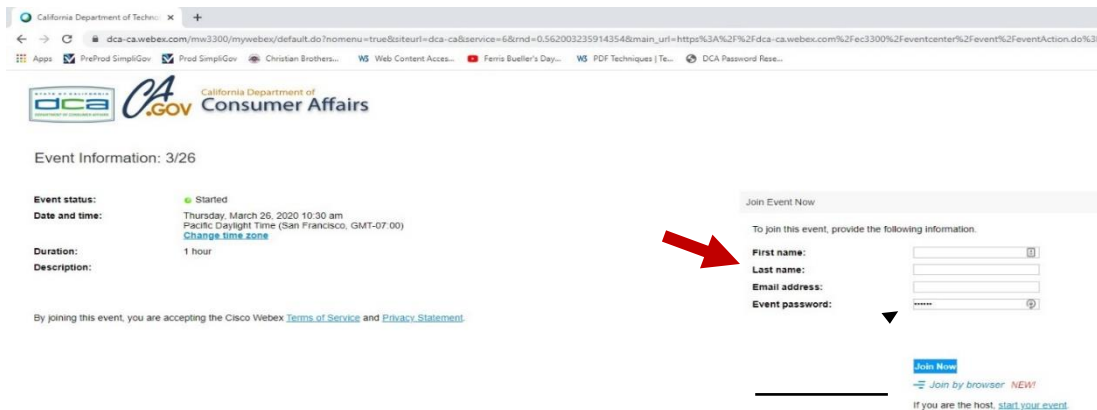
Example link:

<https://dca-ca.webex.com/dca-ca/onstage/g.php?MTID=eb0a73a251f0201d9d5ef3aaa9e978bb5>



2. The details of the event are presented on the left of the screen and the required information for you to complete is on the right.

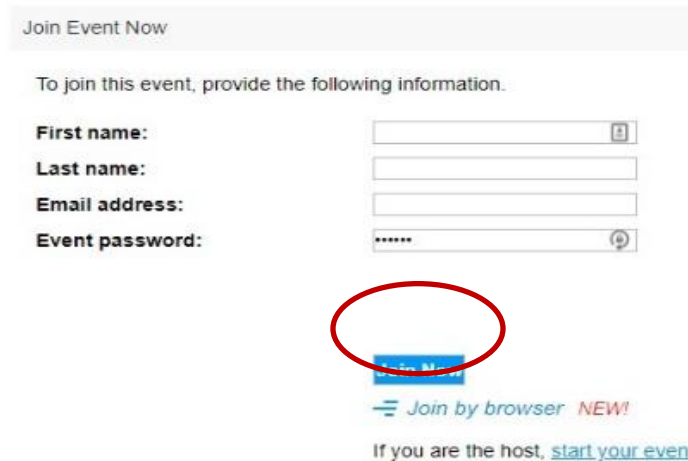
NOTE: If there is a potential that you will participate in this event during a Public Comment period, you must identify yourself in a manner that the event Host can then identify your line and unmute it so the event participants can hear your public comment. The 'First name', 'Last name' and 'Email address' fields do not need to reflect your identity. The department will use the name or moniker you provide here to identify your communication line should you participate during public comment.



HOW TO – Join – DCA WebEx Event

3. Click the 'Join Now' button.

NOTE: The event password will be entered automatically. If you alter the password by accident, close the browser and click the event link provided again.



Join Event Now

To join this event, provide the following information.

First name:

Last name:

Email address:

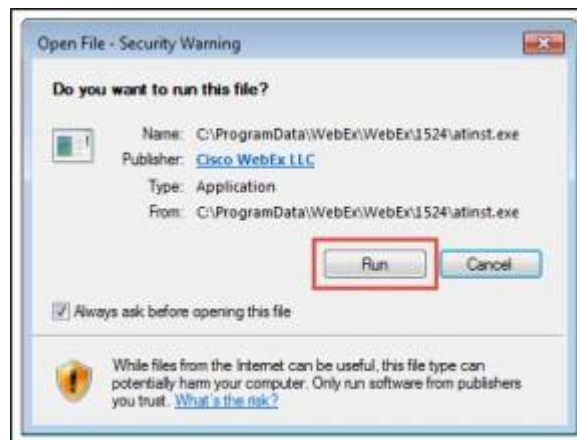
Event password:

Join Now

[Join by browser](#) **NEW!**

If you are the host, [start your event.](#)

4. If you do not have the WebEx applet installed for your browser, a new window may open, so make sure your pop-up blocker is disabled. You may see a window asking you to open or run new software. Click 'Run'.



Depending on your computer's settings, you may be blocked from running the necessary software. If this is the case, click 'Cancel' and return to the browser tab that looks like the window below. You can bypass the above process.

HOW TO – Join – DCA WebEx Event

- To bypass step 4, click 'Run a temporary application'.

Starting Webex...



Still having trouble? [Run a temporary application](#) to join this meeting immediately.

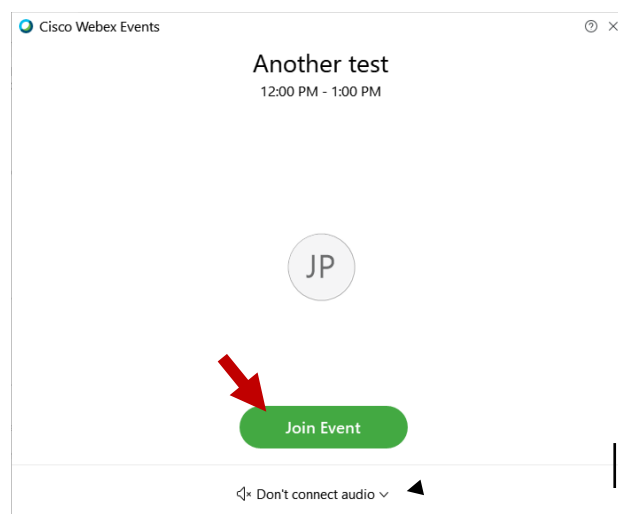
- A dialog box will appear at the bottom of the page, click 'Run'.



The temporary software will run, and the meeting window will open.

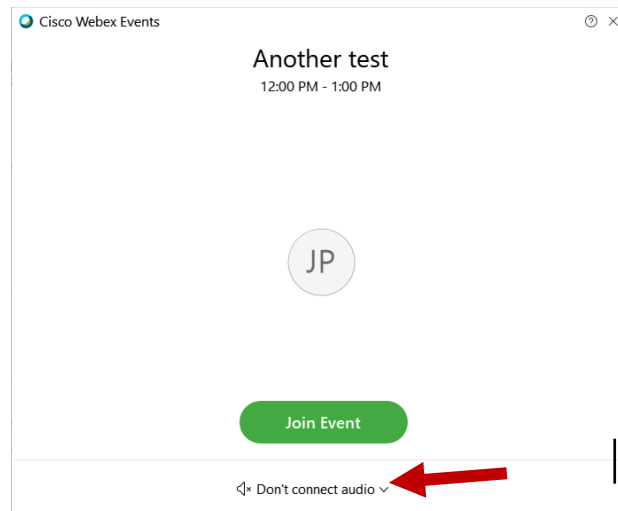
NOTE: The preferred audio connection to our event is via telephone conference or headset. Use of an open microphone and speakers through your computer could result in issue with audio clarity and potential feedback/echo.

- If using a headset plugged into your computer, click the 'Join Event' button.

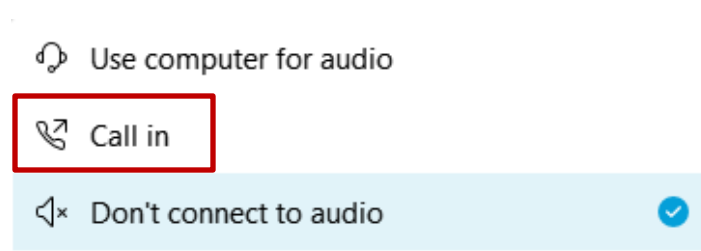


HOW TO – Join – DCA WebEx Event

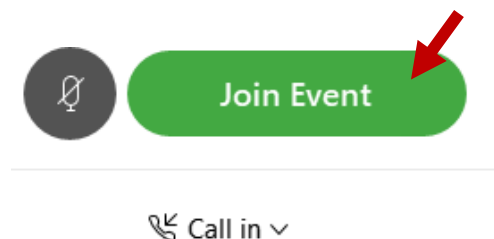
8. If using teleconference via your phone for audio, click the audio menu below the green 'Join Event' button.



9. When the audio menu appears click 'Call in'.

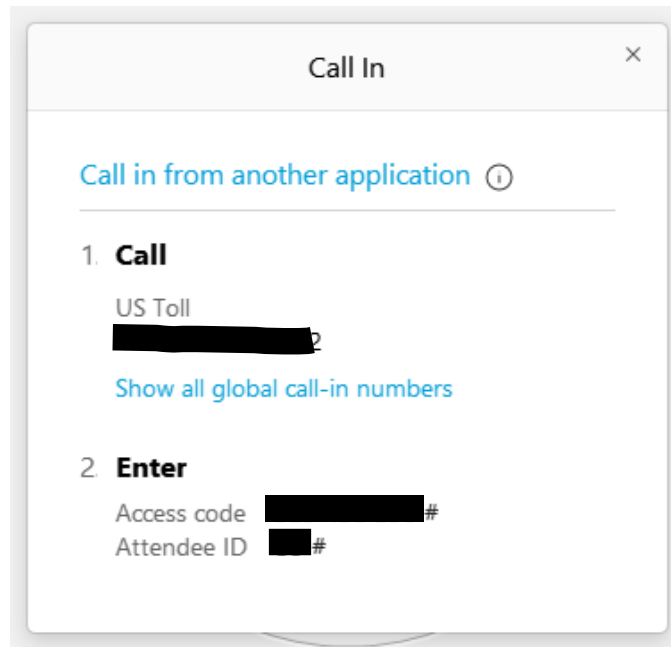


10. Click 'Join Event'. The audio conference call in information will be available after you join the Event.



HOW TO – Join – DCA WebEx Event

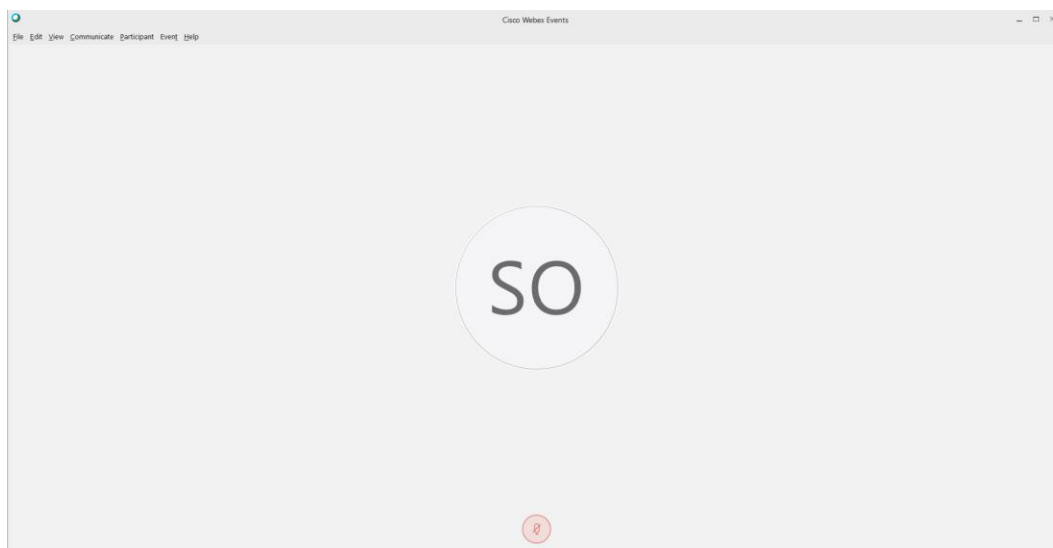
11. Call into the audio conference with the details provided.



NOTE: The audio conference is the preferred method. Using your computer's microphone and speakers is not recommended.

Once you successfully call into the audio conference with the information provided, your screen will look like the screen below and you have joined the event.

Congratulations!

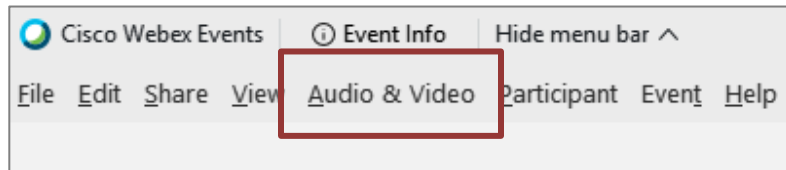


NOTE: Your audio line is muted and can only be unmuted by the event host.

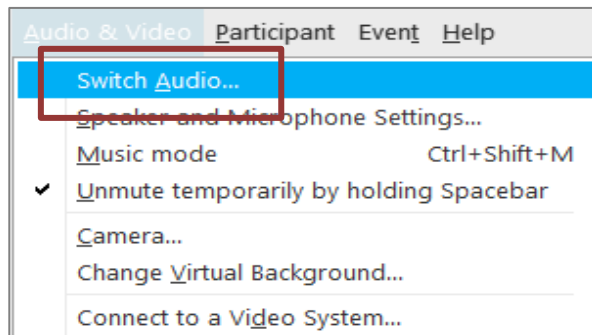
Selecting Audio Connection After Joining

If you join the meeting using your computer's microphone and audio, or you didn't connect audio at all, you can still set that up while you are in the meeting.

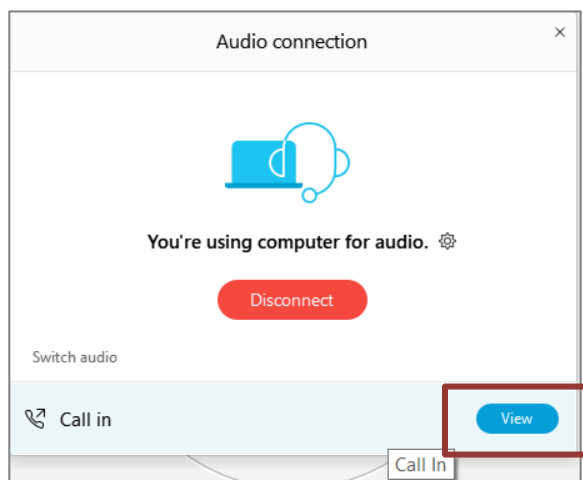
1. Select 'Audio & Video' from the menu bar at the top of your screen.



2. Select "Switch Audio" from the drop-down menu.



3. The 'Call In' information can be displayed by selecting 'View'



You will then be presented the dial in information for you to call in from any phone.

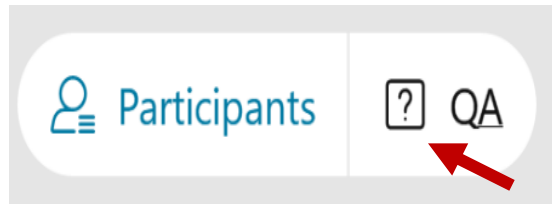
HOW TO – Join – DCA WebEx Event

Participating During a Public Comment Period

At certain times during the event, the facilitator may call for public comment.

Using the Question & Answer feature (Q&A):

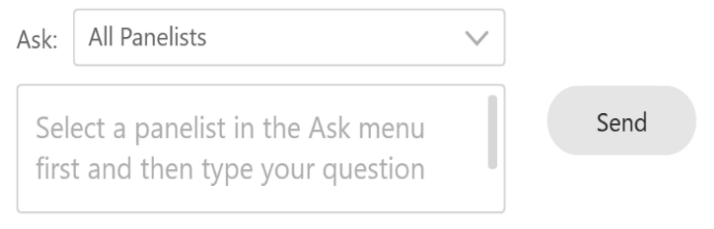
If you would like to make a public comment, click on the 'Q and A' button near the bottom, center of your WebEx session.



This will bring up the 'Q and A' chat box.

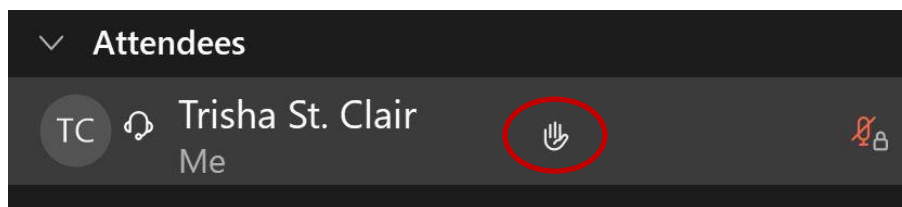
NOTE: The 'Q and A' button will only be available when the event host opens it during a public comment period.

Make sure the 'Ask' menu is set to 'All panelists' and type 'I would like to make a public comment'.



Using the hand raise feature:

If the program elects to allow use of the hand raise feature and you would like to make a public comment, click on the hand icon next to your name.

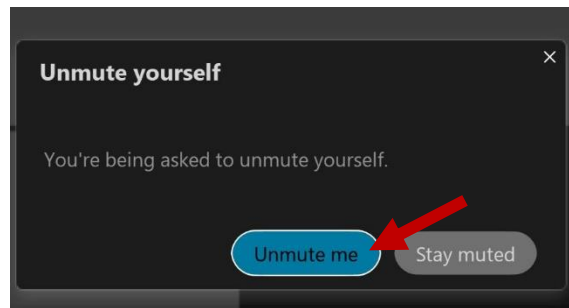


Please click on the hand icon again once your comment has been presented to lower your hand.

HOW TO – Join – DCA WebEx Event

Attendee lines will be unmuted in the order the requests were received, and you will be allowed to present public comment.

When you are identified as the next commenter, the moderator will unmute your line, sending you a request to unmute yourself. Clicking “unmute me” on the pop-up window will open your microphone. You may then begin providing your public comment.



NOTE: Your line will be muted at the end of the allotted public comment duration. You will be given a warning that your time is about to expire.

MEMORANDUM

DATE	September 3, 2021
TO	Outreach and Communications Committee Members
FROM	Antonette Sorrick, Executive Officer
SUBJECT	Strategic Plan Action Plan Update: Agenda Item 5

Background:

The Board convened for Strategic Planning on December 3-4, 2018. The Board ratified the 2019-2023 Strategic Plan (Plan) at the February 2019 Board Meeting.

Attachment:

Strategic Plan Action Plan

Action Requested:

No action required.



**BOARD OF
PSYCHOLOGY**
Action Plan 2019-2023

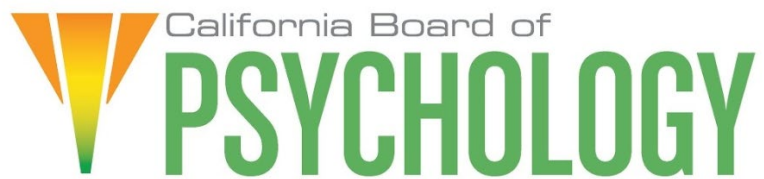


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Board of Psychology of California Members

Stephen Phillips, JD, PsyD (President)

Seyron Foo, Public Member (Vice President)

Lucille Acquaye-Baddoo, Public Member

Alita Bernal, Public Member

Marisela Cervantes, Public Member

Sheryll Casuga, PsyD

Jacqueline Horn, PhD

Mary Harb Sheets, PhD

Lea Tate, PsyD

Gavin Newsom, Governor

Alexis Podesta, Secretary, Business, Consumer Services, and Housing Agency

Chris Shultz, Chief Deputy Director, Department of Consumer Affairs

Antonette Sorrick, Executive Officer

Jeffrey Thomas, Assistant Executive Officer

About the Board

The California Board of Psychology dates back to 1958 when the first psychologists were certified in the state. The Board of Psychology is one of 30 regulatory entities which fall under the organizational structure of the Department of Consumer Affairs. Historically, the Board has been closely affiliated with the Medical Board of California.

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. The five licensed members and two public members are appointed by the Governor. One public member is appointed by the Senate Rules Committee, and one public member is appointed by the Speaker of the Assembly. Public members cannot be licensed by the Board of Psychology or by any other Department of Consumer Affairs healing arts board.

The Board's executive officer is appointed by the Board to ensure that the Board functions efficiently and serves solely in the interests of the consumers of psychological services in the State of California.

The Board of Psychology is funded totally through license, application, and examination fees. The Board receives absolutely no tax money from the general Revenue Fund of the State of California.

The Board of Psychology exists solely to serve the public by:

- Protecting the health, safety, and welfare of consumers of psychological services with integrity honesty, and efficiency;
- Advocating the highest principles of professional psychological practice;
- Empowering the consumer through education on licensee/registrant disciplinary actions and through providing the best available information on current trends in psychological service options.

Who Does the Board Regulate?

- Licensed psychologists may practice independently in any private or public setting.
- Psychological assistants must possess a qualifying master's degree and are registered to a licensed psychologist or to a board-certified psychiatrist as employees who may provide limited psychological services to the public under the direct supervision of the psychologist or psychiatrist to whom they are registered.
- Registered psychologists must possess a doctoral degree which meets licensure requirements and possess at least 1,500 hours of qualifying supervised professional experience.

- Registered psychologists are registered to engage in psychological activities at nonprofit community agencies that receive a minimum of 25% of their funding from some governmental source. Registered psychologists may not engage in psychological activities outside the approved nonprofit community agency where they are registered.

How Does the Board Accomplish Its Mission?

The Board accomplishes its mission by working to ensure that psychologists provide consumers appropriate and ethical psychological services and do not exploit consumers by abusing the power advantage inherent in any psychotherapeutic relationship. The Board also works to ensure that:

- Those entering the profession of psychology possess minimal competency to practice psychology independently and safely. This is achieved by requiring candidates for a license to possess an appropriate doctorate degree from an approved or accredited university and by requiring the completion of a minimum of 3,000 hours of supervised professional experience. Each license applicant must also pass a national written examination and a California examination. In addition, in order to renew a license, a psychologist must complete 36 hours of approved continuing education every two years.
- The Board's enforcement efforts are focused on protecting a vulnerable consumer population from exploitative, unscrupulous, and/or otherwise incompetent licensed psychologists.

Mission, Vision, and Values

Mission

The Board of Psychology protects consumers of psychological services by licensing psychologists, regulating the practice of psychology, and supporting the evolution of the profession.

Vision

A healthy California where our diverse communities enjoy the benefits of the highest standard of psychological services.

Values

Transparency

Integrity

Fairness

Responsiveness

Professionalism

Strategic Goal Areas

Goal 1: Licensing

The Board of Psychology (Board) establishes pathways to obtain and maintain a license to provide psychological services in California.

Goal 2: Continuing Professional Development

The Board ensures that licensees maintain competency to practice psychology in California.

Goal 3: Policy and Advocacy

The Board advocates for statutes and develops regulations that provide for the protection of consumer health and safety.

Goal 4: Enforcement

The Board investigates complaints and enforces the laws governing the practice of psychology in California.

Goal 5: Outreach and Education

The Board engages, informs, and educates consumers, licensees, students, and other stakeholders about the practice of psychology and the laws that govern it.

Goal 6: Board Operations

The Board Members and Staff work together to maintain the resources necessary to implement the Board's mission and meet its goals.

Acronyms

AEO – Assistant Executive Officer

CE – Continuing Education

CERC – Continuing Education and Renewals Coordinator

CPD – Continuing Professional Development

CSC – Central Services Coordinator

CSM – Central Services Manager

DCA – Department of Consumer Affairs

DOI – Department of Investigation

EO – Executive Officer

EPM – Enforcement Program Manager

LBC – Licensing and BreEZe coordinator

LM – Licensing Manager

OAG – Office of the Attorney General

OAH – Office of Administrative Hearings

OCM – Organizational Change Management

OCC – Outreach and Communication Committee

Goal 1: Licensing

1.1 Implement electronic submission of application and renewal processes to reduce paper and administrative costs.

Start Date: Q2 2019		End Date: Q4 2023	
Success Measure: Increase percentage of applications received online.			
Major Tasks	Responsible Party	Completion Date	Status
Conduct organizational change management process to review application and renewal procedures for paper lite in both Central Services and Licensing Units.	CSM and LM	Q2 2019	Q1 2022
Implement recommendations from OCM.*	LBC and CERC	Q2 2020	Q2 2022
Outreach and education regarding paper lite processes.	All Staff	Q2 2020 (ongoing)	Q3 2022

1.2 Examine reliability and accuracy of license application and renewal data to reduce unnecessary and duplicative requests to licensees.

Start Date: Q2 2019		End Date: Q1 2021	
Success Measure: Decrease unnecessary and duplicative requests.			
Major Tasks	Responsible Party	Completion Date	Status
Collaborate with OCM to address issue.	CSM and LM	Q2 2019	Q1 2021
Implement recommendations from OCM.*	BC and CERC	Q1 2021	Q2 2022

*Implementation includes training

1.3 Implement the “Pathways to Licensure” as approved by the Board to reduce barriers to licensure, eliminate confusion, and streamline the process.

Start Date: Q4 2019		End Date: Q3 2023	
Success Measure: Decrease in phone calls and emails regarding the licensure process and processing times.			
Major Tasks	Responsible Party	Completion Date	Status
Draft legislative proposals 1 Substantive changes 2 Non-substantive changes	CSM	Q4 2019	Completed
Create advisories to applicants, licensees and supervisors regarding statutory changes.	CSC and LBC	Q1 2021	Q4 2021
Implement statutory changes.*	CSC and LBC	Q1 2021	Q1 2022
Draft regulatory proposal.	LM and AEO	Q3 2021	Q2 2022
Create advisories to applicants, licensees and supervisors regarding regulatory changes.	CSC and LBC	Q3 2023	Q3 2023
Implement regulatory changes.*	CSC and LBC	Q3 2023	Q3 2023

1.4 Create an online system to check application process for applicants to easily check their application or renewal status.

Start Date: Q1 2022		End Date: Q1 2023 (ongoing)	
Success Measure: Increase applicant and licensee autonomy regarding the application status.			
Major Tasks	Responsible Party	Completion Date	Status
Identify BreEZe enhancements.	LBC and CERC	Q1 2022	On Schedule
Request BreEZe enhancements.	LBC and CERC	Q2 2022	On Schedule
Educate licensees and applicants regarding new functionality.	Licensing and Central Services Staff	Q1 2023 (ongoing)	On Schedule

1.5 Establish and implement a plan to improve responsiveness to address stakeholder concerns.

Start Date: Q2 2019		End Date: Q3 2023	
Success Measure: Improved accessibility to staff and customer service for stakeholders.			
Major Tasks	Responsible Party	Completion Date	Status
Process improvement through OCM, Pathways to Licensure, and BreEZe enhancements to make staff more accessible to stakeholders.	All Staff	Q3 2023 (ongoing)	On Schedule

1.6 Implement retired status regulations and ensure Board staff and licensees are educated about the new requirements to provide licensees an additional option.

Start Date: Q2 2021		End Date: Q4 2021	
Success Measure: The number of licensees using the retired status option.			
Major Tasks	Responsible Party	Completion Date	Status
Identify and request BreEZe enhancements.	LBC and CSC	Q2 2021	Q4 2022
Implement retired status regulations.*	CSM	Q4 2021	Q4 2022
Train Central Services staff on new regulations.	CSM	Q4 2021	Q4 2022
Outreach and education to licensees regarding the new status.	Central Services Staff	Q4 2021	Q4 2022

Goal 2: Continuing Professional Development

2.1 Implement licensed Board member Continuing Professional Development (CPD) audits each license renewal cycle for transparency.

Start Date: Q1 2019		End Date: Q4 2023	
Success Measure: Increased transparency for Board member CPD compliance.			
Major Tasks	Responsible Party	Completion Date	Status
Conduct audits for Board members.*	CERC	Ongoing	On Schedule

*Add this to New Board Member orientation

2.2 Create a media presentation for Continuing Education/Continuing Professional Development process to improve clarity, reduce confusion, and increase stakeholder satisfaction.

Start Date: Q4 2020		End Date: Q1 2021	
Success Measure: Number of YouTube views.			
Major Tasks	Responsible Party	Completion Date	Status
Create presentation.	CERC and AEO	Q4 2020	Q1 2022
Post presentation on YouTube.	CERC	Q1 2021	Q1 2022

2.3 Create a web page that links to American Psychological Association, California Psychological Association, Accreditation Council for Continuing Medical Education, Association of Black Psychologists, and their approved providers to assist licensees in selecting available CE courses.

Start Date: Q2 2019		End Date: Q2 2019	
Success Measure: Links are accessible to licensees on Board's website.			
Major Tasks	Responsible Party	Completion Date	Status
Create and maintain web page.	CERC	Q2 2019	Completed
Outreach and education to licensees regarding the new web page.	CERC	Q2 2019 (ongoing)	Completed

2.4 Implement Continuing Professional Development regulations and ensure Board staff and licensees are educated about the new requirements to broaden licensees' opportunities to maintain professional competence.

Start Date: Q1 2020		End Date: Q1 2021	
Success Measure: Additional opportunities to maintain competence.			
Major Tasks	Responsible Party	Completion Date	Status
Identify and request BreEZe enhancements.	LBC and CERC	Q1 2020	Q1 2022
Implement CPD regulations.	CERC	Q1 2021	Q1 2022
Train Central Services staff on new regulations.	CERC	Q4 2020	Q1 2022
Outreach and education to licensees regarding the new CPD regulations.	Central Services Staff	Q4 2020	Q1 2022

Goal 3: Policy and Advocacy

3.1 Conduct landscape analysis of potential partners for legislative advocacy to implement the Board's mission and meet its goals.

Start Date: Q4 2021		End Date: Q1 2022	
Success Measure: More effective advocacy for legislative goals.			
Major Tasks	Responsible Party	Completion Date	Status
Conduct analysis to identify groups in various areas of interest.	EO and CSM	Q4 2021	Q1 2022
Utilize partnerships to assist the Board in meeting its legislative goals.	CSM and CSC	Q1 2022	On Schedule

3.2 Increase the effectiveness of communication regarding the Board's legislative efforts to help stakeholders understand the policy priorities of the Board.

Start Date: Q3 2022		End Date: Q1 2023	
Success Measure: Additional communication tools put in place.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate current communication modalities.	EO and CSM	Q3 2022	On Schedule
Identify more effective communication tools.	EO and CSM	Q4 2022	On Schedule
Implement identified communication tools.	CSC	Q1 2023	On Schedule

3.3 Implement telepsychology regulations and ensure Board staff and licensees are educated about the new regulations to allow licensees to incorporate technology into their practices.

Start Date: Q2 2020		End Date: Q2 2020	
Success Measure: The availability of information on the new regulations to staff and licensees.			
Major Tasks	Responsible Party	Completion Date	Status
Train all staff on new regulations.	AEO	Q2 2020	Completed
Outreach and education to licensees regarding the new regulations.	All Staff	Q2 2020	Completed
Create advisory for licensees	CSC/CERC	Q2 2020	Completed

Goal 4: Enforcement

4.1 Develop and implement effective communication process from open to close of a case to better inform complainants and respondents.

Start Date: Q2 2021		End Date: Q4 2021	
Success Measure: More effective communication.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate current communication tools to complainants and respondents.	Enforcement Staff	Q2 2021	Completed
Identify more effective communication tools.	Enforcement Staff	Q3 2021	Completed
Implement identified communication tools.*	Enforcement Staff	Q4 2021	Completed

* Communication tools include acknowledgement, subject letter, and flow chart

4.2 Educate licensees and consumers about the enforcement process to clarify for stakeholders the roles and responsibilities in the decision-making process.

Start Date: Q1 2022		End Date: Q3 2022	
Success Measure: The availability of information on the enforcement process to stakeholders.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate the enforcement page on the Board's website.	Enforcement Staff	Q1 2022	On Schedule
Identify areas for improvement.	EPM	Q2 2022	On Schedule
Develop and publish a fact sheet regarding roles and responsibilities of the different government entities* involved in the decision-making process.	EPM	Q3 2022	On Schedule

*Government entities include the Board, DCA, DOI, OAG, and OAH

4.3 Support DCA's efforts to recruit and maintain investigative staff and resources to reduce investigative timeframes.

Start Date: Q1 2019	End Date: Q1 2019		
Success Measure: Additional investigative staff.			
Major Tasks	Responsible Party	Completion Date	Status
Advocate for additional investigative staff.	EO	Q1 2019	Completed

4.4 Complete review of the Board’s existing and proposed enforcement statutes and regulations for clarity, cohesiveness, and effectiveness.

Start Date: Q4 2019		End Date: Q4 2023	
Success Measure: Enforcement laws are more clear, cohesive and effective.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate existing statutes and regulations.	Enforcement Staff	Q4 2019	Completed
Identify amendments and additions to statues and regulations.	Enforcement Staff	Q2 2020	Q4 2021
Draft legislative proposal.	EPM and CSM	Q4 2020	Q4 2021
Create advisories to stakeholders regarding statutory changes.	CSC and EPM	Q1 2022	Q1 2023
Implement statutory changes.	Enforcement Staff	Q1 2022	Q1 2023
Draft regulatory proposal.	EPM	Q2 2022	Q1 2023
Create advisories to stakeholders regarding regulatory changes.	CSC and EPM	Q4 2023	Q4 2023
Implement regulatory changes.	Enforcement Staff	Q4 2023	Q4 2023

4.5 Evaluate internal policies and procedures related to evolving enforcement issues, such as child custody evaluations, to ensure a fair and equitable process.

Start Date: Q3 2019		End Date: Q2 2021	
Success Measure: Enforcement processes evaluated.			
Major Tasks	Responsible Party	Completion Date	Status
Collaborate with OCM to evaluate current processes.	Enforcement Staff	Q3 2019	Q4 2021
Implement recommendations from OCM.	Enforcement Staff	Q2 2021	Q1 2022

4.6 Increase pool of qualified enforcement subject matter experts to ensure effective and fair enforcement proceedings.

Start Date: Q3 2020		End Date: Q1 2021	
Success Measure: Larger pool of qualified experts.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate recruitment tools for subject matter experts.	EO and EPM	Q3 2020	Q1 2022
Identify more effective recruitment tools.	EO and EPM	Q4 2020	Q2 2022
Implement identified recruitment tools.	Enforcement Staff	Q1 2021	Q2 2022

Goal 5: Outreach and Education

5.1 Expand current communication plan and collaborate with entities that work with consumers to increase community outreach.

Start Date: Q2 2022		End Date: Q4 2023	
Success Measure: More effective communication plan.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate current plan.	EO and CSM	Q2 2022	On Schedule
Identify entities that work with consumers.	EO and CSM	Q3 2022	On Schedule
Identify necessary amendments to plan.	EO and CSM	Q3 2023	On Schedule
Implement new plan.	CSM	Q4 2023	On Schedule

5.2 Update instructional videos regarding licensing application to better inform stakeholders.

Start Date: Q1 2020		End Date: Q3 2021	
Success Measure: Availability of instructional videos.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate current videos.	Licensing Staff	Q1 2020	Q4 2022
Identify need for updating existing videos.	Licensing Staff	Q1 2020	Q4 2022
Identify need for additional videos.	LM	Q2 2020	Q4 2022
Work with Office of Public Affairs to produce videos.	LM	Q4 2020	Q1 2023
Outreach and education regarding availability of videos.	Licensing Staff	Q3 2021	Q4 2023

5.3 Increase Board engagement with schools, training programs, public events, and relevant professional organizations to raise awareness of the Board’s activities.

Start Date: Q1 2019		End Date: Q4 2023 (ongoing)	
Success Measure: Increase in number of outreach events attended.			
Major Tasks	Responsible Party	Completion Date	Status
Identify opportunities for outreach and education.	EO, AEO, CSM, LM, EPM	Q1 2019 (ongoing)	On Schedule
Participate in outreach activities.	All Staff	Ongoing	On Schedule

5.4 Analyze resources allocated to outreach and education to maximize outreach and education efforts.

Start Date: Q4 2019		End Date: Q4 2020	
Success Measure: Resource allocation analyzed.			
Major Tasks	Responsible Party	Completion Date	Status
Collaborate with OCM to address issue.	CSM	Q4 2019	BCP for Position Denied
Implement recommendations from OCM.	CSM	Q4 2020	N/A

5.5 Improve communication of the Board’s activities to interested parties list to expand understanding of the Board’s actions.

Start Date: Q4 2021		End Date: Q1 2023	
Success Measure: More effective communication of Board activities.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate current communication tools.	EO and CSM	Q4 2021	On Schedule
Identify need for additional communication tools.	EO, AEO, CSM, and CSC	Q4 2022	On Schedule
Implement necessary communication tools.	All Staff	Q1 2023	On Schedule

5.6 Review, update, and create informational publications to foster effective communication and reduce stakeholder confusion.

Start Date: Q1 2019		End Date: Q3 2023	
Success Measure: Relevant publications available to stakeholders.			
Major Tasks	Responsible Party	Completion Date	Status
Evaluate current publications.	All Staff	Q1 2019 (ongoing)	On Schedule
Identify need for updating existing publications.	All Staff	Q1 2022	On Schedule
Identify need for additional publications.	All Staff	Q2 2022	On Schedule
Work with Office of Publications, Design, & Editing to produce publications.	EO	Q3 2023	On Schedule
Outreach and education regarding availability of publications.	All Staff	Q3 2023	On Schedule

5.7 Develop campaign(s) to communicate what the Board is and what it does to promote a better understanding to specific stakeholders of the purpose, activities, and processes of the Board.

Start Date: Q2 2022		End Date: Q2 2023	
Success Measure: Increased stakeholder awareness of the Board.			
Major Tasks	Responsible Party	Completion Date	Status
Develop a campaign plan with the Outreach and Communication Committee (OCC).	EO, AEO, CSM, and OEC	Q2 2022	Q4 2022
Implement plan.	All Staff	Q2 2023	On Schedule

Goal 6: Board Operations

6.1 Strengthen internal culture of customer service to respond to consumers, applicants, and licensees of the Board.

Start Date: Q3 2019		End Date: Q3 2020	
Success Measure: Improved customer service.			
Major Tasks	Responsible Party	Completion Date	Status
Conduct analysis.	AEO	Q3 2019	Q4 2022
Utilize SOLID to implement changes identified by analysis to improve customer service.	EO, AEO, CSM, LM, and EPM	Q3 2020	Q1 2023

6.2 Collaborate with DCA to review internal processes and implement recommended improvements to better serve the stakeholders of the Board.

Start Date: Q1 2020		End Date: Q4 2023	
Success Measure: More effective and efficient internal processes.			
Major Tasks	Responsible Party	Completion Date	Status
Collaborate with OCM to review internal processes.	All Staff	Q1 2020	Q1 2022
Implement recommendations from OCM.	All Staff	Q4 2023	On Schedule

6.3 Advance transition to reduce the use of paper documents to promote environmental friendliness and reduce costs over time.

Start Date: Q1 2020		End Date: Q4 2023	
Success Measure: Reduction in the use of paper documents.			
Major Tasks	Responsible Party	Completion Date	Status
Collaborate with OCM to reduce paper processes.	All Staff	Q1 2020	Q1 2022
Implement recommendations from OCM.*	All Staff	Q4 2023	On Schedule

MEMORANDUM

DATE	September 7, 2021
TO	Outreach and Communications Committee
FROM	Jason Glasspiegel Central Services Coordinator
SUBJECT	Agenda Item #6: Social Media Update

Background:

- a) **Facebook:** <https://www.facebook.com/BoardofPsychology>

Total “Likes”: 727 (**For “Likes” over time, please see attached chart**)

Most popular post of 2021 so far:

8/17/2021 – Standards of Practice for Telehealth Regulation Advisory – 114 views, 20 “Post Clicks”, 1 “Like”.

- b) **Twitter:** <https://twitter.com/CABDofPsych>

Followers: 492 (**For Followers over time, please see attached chart**)

Following: 642

Total Tweets: 1,118

- c) **Board/Committee Meeting Webcast:**

2021

Board Meetings

August 27th Part 1 - 27 Views

August 24th Part 2 - 31 Views

May 21st Part 1 - 71 Views

May 21st Part 2 - 72 Views

April 2nd Part 1 - 49 Views

April 2nd Part 2 - 83 Views

February 18th Part 1 - 104 Views

February 18th Part 2 - 46 Views

February 19th - 61 Views

Legislative and Regulatory Affairs Committee

March 19th – 54 Views

June 11th – 23 Views

Licensure Committee

January 7th – 115 Views

July 16th – 38 Views

Telepsychology Committee

May 7th – 57 Views

2020

Board Meetings

November 19th Part 1 – 60 Views

November 19th Part 2 – 51 Views

November 20th Part 1 – 58 Views

November 20th Part 2 - 53 Views

July 9th Part 1 – 52 Views

July 9th Part 2 – 22 Views

July 10th – 27 Views

February 27th – 142 views

February 28th Part 1 – 137 views

February 28th Part 2 – 71 views

Legislative and Regulatory Affairs Committee

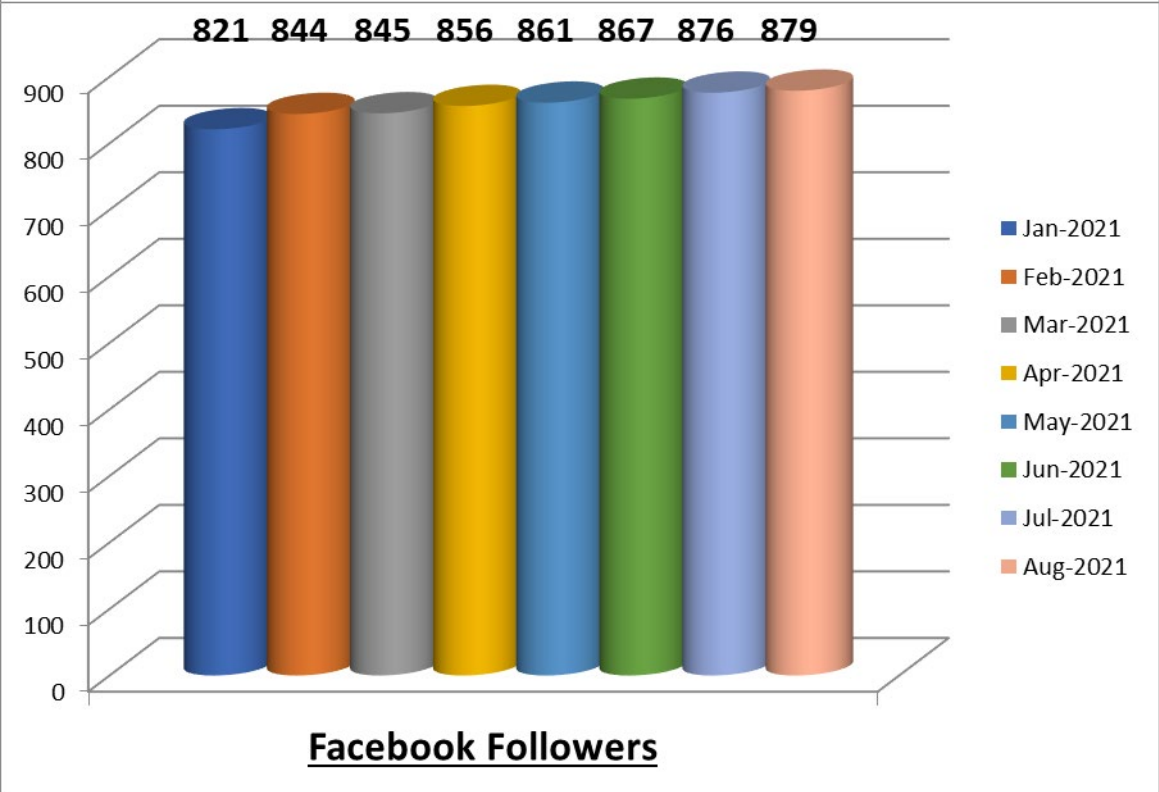
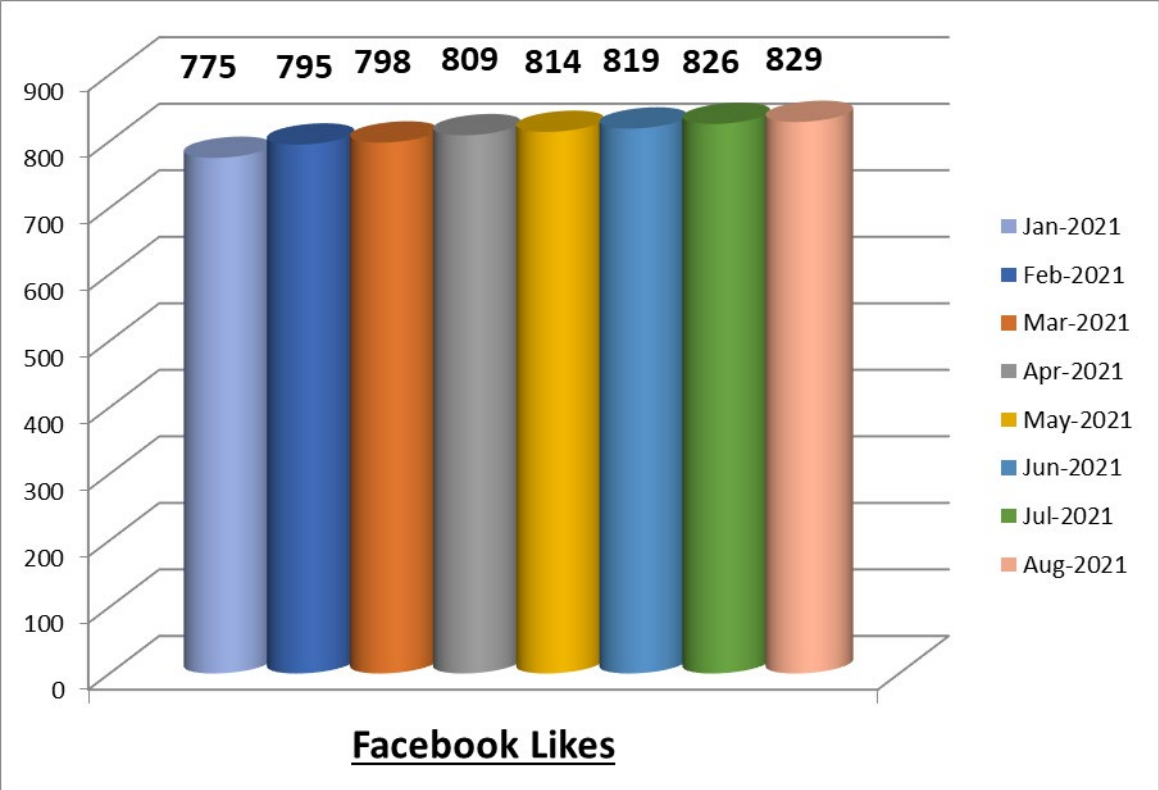
June 12, 2020 – 31 Views

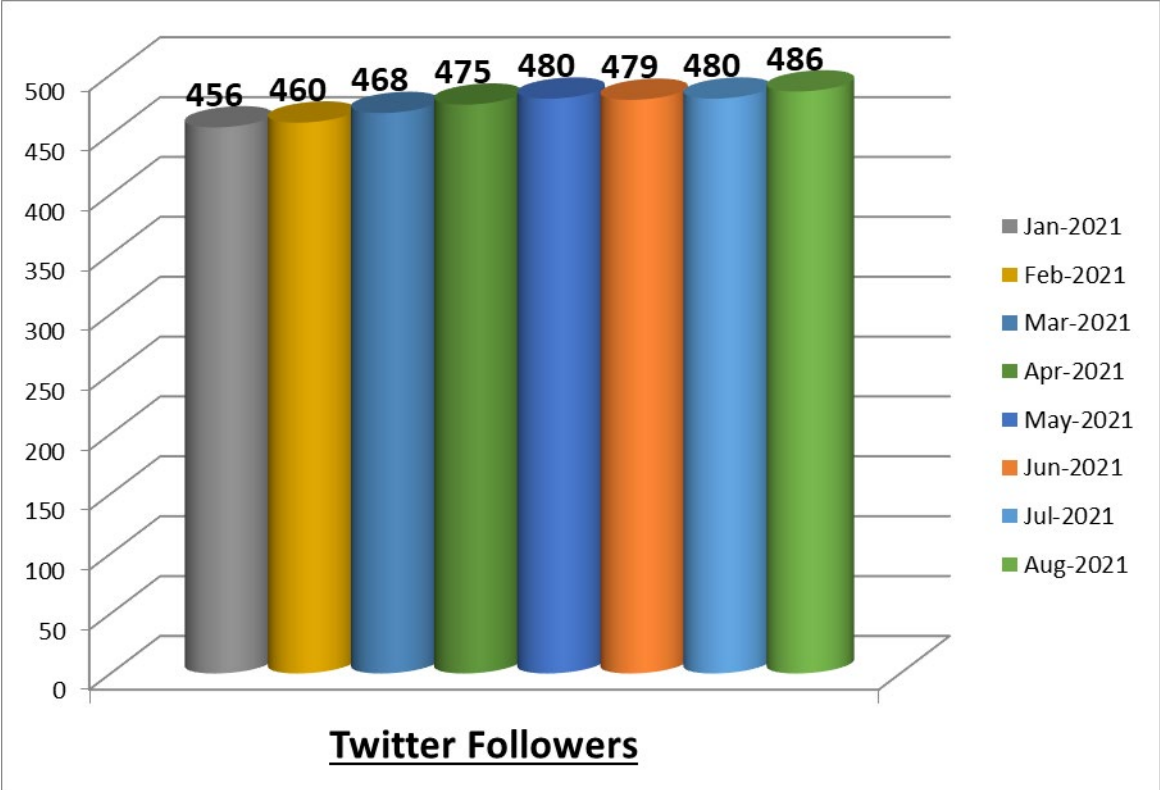
Outreach and Communications Committee

September 25, 2020 – 50 Views

Action Requested:

This item is for informational purposes only. No action is required.





MEMORANDUM

DATE	September 8, 2021
TO	Outreach and Communications Committee
FROM	Jason Glasspiegel Central Services Manager
SUBJECT	Agenda Item #7: Website Update

Website Background:

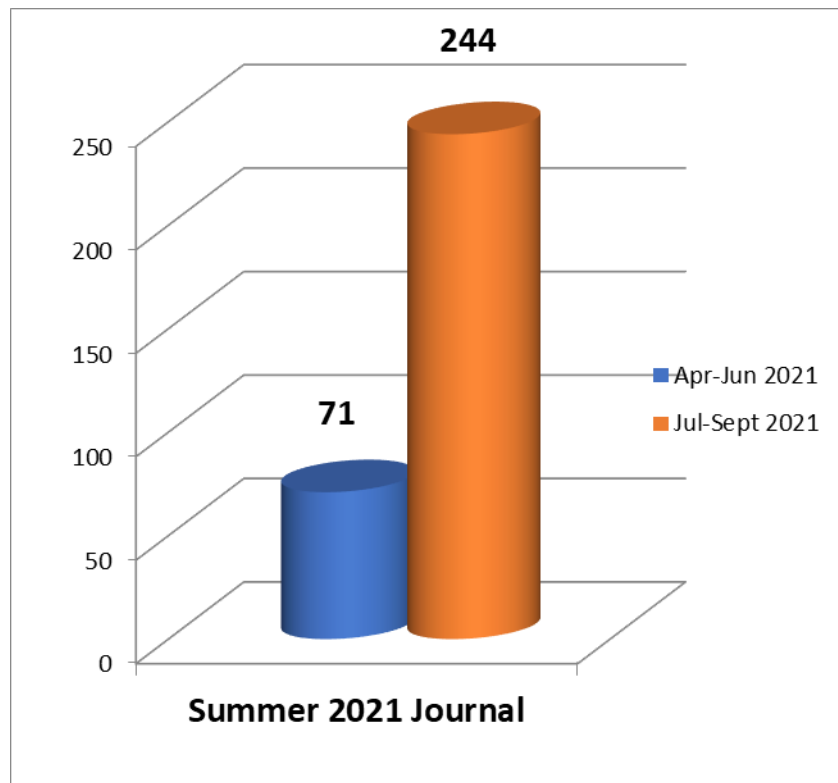
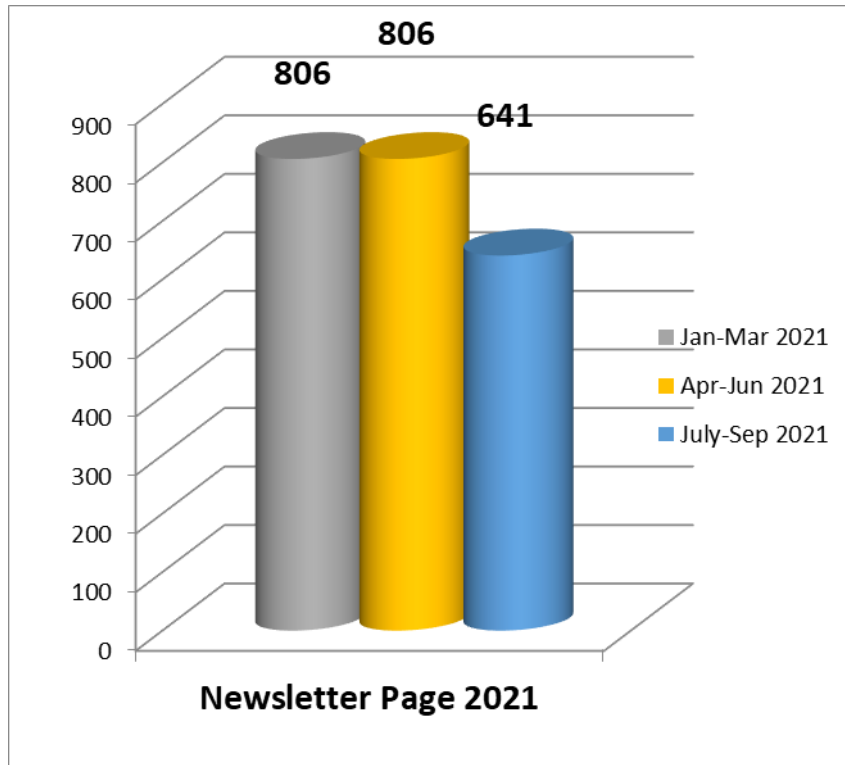
Website: www.psychology.ca.gov

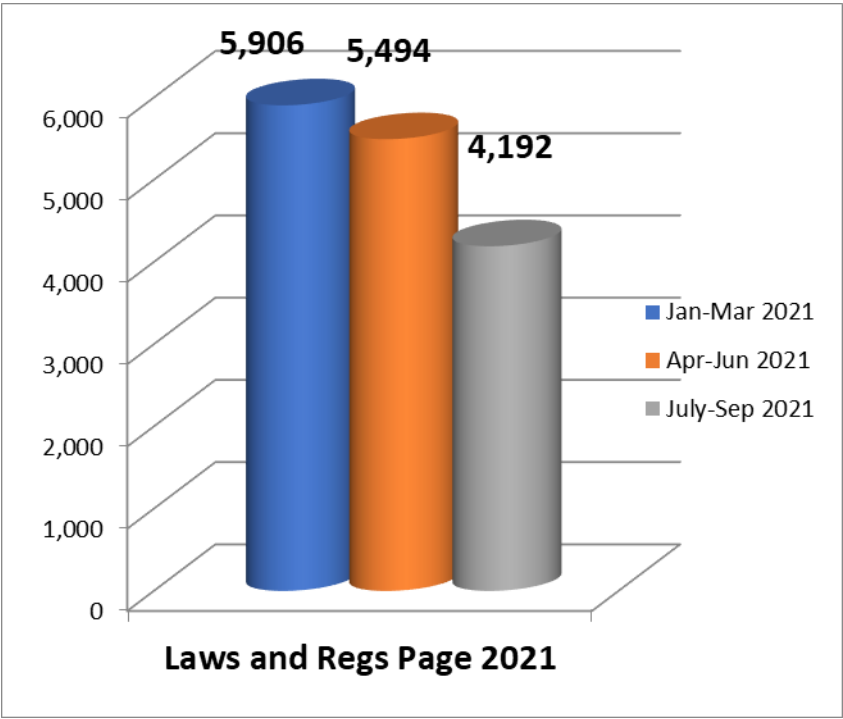
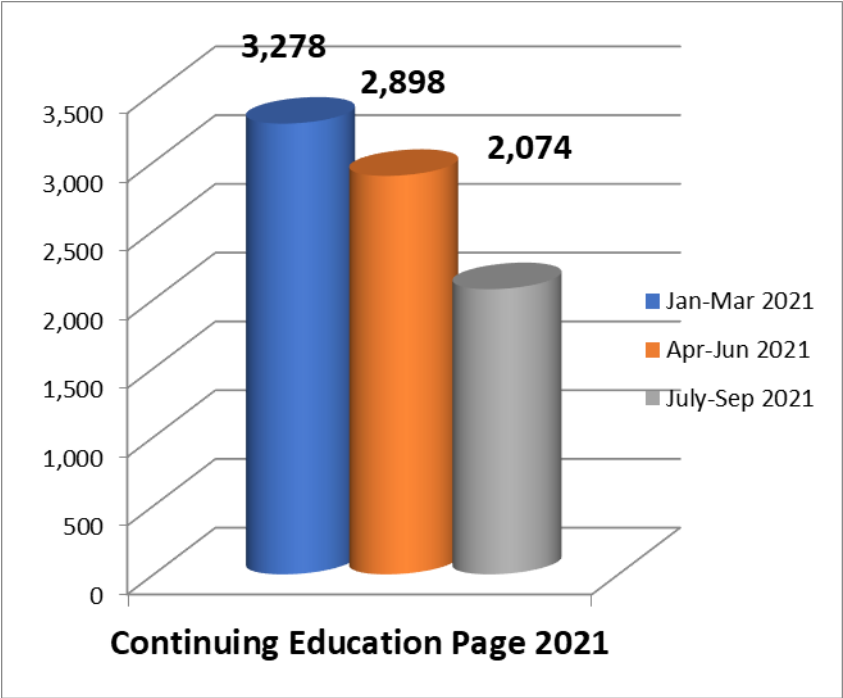
Below and on the following pages please find the top five web pages viewed between January 1, 2021 and September 8, 2021.

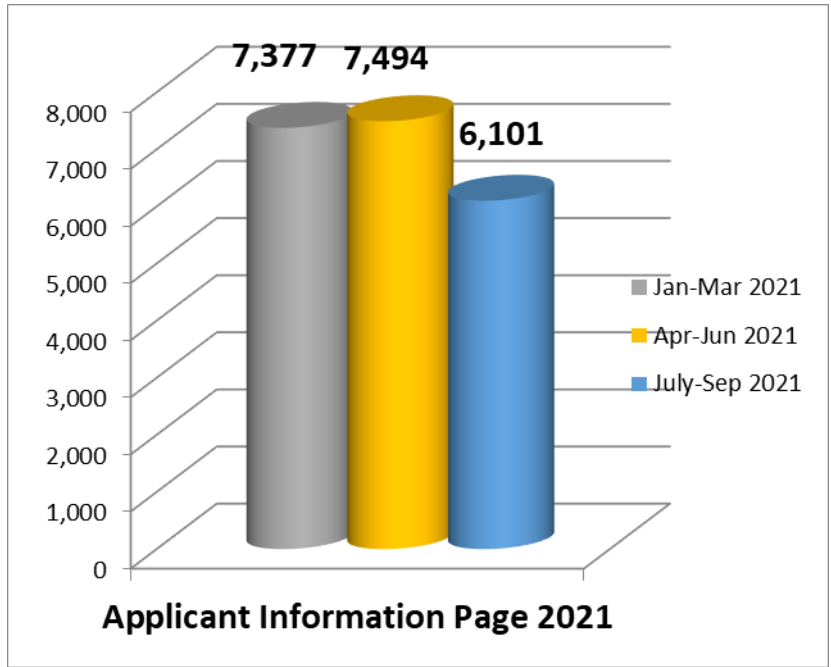
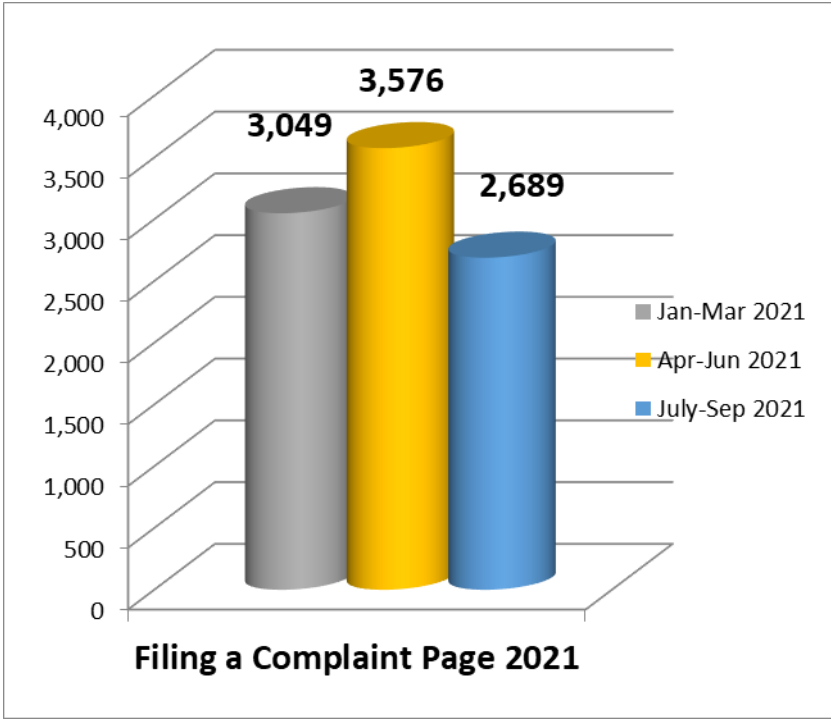
TOP FIVE PAGES	# OF VIEWS	CONTENT
/licensees/index.shtml	31,341	Licensee and Registrant Information Page
/applicants/psychologist.shtml	28,966	Psychologist Applicant Page
/about_us/breeze.shtml	23,850	BreEZe Online Services – First Time User Instructions
/applicants/index.shtml	20,925	Applicant Information Page
/applicants/licupdates.shtml	19,434	Application Processing Timeframes

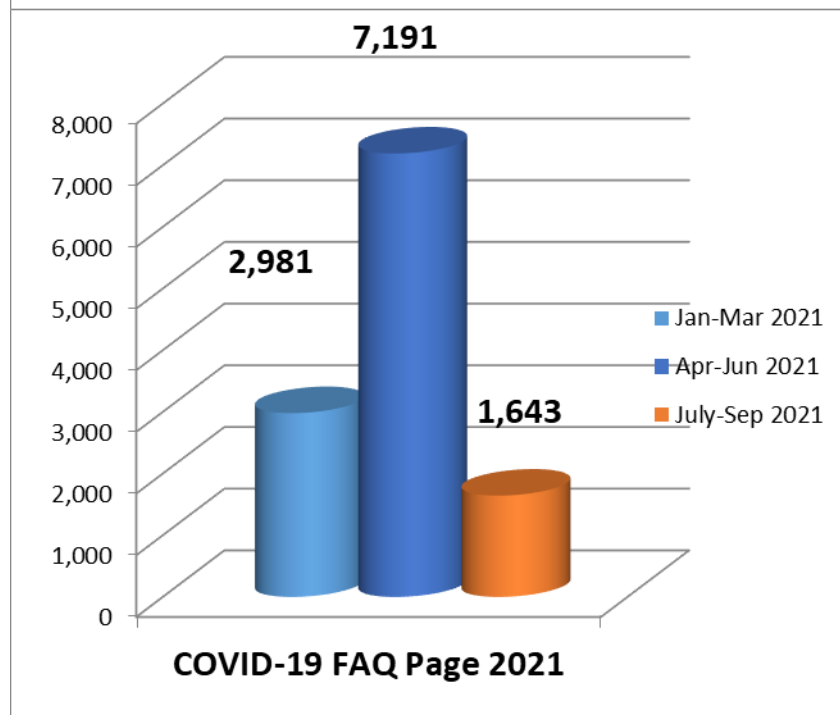
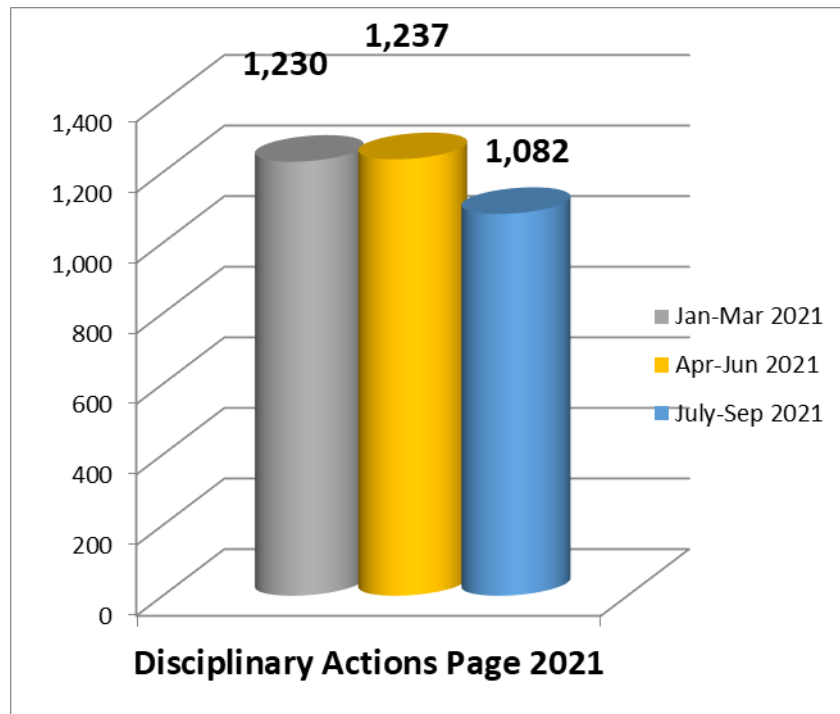
Below please find the 2021 viewings for the following pages by quarter (through September 8, 2021):

- Newsletter page
- Most Recent Newsletter
- Continuing Education Page
- Laws and Regulations Page
- Filing a Complaint Page
- Applicant Information Page
- Disciplinary Actions Page
- COVID-19 FAQ Page









Legislative Advisories

Views to Date

AB 2113 (Low), Refugees, asylees, and special immigrant visa, etc.	139
AB 2253 (Low), Professional Licensure	404
SB 1474 (BP&ED), Business and Professions	150
AB 1145 (Cristina Garcia) Child Abuse: Reportable Conduct, etc.	438
AB 1076 (Ting) – Criminal Records: Automatic Relief	560
SB 425 (Hill) Probationary Physician's and Surgeon's: Unprofessional Conduct.	195

SB 786 (BP&ED) – Healing Arts.	103
AB 2138 (Chiu) – Licensing Boards: Denial of Application (legislation)	459
AB 89 (Levine) – Psychologists: Suicide Prevention Training	17,767

Regulation Advisory

Standards of Practice for Telehealth Regulation Advisory	10,216
AB 2138 (Chiu) – Licensing Boards: Denial of Application (Regulation)	23
Verification of Experience Regulation	29,176
Uniform Standards, etc.	8,060
Filing of Addresses Regulation Advisory	10,272

Action Requested:

This item is for informational purposes only. No action is required.

MEMORANDUM

DATE	September 9, 2021
TO	Outreach and Communications Committee
FROM	Antonette Sorrick, Executive Officer
SUBJECT	Agenda Item 8: Newsletter

Background:

Attached is the Board's *Fall Journal*. The *Winter Journal* will go out in December 2021.

Action Requested:

This item is for informational purposes only. No action is required.

Journal

**** The California Department of Consumer Affairs, Board of Psychology Newsletter ****

IN THIS ISSUE:

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President's Message



Seyron Foo, Board of Psychology

As California makes its comeback from the pandemic, we continue to adapt to ever-changing local conditions to fulfill our mission to protect consumers of psychological services by licensing psychologists, regulating the practice of psychology, and supporting the evolution of the profession.

With the differing approaches that counties may be taking, the Board has provided a six-month grace period to allow the one-hour, face-to-face, direct, individual supervision to be conducted via a HIPAA-compliant video until January 1, 2022. The trainee should indicate the face-to-face was completed using [HIPAA-compliant technology](#) during the COVID-19 pandemic in the weekly log. This grace period will serve as a transitional period as various waivers are wound down.

We are also looking forward to our first in-person meeting since the pandemic on November 18–19 in Sacramento. While over the last year we have continued to meet regularly virtually, I know that Board members and stakeholders look forward to returning in person. However, over the course of the last year and half, we have also witnessed an increase in public participation because of the accessibility of virtual meetings to stakeholders across the state. To that end, the Board will head into 2022 with a hybrid model of virtual Board meetings and in-person meetings to maximize the benefits of both mediums.

All of these forward-looking plans are contingent on the state's ability to manage the pandemic. The best path forward to reach a sense of normalcy includes vaccines against COVID-19. We encourage you to learn more about the vaccine and how to obtain it at [myturn.ca.gov](#). Together, we can tackle the pandemic head-on with the most effective strategy—getting vaccinated.

Finally, the Legislature has approved the Board's continuance through January 1, 2026, as a part of Senate Bill 801 (Archuleta and Roth). The Legislature conducts periodic reviews of the Board of Psychology's role of consumer protection, evaluating if we are effectively executing our mission. We are pleased that the Legislature has affirmed

(continued on page 2)

www.psychology.ca.gov



www.facebook.com/BoardofPsychology



twitter.com/BDofPsychology
Twitter handle: @BDofPsychology



To verify a license: www.breeze.ca.gov

To update address of record or email address: www.breeze.ca.gov

Contact us: bopmail@dca.ca.gov

Sign up for our email list:
www.psychology.ca.gov





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the Board's important role. SB 801 incorporates the Board's new changes. Notably, psychological assistants will be renamed registered psychological associates. This reflects consistent feedback from stakeholders who participated in our Pathways to Licensure conversations. Additionally, the Board incorporated the National Register of Health Services Psychologists (NRHSP) as an additional foreign credential evaluation service, responding to input from the public. Finally, to protect sensitive information, including confidential medical records, related to applicants seeking to extend the time

to gain supervised professional experience or to hold a psychological associate registration beyond 72 months, the Legislature determined that such decisions can be made with delegated authority in closed session to the Board's Licensure Committee.

While we continue to navigate uncertainty, I want to take the opportunity to thank the Board's staff for their continued diligence and adaptability in executing the Board's mission and the continued participation of stakeholders in the Board's virtual meetings.

The Role of the Board vs. the Role of Your Professional Association

Stephen C. Phillips, J.D., Psy.D., Board Member

The mission of the Board is to protect consumers of psychological services by licensing psychologists, regulating the practice of psychology, and supporting the evolution of the profession. As the Board's mission statement implies, the primary purpose of the Board is to protect consumers of psychological services in California. Unfortunately, licensees often confuse the Board's role with that of professional associations, such as the California Psychological Association (CPA).

As part of the current strategic plan for the Board, one of its priorities is to "to communicate what the Board is and what it does to promote a better understanding to specific stakeholders of the purpose, activities, and processes of the Board." The Board is a semi-autonomous consumer protection agency within the Department of Consumer Affairs of California, much like the Medical Board, the Contractors State License Board, and the Bureau of Automotive Repair. The Board is charged with the licensing, regulation, and enforcement of laws and regulations related to the practice of psychology. It both protects consumers from potential harm and, in doing so, it protects the value of the license held by psychologists by helping to ensure that appropriate legal and ethical standards are being observed by doctoral-level practitioners of psychology. A majority

of the Board's members are licensed psychologists who, along with the public members of the Board, give practical consideration to the implications of Board policies, processes, and decisions, while always considering the protection of the consumer their primary charge. The governor, Assembly speaker, and Senate president pro tempore appoint members to the Board to represent the interests of the consumers of California.

Professional associations, such as CPA, on the other hand, advocate on behalf of the interests of its members and California psychologists as a whole. Its representatives come before the Board to represent the best interests of its members. Similarly, the Board sees its stakeholders, such as its licensees, as an important part of the regulatory process, but it is the interests of consumers of psychological services that is given first consideration.

In short and in oversimplified terms, the Board protects consumers with due consideration of the practice concerns of its licensees. Professional psychological associations advocate for the best interests of psychologists and, when consistent, the best interests of the consumer. Hopefully, this distinction will help consumers and licensed psychologists to better understand the distinct roles of these respective organizations.



Licensed Mental Health Service Provider Education Program Award Recipient

Established in 1987, the Health Professions Education Foundation (HPEF) is the state's only nonprofit foundation statutorily created to encourage persons from underrepresented communities to become health professionals and increase access to health providers in medically underserved areas. Supported by Board licensing fees, grants, donations, and special funds, HPEF provides scholarship and loan repayment programs to students and graduates who agree to practice in California's medically underserved communities.

Shalbe Ealey, Psy.D.
2019–20 Licensed Mental Health Services Provider Education Program awardee, Southern California

My name is Shalbe Ealey and I am a current recipient of the Licensed Mental Health Services Provider Education Program (LMH) award for 2019–20. I have long nurtured a desire to provide mental health treatment to various individuals and focused my

training, education, and experience in this realm. I have the privilege to serve an underserved and marginalized population as a licensed clinical forensic psychologist working for the state.

The LMH award has given me the opportunity to continue to serve a community of individuals who society tends to disregard as untreatable while simultaneously aiding to lessen the ultimate financial burden of my training and education. The negative labels bestowed upon these individuals by society, their own actions, and at times their families, often impede their psychological progression towards wholistic health. I have had the opportunity to provide psychoeducation, advocacy, empathy, individual support, and mental health treatment to foster stability, understanding, and acceptance of their mental health illnesses. Being selected as an LMH award recipient has helped me to feel valued and appreciated within my field of practice! To say thank you for the opportunity is not enough.





One for Me and One for You

By Shacunda Rodgers, Ph.D., Board Member

Zoom fatigue. Pandemic fatigue. Mask fatigue. Social distancing fatigue. It has been a tiresome experience navigating all the ever-changing requirements for being in the world (or having to be away from the world) since the onset of the pandemic. Although many parts of the state and the world around us have now begun to reopen, there are still many people who are continuing to use videoconferencing platforms like Zoom to stay connected, particularly for work-related activities.

By now, we've all become intimately familiar with the experience of Zoom fatigue—the sense of physical, cognitive, and/or emotional exhaustion that comes from spending so much of our time residing within the four walls of our individual online Zoom boxes, while having had to spend over a year within the four walls of our homes. Our Zoom boxes are an apt metaphor for how we've been making our way through the pandemic collectively—neatly tucked away, separated from one another, but doing our best to create some semblance of being together, “connected but disconnected,” in the words of Dr. Steven Hickman, author of “Zoom Exhaustion is Real: Here Are Six Ways to Find Balance and Stay Connected,” which can be found in *Mindful Magazine*.

In this article, Dr. Hickman offers the following strategies to help manage Zoom fatigue:

1. **Take a few moments before clicking “Start” to settle and ground your attention.**
2. **Take the time to truly greet whoever is in the room with your full attention**—offer your attention to each face that appears (if the group is not too big).
3. **Choose “speaker view”** in order to focus your full attention on one person instead of the difficulty trying to take in 24 faces on “gallery view.”
4. **Resist the urge to multitask.**
5. **Try to take measured breaks between sessions.**
6. **And finally, remind yourself periodically that this is a new place** between presence and absence that we will have to learn how to accommodate as we go forward into the uncertain future.

These tips can be incredibly helpful in allowing ourselves to be fully present while on Zoom or another virtual meeting platform without being pulled into the narrative of how challenging it can sometimes be.

In reading this article by Dr. Hickman, I learned that he is the executive director of the Center for Mindful Self-Compassion, which allowed me to reflect on the good fortune I had to complete an eight-week course in Mindful Self-Compassion in May and June. The course was offered via Zoom, which allowed participants to join in together from all around the world (which is one of Zoom's definite benefits). One of my favorite practices I learned during this course was “Giving and Receiving Compassion,” which involves the act of breathing in kindness and compassion for yourself, and then “layering kindness and compassion” onto the breath as we extend it out to others. While the entire practice can be found in “Teaching the Mindful Self-Compassion Program: A Guide for Professionals” (Germer and Neff, 2019), I am including a short excerpt from this practice below. Feel free to read it first, then read it again while engaging in the practice, making the practice long enough to access the felt sense of breathing kindness and compassion into the body, and long enough to recognize your sending it out as well. Pay attention to what you notice internally. Here's the excerpt:

“Now focusing again on the sensation of breathing both in and out, savoring the sensation of breathing in and out.”

“Beginning to breathe in for yourself and out for [another] person or persons: ‘In for me and out for you,’ and ‘One for me and one for you.’”

“And as you breathe, drawing kindness and compassion in for yourself, and sending something good out to another.”



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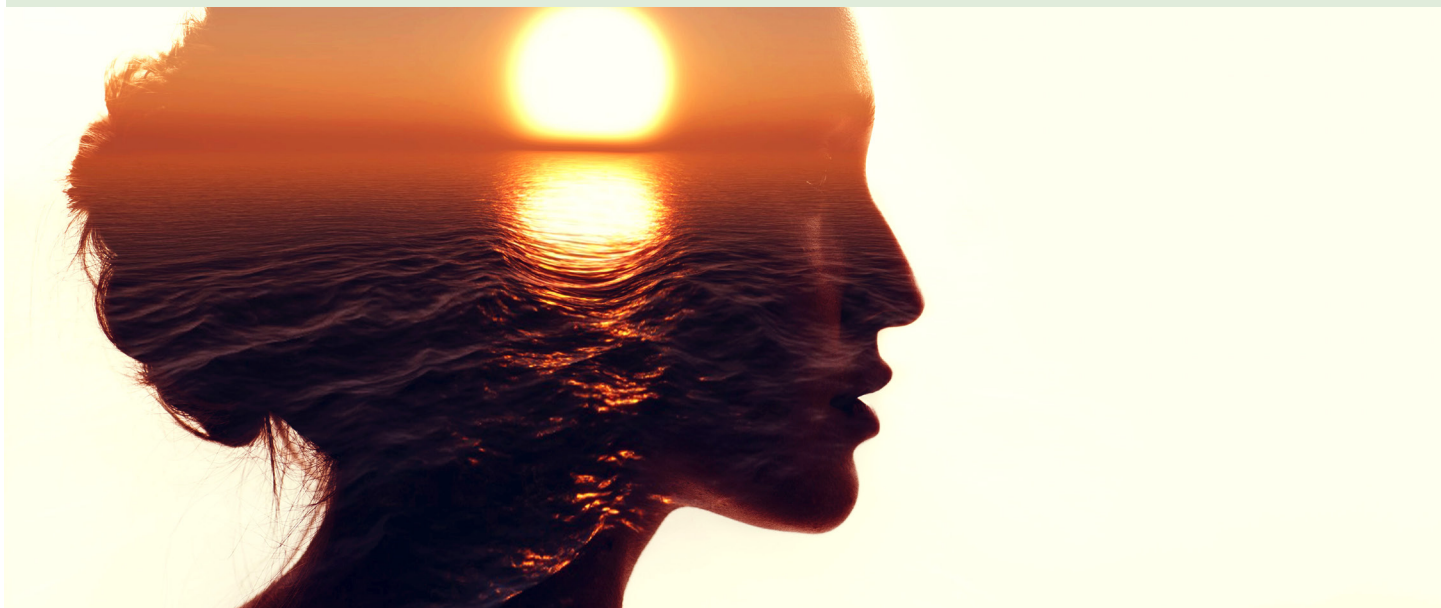
“Feel free to adjust the balance between breathing in and out—‘Two for me and one for you,’ or ‘One for me and three for you’—or just let it be an equal flow, whatever feels right to you at this moment.”

I’ve been astounded by how heart-opening this exercise has been, as it has allowed my sense of compassion—both for myself and others—to expand, extending my ability to offer a silent wish for ease and wellbeing to those near me, as well as those who are far away. With continued practice, it is enabling me to strengthen the love I have for those close to me, offer friendliness to those who are more neutral in my life, and has even engendered some feelings of tenderness toward those that are more difficult. It has deepened my connection both to myself and has helped me become more attuned to the concept of our shared humanity, regardless of our many differences. Lastly, it has made me profoundly aware of the idea that we all have suffered in some way, particularly during the pandemic, and that compassion can be a beautiful antidote we can offer ourselves during moments of distress.

So, what does this have to do with Zoom fatigue? Well, since having learned this practice, I have begun using this Giving and Receiving Compassion practice

during my Zoom calls, breathing in compassion for myself, while also breathing for others who are also on the call. The chances are that the other people on the call are just as weary from Zoom fatigue as I might be and could benefit from the energy of care that I am silently directing toward them. “One for me and one for you” is such a settling, grounding practice that you can use at any time for yourself, while also sending compassion outward, in all directions, which then indirectly benefits others. It’s also a helpful strategy for redirecting and recharging our energy during Zoom calls, rather than being drained and becoming depleted of our internal resources.

The next time you find yourself on a virtual call, consider practicing these strategies shared by Dr. Hickman, holding it all with the warmth of kindness and compassion. Remind yourself of the “One for me and one for you” practice, and offer this same empathic wish to another person while on the call. Perhaps it may stay with you, and you’ll decide to breathe for other people you encounter in your real life as well. My hope is that these practices will smooth out the hard edges of fatigue, while offering you a soft place for you and your awareness to land. Wishing you peace, ease, and rest in the days and weeks ahead.





Explanation of Disciplinary Language and Actions

Gross negligence: An extreme departure from the standard of care.

Incompetence: Lack of knowledge or skills in discharging professional obligations.

Public letter of reproof: Formal discipline that consists of a reprimand of a licensee that is a matter of public record for conduct in violation of the law.

Accusation: A formal, written statement of charges.

Stipulated settlement of decision: The case is formally negotiated and settled prior to hearing.

Surrender: To resolve a disciplinary action, the licensee has given up his or her license, subject to acceptance by the Board of Psychology.

Suspension from practice: The licensee is prohibited from practicing or offering to provide psychological services during the term of suspension.

Revoked: The right to practice has ended due to disciplinary action.

Revocation stayed, probation with terms and conditions: “Stayed” means the revocation is postponed. Professional practice may continue so long as the licensee complies with specific probationary terms and conditions. Violation of any term of probation may result in the revocation that was postponed.

Administrative Citations:

April 1–June 30, 2021

Bryna Susan Siegel

Unlicensed, San Francisco

On May 14, 2021, the Board issued a citation containing an order of abatement and fine in the amount of \$5,000 to Bryna Susan Siegel for engaging in the unlicensed practice of psychology by conducting psychological assessments and making medical diagnoses when she signed reports that looked as if she was in fact a clinician who conducted the assessments.

Disciplinary Actions:

April 1–June 30, 2021

REVOCATION

Peter Barry Karzmark, Ph.D.

Psychologist License No. PSY 8551, San Jose

The Board revoked Dr. Karzmark’s license after a default decision was entered following the filing of a First Amended Accusation that alleged he engaged in unprofessional conduct and was grossly negligent when he failed to use more contemporary tests in order to assess intellectual functioning; failed to utilize baseline testing, or tests to estimate premorbid functioning; failed to maintain records; failed to properly assess and interpret the evidence and tests in line with the standard of care; and failed to consider collateral or first-hand information

regarding daily functioning. The default decision and order took effect April 14, 2021, after Dr. Karzmark failed to file a notice of defense.

SURRENDER

Molly O’Griffin, Psy.D.

Psychologist License No. PSY 22791, Novato

Dr. O’Griffin stipulated to the surrender of her license after the Board filed a Petition to Revoke Probation that alleged she failed to comply with the conditions of her probation requiring that she abstain from drugs and alcohol and submit to tests and samples. The decision and order took effect April 16, 2021.

Sarah Neustadter, Ph.D.

Psychologist License No. PSY 25470, Venice

Dr. Neustadter stipulated to the surrender of her license after the Board filed an Accusation that alleged she engaged in unprofessional conduct when she had sexual relations with a former patient. The surrender took effect June 7, 2021.

Joseph D. Muto, Psy.D.

Psychologist License No. PSY 25331, Washington, D.C.

Dr. Muto stipulated to the surrender of his license after the Board filed a Petition to Revoke Probation that alleged he failed to comply with the conditions of his probation requiring that he abstain from drugs and alcohol and submit to tests and samples. The surrender took effect May 11, 2021.

Belinda Jo Lopes, Ph.D.

Psychologist License No. PSY 17849, Walnut Creek

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Dr. Lopes stipulated to the surrender of her license after the Board filed a First Amended Accusation that alleged she engaged in unprofessional conduct and was grossly negligent when she failed to consider additional data points before presenting her report, did not appear to have met the educational requirements to qualify as a child custody evaluator or the mandatory yearly requirements to maintain that status; did not control for bias; failed to clarify the treatment relationships of the patients and failed to address concerns regarding conflicts; failed to maintain patient confidentiality; failed to provide the appropriate client termination or transfer of care; failed to avoid a conflict of interest; and failed to avoid harm to her patients. The decision and order took effect June 20, 2021.

PROBATION

Julie A. Davis, Psy.D.

Psychologist License No. PSY 24689, Laguna Niguel

Dr. Davis stipulated to placing her license on probation for three years, and is subject to its revocation if she fails to comply with the terms and conditions of probation, after the Board filed an Accusation that alleged she engaged in unprofessional conduct and committed gross negligence when she failed to report suspicions of child abuse or neglect; threatened to file a report with Child Protective Services unless a patient complied with various demands; made a custody recommendation without having been asked to do so by the court, and without evaluating both parents; and functioned outside her particular field of competence. The order took effect April 9, 2021.

Christy Fiber Sigmon, Psy.D.

Psychologist License No. PSY 20740, Davis

The Board placed Dr. Fiber Sigmon's license on probation for five years, and is subject to its revocation if she fails to comply with the terms and conditions of probation, after the Board filed an Accusation that alleged she engaged in dishonest, corrupt, and fraudulent acts; violated the rules or ethical code of the profession, or conduct that is unbecoming to a member in good standing of the profession, and that demonstrates an unfitness to practice the profession; knowingly engaged in activity in which temporary or more enduring

personal problems in her personality integration resulted in inferior professional services or harm to a patient or client; and violated the standards of ethical conduct relating to the practice of psychology. The decision and order took effect April 21, 2021.

Morella Bombardini, Psy.D.

Psychologist License No. PSY 24339, Annapolis, MD

The Board placed Dr. Bombardini's license on probation for five years, and is subject to its revocation if she fails to comply with the terms and conditions of probation, after the Board filed an Accusation that alleged she was convicted of a crime substantially related to the qualifications, duties, and functions of a licensed psychologist. The decision and order took effect April 23, 2021.

Kelly Lyttle Tonelli, Psy.D.

Psychologist License No. PSY 19248, Irvine

Dr. Tonelli stipulated to placing her license on probation for three years, and is subject to its revocation if she fails to comply with the terms and conditions of probation, after the Board filed an Accusation that alleged she committed unprofessional conduct and gross negligence when she took on a minor patient whose mother she was already treating, and refused to transmit the minor patient's records to her father upon written request. The decision and order took effect June 10, 2021.

Regulatory Update

Below are the Board's pending regulatory changes and their status in the formal rulemaking process.

Title 16, California Code of Regulations (CCR) Sections 1391.1, 1391.2, 1391.5, 1391.6, 1391.8, 1391.10, 1391.11, 1391.12, 1392.1—Psychological Assistants

Status: Initial departmental review.

This phase includes reviews by the Department of Consumer Affairs, and Business, Consumer Services and Housing Agency before formal Notice of Public Hearing with the Office of Administrative Law (OAL).

This regulatory package does the following:

Conforms the CCR to statutory changes made in Senate Bill 1193 (Hill, Chapter 484, Statutes of 2016),

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which requires psychological assistants to obtain a single registration with the Board, to be renewed annually. This registration will be independent from their supervisor(s) or employer(s) but does not remove the requirement that psychological assistants practice only under supervision. Additionally, the proposed regulatory language is to avoid duplication as to who pays the psychological assistant registration fee, as this is already specified in statute.

Title 16, CCR Sections 1381.9, 1397.60, 1397.61, 1397.62, 1397.67—Continuing Professional Development

Status: Preparation of final documentation.

This package was delivered to OAL on 9/22/2020 and was in the Notice Register published on 10/2/2020. The language was subsequently modified and put out for an additional 15-day comment period. The Board reviewed those comments at its February meeting and approved the language.

This regulatory package does the following:

Changes the continuing education guidelines and requirements that must be completed by licensed psychologists from the continuing education (CE) model to the broader continuing professional development (CPD) model.

Title 16, CCR Sections 1381.9, 1381.10, 1392—Retired License, Renewal of Expired License, Psychologist Fees

Status: Initial departmental review.

This phase includes reviews by the Department of Consumer Affairs and Business, Consumer Services and Housing Agency before formal Notice of Public Hearing with OAL.

This regulatory package does the following:

Adopts section 1381.10 in Division 13.1 in the Board's regulations and be titled "Retired Status." This proposal would allow a licensee to apply to have their license placed in retired status.

Addition to Title 16, CCR Section 1392—Psychologist Fees—California Psychology Law and Ethics Exam (CPLÉE) and Initial License and Biennial Renewal Fee for Psychologists

Status: Preparing regulatory package.

This phase includes preparation of the regulatory package and collaborative reviews by the Board, its staff, and legal counsel.

This regulatory package does the following:

Raises the fees for the CPLÉE to cover the Board's costs to create and administer the exam.

Title 16, CCR Section 1395.2—Disciplinary Guidelines and Uniform Standards Related to Substance-Abusing Licensees

Status: Preparing regulatory package.

This phase includes preparation of the regulatory package and collaborative reviews by Board staff and legal counsel.

This regulatory package does the following:

It makes substantive changes to the Board's disciplinary guidelines including conforming changes pursuant to Assembly Bill 2138, conviction and substantial relationship criteria, and uniform standards for substance abusing licensees.

Regulation Advisory

Title 16, CCR Section 1396.8—Standards of Practice for Telehealth

Status: Filed with the Secretary of State's Office and became effective August 10, 2021.

Purpose: California Code of Regulations, Title 16, Section 1396.8 relating to standards of practice for telehealth services was added effective August 10, 2021.

History: In 2011, as part of the Board's sunset review, the Legislature asked the Board if legislative or regulatory changes needed to be made to address telehealth or online practice. In its report back to the Legislature, the Board stated it was researching and analyzing the use of telehealth as a mode for the practice of psychology and what impact this newer mode of psychotherapy delivery will have on the consumer of psychological services. In 2016, as part of its next sunset review, the Board committed to developing telepsychology regulations that would instruct licensees how to

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provide telehealth to Californians, and give additional opportunities to provide care to underserved populations. In its efforts to meet its commitment, the Board established the ad hoc Telepsychology Committee. The Committee considered the American Psychological Association Guidelines for the Practice of Telepsychology and the Association of State and Provincial Psychology Board Telepsychology Task Force Principles and Standards when developing draft regulatory language.

Summary of Changes: The regulation governs three types of telehealth transactions:

1. A California licensee providing telehealth services to clients located in California.
2. A California licensee providing telehealth services to clients who have received services in California but who are temporarily located out-of-state, subject to the laws of the other jurisdiction.
3. A California licensee located out-of-state providing services to clients in California.

The language clarifies that licensees may provide services as noted above, subject to the laws and regulations of the other jurisdiction because the Board cannot dictate that it is allowable for either the licensee or client to deliver and receive services in that other jurisdiction, even though such services would not violate California's laws and regulations, provided all other conditions are met.

This regulation also establishes the conditions under which the provision of psychological health care services via telehealth must be provided. This proposal requires that licensees hold a valid and current license issued by the Board to provide psychological health care services via telehealth. It also requires that licensees obtain informed consent from the client specific to the considerations unique to the receipt of such services via telehealth. Additionally, it requires that licensees are competent to deliver such services, determine that the delivery of services via telehealth is appropriate for each client, take reasonable steps to ensure that electronic data is transmitted securely, and comply with all other provisions of the Psychology Licensing Law and its attendant regulations.

Business and Professions Code section 2290.5 requires a licensee to obtain a patient's informed consent to use telehealth, including the risks to confidentiality and data security, potential for connection disruption, insurance issues, and other ways in which telehealth differs from in-person health care services. This is necessary to advance consumer protection because the informed consent must address the uniqueness of receiving telehealth services, making for a more educated consumer who is more able to determine whether receipt of services in this manner is right for the client.

Additionally, the licensee is likewise required to evaluate whether services can be appropriately provided to a client, taking into account the client's needs, preferences, risks/benefits, and physical location and circumstances. This is necessary to advance consumer protection because the licensee must consider whether the individual client's needs and safety will be met by telehealth. The regulation further requires that the provision of telehealth be within the licensee's (or trainee's) own competence, including the information technology chosen for the delivery of telehealth, before engaging in telehealth services. Consumer protection requires that the licensee be competent to provide services through telehealth because of the different nature of this modality, which also requires familiarity with the available platforms and their appropriate use. This is necessary because confidentiality of data, HIPAA compliance, and client privacy are bedrock ethical and legal concerns of the practice of psychology.

Lastly, it would require the licensee to comply with all provisions of the Psychology Licensing Law and attendant regulations, as well as any laws or standards of care in California and any other jurisdiction state, if any, where either the licensee or the client is located. This is necessary to inform licensees that providing services via telehealth does not release them from their other legal and ethical responsibilities in their practice of psychology. Telepsychology is not a type of psychological service but a mode of delivery for the services provided, and subject to all the standards otherwise applicable to the services being rendered.

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Regulation text effective August 10, 2021:

§1396.8. Standards of Practice for Telehealth Services

(a) A licensee is permitted to provide psychological health care services via telehealth subject to the laws and regulations of the other jurisdiction where either the licensee and/or the client is located, including, but not limited to, the following circumstances:

(1) To a client at an originating site in this State, as defined in section 2290.5 of the Code, when a licensee is located at a distant site within this State.

(2) To a client who has received services in this State, and who is temporarily located outside of this State.

(3) To a client who is located in this State when a licensee is temporarily located outside of this State.

(b) As used in this section, a licensee shall include a licensee, registrant, psychology trainee, or other supervised individual permitted to provide psychological services under the Psychology Licensing Law, beginning with section 2900 of the Code.

(c) The provision of psychological health care services under subdivision (a) are subject to the following conditions:

(1) The licensee holds a valid and current license issued by the Board or is otherwise allowed to practice under this section.

(2) The licensee obtains and documents informed consent for the provision of psychological health care services via telehealth from the client. Such consent shall cover concerns unique to the receipt of psychological health care services via telehealth, including risks to confidentiality and security, data storage policies and procedures specific to telehealth, the possibility of disruption and/or interruption of service due to technological failure, insurance coverage considerations, and other issues that the licensee can reasonably anticipate regarding the non-comparability between psychological health care services delivered in person and those delivered via telehealth.

(3) The licensee determines that delivery of psychological health care services via telehealth is appropriate after considering at least the following factors:

(A) The client's diagnosis, symptoms, and medical/psychological history;

(B) The client's preference for receiving psychological health care services via telehealth;

(C) The nature of the psychological health care services to be provided, including anticipated benefits, risks, and constraints resulting from their delivery via telehealth;

(D) The benefits, risks, or constraints posed by the client's physical location.

These include the availability of appropriate physical space for the receipt of psychological health care services via telehealth, accessibility of local emergency psychological health care services, and other considerations related to the client's diagnosis, symptoms, or condition.

(E) The provision of telehealth services is within the scope of competency of a psychology trainee, or other supervised individuals as specified in (b) above, who provides psychological health care services under the supervision of the licensee.

(4) The licensee is competent to deliver such services based upon whether the licensee possesses the appropriate knowledge, skills, and abilities relating to delivery of psychological health care services via telehealth, the information technology chosen for the delivery of telehealth services, and how such services might differ from those delivered in person.

(5) The licensee takes reasonable steps to ensure that electronic data is transmitted securely, and informs the client immediately of any known data breach or unauthorized dissemination of data.

(6) The licensee complies with all other provisions of the Psychology Licensing Law and its attendant regulations, and all other applicable provisions of law and standards of care in this State and the other jurisdiction, if any, where either the licensee or the client is located.

Authority: Section 2930, Business and Professions Code

Reference: Sections 686, 2290.5, 2904.5, 2960, and 2960.6, Business and Professions Code

Legislative Update

For up to date bill status information, visit our website at www.psychology.ca.gov/laws_regs/legislation.shtml.

SPONSORED LEGISLATION

SB 401 (Pan)—Psychology: unprofessional conduct: disciplinary action: sexual acts

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This bill would add sexual behavior (inappropriate actions and communications of a sexual nature for the purpose of sexual arousal, gratification, exploitation, or abuse) with a client or former client to the list of what is considered unprofessional conduct that would give the ALJ the statutory authority in a proposed decision to include an order of revocation.

The bill would also add clear definitions to the following sexual acts: sexual abuse, sexual behavior, sexual contact, and sexual misconduct. Note: this would not change or diminish the Board's adjudicatory discretion as to the final discipline.

This bill is a two-year bill and will resume the legislative process in 2022.

ACTIVE BOARD POSITION

AB 32 (AQUIAR, CURRY)—Telehealth

This bill would require the State Department of Health Care Services to indefinitely continue the telehealth flexibilities in place during the COVID-19 pandemic state of emergency. The telehealth flexibilities implemented during the COVID-19 pandemic have increased access to care and we applaud these efforts.

Board Position: Support

To view the text of the bill, click here: [Bill Text - AB-32 Telehealth. \(ca.gov\)](#)

AB 107 (SALAS)—Licensure: veterans and military spouses

This bill would expand the requirement in Business and Professions Code (BPC) section 115.6, relating to the issuance of temporary licenses for individuals married to, or in a domestic partnership or other legal union with, an active-duty member of the armed forces who is assigned to a duty station in this state under official active-duty military orders, to include among others, the Board.

The bill would exempt from these provisions a board that has a process in place by which an out-of-state licensed applicant in good standing who is married to, or in a domestic partnership or other legal union with, an active-duty member of the armed forces who is able to receive expedited, temporary authorization to practice while meeting state-specific requirements for a period of at least one year.

Requested amendments were made to this bill and thus the Board has taken a support position on this bill.

Board Position: Support

To view the text of the bill, click here: [Bill Text - AB-107 Licensure: veterans and military spouses. \(ca.gov\)](#)

SB 731 (DURAZO)—Criminal records: relief

This bill would, among other things, amend section 11105 of the Penal Code which would prohibit the Board from receiving conviction information for applicants to the Board if their conviction was granted relief pursuant to sections 1203.4, 1203.4(a), 1203.41, 1203.42, or 1203.49 of the Penal Code, so long as a period of two years has elapsed since the date the relief was granted and the applicant was not convicted of a new criminal offense.

Board Position: Oppose

To view the text of the bill, click here: [Bill Text - SB-731 Criminal records: relief. \(ca.gov\)](#)

SB 772 (OCHOA, BOGH)—Professions and vocations: citations: minor violations

This bill would prohibit the assessment of an administrative fine for a minor violation and would specify that a violation be considered minor if it meets specified conditions, including that the violation did not pose a serious health or safety threat and there is no evidence that the violation was willful.

Board Position: Oppose unless amended

This is a two-year bill.

To view the text of the bill, click here: [Bill Text - SB-772 Professions and vocations: citations: minor violations.](#)

SB 801 (ARCHULETA)—Healing arts: Board of Behavioral Sciences: Board of Psychology: licensees

Board Position: Support

This bill incorporates requested amendments made by the Board and extends the sunset date for the Board to January 1, 2026.

To view the text of the bill, click here: [Bill Text - SB-801 Healing arts: Board of Behavioral Sciences: Board of Psychology: licensees. \(ca.gov\)](#)

Board Members

Seyron Foo (President)
 Lea Tate, Psy.D. (Vice President)
 Sheryll Casuga, Psy.D.
 Marisela Cervantes, Ed.D.
 Julie Nystrom
 Stephen Phillips, J.D., Psy.D.
 Ana Rescate
 Shacunda Rodgers, Ph.D.
 Mary Harb Sheets, Ph.D.

2021 Meeting Calendar

BOARD

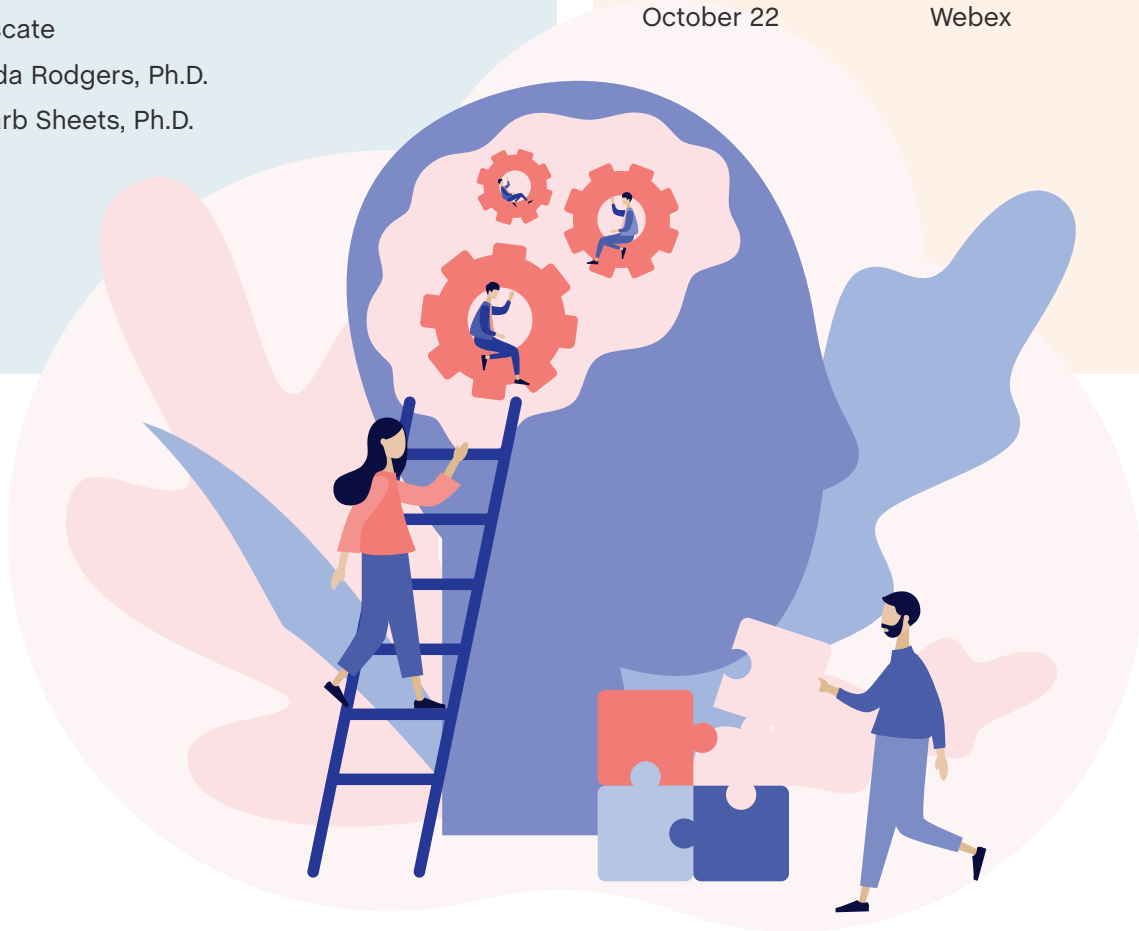
August 27	Webex
November 18-19	Sacramento

OUTREACH AND COMMUNICATIONS COMMITTEE

September 23	Webex
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EPPP PART 2 ADHOC COMMITTEE

October 22	Webex
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MEMORANDUM

DATE	September 10, 2021
TO	Outreach and Communications Committee Members
FROM	Antonette Sorrick, Executive Officer
SUBJECT	Outreach Activities: Agenda Item 9

Stakeholder Meetings FY 2021/22

BOARD OR DCA APPROVED OUTREACH

- 8/25/21 - Board Administrators and Registrars Committee meeting (BARC) – Antonette attended as a board administrator
- 8/27/21 – Health Professions Education Foundation presented on the fiscal condition of the loan repayment program.
- 10/15-16/21 - ASPPB Annual Meeting (most Board Members/management to attend virtual meeting)

REQUESTS

- None

FUTURE REQUESTS

- None

Action Requested:

This item is for informational purposes only. No action is required.

MEMORANDUM

DATE	September 10, 2021
TO	Outreach and Communication Committee
FROM	Antonette Sorrick, Executive Officer
SUBJECT	Updates on Communications and/or Activities of the Association of State and Provincial Psychology Boards (ASPPB): Agenda Item 10

The Association of State and Provincial Psychology Boards conducts two large member meetings per year (a mid-year meeting, and an annual meeting). This year's annual meeting will be held virtually on October 15-16, 2021. The Board sent most Board Members and all management to the meeting. Additionally, Executive Officer Sorrick attended the Board Administrators and Registrars Committee meeting (BARC) on August 25, 2021.

Action Requested:

This item is for informational purposes only. No action is required.

MEMORANDUM

DATE	September 7, 2021
TO	Outreach and Communications Committee
FROM	Antonette Sorrick, Executive Officer
SUBJECT	“For Your Peace of Mind – A Consumer’s Guide to Psychological Services:” Agenda Item 11

Background:

In 2008, the Board created the publication “For Your Peace of Mind – A Consumer’s Guide to Psychological Services.” In 2018, the English version of the brochure was updated to include the Board’s new URL and address.

Action Requested:

Assign a Committee member to work with staff and legal counsel to update the brochure and present a draft to the Outreach and Communications Committee for approval.

MEMORANDUM

DATE	September 3, 2021
TO	Outreach and Communications Committee
FROM	Antonette Sorrick, Executive Officer
SUBJECT	Action - Digital Divide – How Does the Digital Divide Impact Access to Telehealth: Agenda Item 12

Background:

In 2020, a pandemic and nationwide protests regarding racial inequities have highlighted the need for the Board of Psychology to consider how it conducts business and how that impacts the profession of psychology and access to psychological services. As such, Board President Seyron Foo and Committee Chair Dr. Lea Tate agreed on the following areas of focus:

- a. Update on Continued Professional Development Regulations: Implementation Plan to Produce Written Materials including Cultural Diversity and Social Justice Requirement
- b. Increase Stakeholder Engagement
- c. Engage Department of Healthcare Services (DHCS) Regarding Medi-Cal Reimbursement Rates
- d. Engage Substance Abuse and Mental Health Services (SAMHSA) Regarding Federal Initiatives Addressing Equity
- e. Digital Divide – How Does the Digital Divide Impact Access to Telehealth

Action Requested:

1. Draft Survey Questions to Assess Barriers to Telehealth
2. Determine Next Steps