

MEMORANDUM

DATE	August 2, 2016
TO	Psychology Board Members
FROM	 Antonette Sorrick Executive Officer
SUBJECT	Executive Officer Report: Organizational Update 8(a-b)

Background:

Below is an organizational update for the Department of Consumer Affairs and the Board of Psychology. Also enclosed is the most current organizational chart.

Action Requested:

This item is for informational purposes only.

Department of Consumer Affairs Update Department's Executive Team

In May, after 8 years with the Department, Chief Deputy Director Tracy Rhine accepted a new job with the Rural County Representatives of California.

In late June, Governor Brown appointed Jeffrey Mason as Chief Deputy Director. Jeff has been with the department since 2013, serving as Chief for the Bureau of Security and Investigative Services and most recently as Chief Deputy Commissioner for the Bureau of Real Estate.

Also in May, Melinda McClain, the Department's Deputy Director for Legislation accepted a new position in the Governor's Office.

Two weeks ago, Governor Brown announced his appointment of Adam Quinonez as Deputy Director for Legislation. Adam previously served with Melinda as Assistant Deputy Director of the Legislative team.

Organizational Development: SOLID Training and Planning Solutions

The Department's SOLID Training and Planning Solutions unit is specifically dedicated to the Department's organizational development and offers a wide array of services to DCA's boards and bureaus.

SOLID recently hosted its second **Executive Officer Brown Bag gathering** for on July 20th. These meetings provide an opportunity to strengthen networking among the Department's executives, as well as the time to discuss cross-cutting issues and receive peer input on challenges faced in the workplace. It also provides DCA a chance to solicit feedback on what other leadership development activities we can provide. Feedback from the executive officers participating at the first two Brown Bag Gatherings have been very positive.

At the gathering July 20, the Department introduced a new program we are very excited about -- **DCA's Future Leadership Development Program**.

We believe it is critical to enhance the skills of our next generation of executives at the Department.

The Future Leadership Development Program has three components:

- 1) First -- specialized training
- 2) Second -- mentoring opportunities from the DCA Executive Team and board Executive Officers,
- 3) and Finally -- A group project designed to assist the boards and bureaus in addressing common challenges.

The group project gives staff the ability to build new skills and knowledge, as well as interact and collaborate with high performing peers from other boards.

There will be a Steering Committee of executive officers who will assist the Department with this new Program. We received valuable feedback from those in attendance at last week's meeting and look forward to implementing this new program together by the end

of the year. This new program is an excellent example of how the Executive Officer brown bag gatherings are already providing unique opportunities for collaboration to address needs Department wide.

Also in July, the Department also officially launched its **Employee Career Empowerment & Mentorship Pilot**. Mentors submit profiles that include short autobiographies, availability, scheduling instructions for meetings, and topics for discussion. The SOLID Team posts the profiles on the Department's Intranet and staff review the profiles to schedule mentorship meetings. The pilot affords staff a great deal of flexibility to learn from various participating managers. In early 2017, SOLID will begin conducting an evaluation of the pilot to look for possible improvements and determine whether we should expand the pilot. There are currently eight DCA boards and programs participating.

In an effort to complement the Mentorship Pilot, SOLID also developed - **Lunch and Learn**. This is a new component of the DCA Connect Training series to encourage staff within various classifications to engage one another on interesting topics. The sessions are held once a month during one-hour lunch breaks. In a roundtable setting, DCA Employees learn from one another through active listening, effective communication, and understanding another's viewpoint. The facilitated conversations have been engaging, informative, and lively. Topics have included "What Does Professionalism Mean to You" and "Change Your Perspective – Change Your Life." We again thank the Medical Board staff for participating in the Lunch and Learn series. The next meeting is titled, "Honoring Cultural Diversity" and is scheduled for August 25.

The SOLID Team is also working with Director Kidane and the Executive Team to develop a **new strategic plan** for years 2017 to 2019. We will be soliciting input from stakeholders, including board members, executive officers & all Department employees, to identify our goals over the next two years. An electronic survey from the Department will be sent to stakeholders in late August. Your feedback is vital and we ask for your participation to assist us in improving the Department's services and oversight.

BreEZe License Lookup Survey

The Department has a survey in progress to collect public feedback on the current BreEZe 'Verify a License' feature. We encourage you to share this with your stakeholders as we want as diverse a set of participants as possible to assist the Department in determining potential updates to the current 'Verify a License' feature in the BreEZe system.

The survey started on June 1, 2016 and ends on August 31, 2016. We have received approximately 5,000 responses to the BreEZe license lookup survey. Individuals who use the license lookup are randomly selected to participate in the survey. Comments received have been generally positive and are providing constructive criticism.

In parallel with the current survey, the Department is also working with the BreEZe vendor to improve the user experience of the 'Verify a License' page, including decreasing the time it takes to for the details on the license to return to the user.

Board of Psychology Update

Staffing Update

Authorized Positions: 20.30

BL 12-03 (999 Blanket) Positions: 1.20

Temp Help: 4.00

New Hires		
Name	Classification	Program
Cherise Burns	Central Services Manager	Central Services

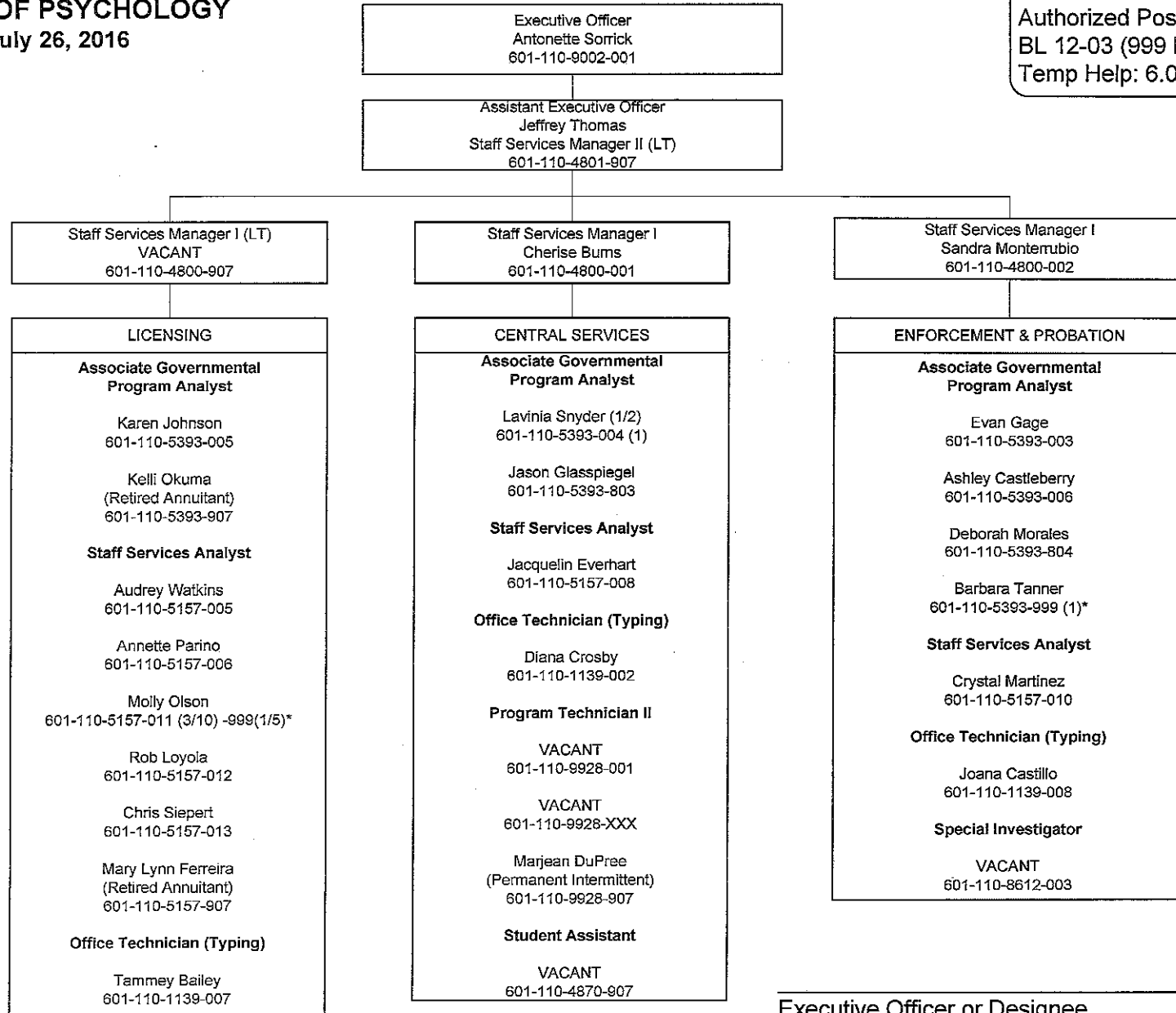
Promotions

Other

Vacancies
Staff Services Manager I (Licensing, Limited Term): Pending Staff Services Analyst (Licensing, Limited Term): Pending OHR Student Assistant (Central Services): Pending Interviews Program Technician (Central Services): Pending OHR Program Technician (Central Services): Pending OHR

**DEPARTMENT OF CONSUMER AFFAIRS
BOARD OF PSYCHOLOGY
July 26, 2016**

Current
FY 2015-2016
Authorized Positions: 21.30
BL 12-03 (999 Blanket): 1.20
Temp Help: 6.00



Executive Officer or Designee Date

* = Reduced Time Base of position effective 7/1/2012, due to Budget Letter 12-03.

NOTE: All positions are CORI designated.

Personnel Analyst Date