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**Notice of Outreach and Communications Committee  
Teleconference Meeting & Agenda  
September 25, 2020**

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

NOTE: Pursuant to the provisions of Governor Gavin Newsom's Executive Order N-29-20, dated March 17, 2020, 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=m248c769aafb59912fc1afcd29aa2c9a0>

Instructions to connect to the meeting can be found at the end of this agenda. Members of the public may but are not obligated to provide their names or personal information as a condition of observing or participating in the meeting. When signing into the WebEx platform, participants may be asked for their name and email address. Participants who choose not to provide their names will need to provide a unique identifier such as their initials or another alternative, so that the meeting moderator can identify individuals who wish to make public comment; participants who choose not to provide their email address may utilize a fictitious email address like in the following sample format: XXXXX@mailinator.com.

Due to potential technical difficulties, please consider submitting written comments by September 23, 2020, to [bopmail@dca.ca.gov](mailto:bopmail@dca.ca.gov) for consideration.

**Committee Members**

Lea Tate, PsyD, Chair  
Alita Bernal  
Shacunda Rodgers, PhD

**Board Staff**

Antonette Sorrick, Executive Officer  
Jason Glasspiegel, Central Services Manager  
Stephanie Cheung, Licensing Program Manager  
Sandra Monterrubio, Enforcement Program Manager

**Legal Counsel**

Norine Marks  
Will Maguire

Links to agenda items with attachments are available at [www.psychology.ca.gov](http://www.psychology.ca.gov), prior to the meeting date.

**10:00 a.m. to – 4:00 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 Committee 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: May 17, 2019
5. Strategic Plan
  - a. Strategic Plan Action Plan Update
6. Update on Website Focus Group Follow-up
7. Social Media Update
8. Website Statistics Update
9. Update on Newsletter
10. Outreach Activities Update
11. Updates on Communications and/or Activities of the Association of State and Provincial Psychology Boards (ASPPB)
12. Plan to Update “For Your Peace of Mind – A Consumer’s Guide to Psychological Services”
13. Addressing Cultural Diversity and Access to Psychological Services in California
  - 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

14. 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](http://www.psychology.ca.gov), or call (916) 574-7720. Action may be taken on any item on the agenda. 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](mailto: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](http://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.

## MEMORANDUM

|                |  |
|----------------|--|
| <b>DATE</b>    | September 9, 2020                                  |
| <b>TO</b>      | Outreach and Communications Committee              |
| <b>FROM</b>    | Jason Glasspiegel<br>Central Services Coordinator  |
| <b>SUBJECT</b> | Agenda Item #4 - Approval of Minutes: May 17, 2019 |

**Background:**

Attached are the draft minutes for the May 17, 2019 Outreach and Education Committee Meeting.

**Action Requested:**

Approve the attached minutes for the May 17, 2019 Outreach and Education Committee Meeting.

Attachment: Draft minutes of the May 17, 2019 Outreach and Education Committee Meeting.

1 **Outreach and Education Committee Meeting Minutes**

2 Department of Consumer Affairs

3 1625 N. Market Blvd., El Dorado Room (Second Floor, Room 220)

4 Sacramento, CA 95834

5 (916) 574-7720

6  
7  
8 **Friday, May 17, 2019**

9  
10 Alita Bernal, Chairperson, called the meeting to order at 10:01 a.m. A quorum was  
11 present and due notice had been sent to all interested parties.

12  
13 **Members Present**

14 Alita Bernal, Chair

15 Lea Tate, PsyD

16  
17 **Others Present**

18 Antonette Sorricks, Executive Officer

19 Cherise Burns, Central Services Manager

20 Norine Marks, DCA Legal Counsel

21 Jason Glasspiegel, Central Services Coordinator

22 Marilyn Immoos, PhD

23 Alana Battle, PsyD

24  
25 **Agenda Item #2: Chairperson Welcome**

26  
27 Ms. Bernal welcomed those in attendance and welcomed Dr. Tate to her first Outreach  
28 and Education Committee Meeting.

29  
30 **Agenda Item #3: Public Comment for Items not on the Agenda**

31  
32 No public comment received.

33  
34 **Agenda Item #4: Approval of the Outreach and Education Committee Minutes:**  
35 **April 6, 2018**

36  
37 Ms. Bernal had a question on line 77. She asked whether the entirety of the discussion  
38 regarding examination subject matter expert demographics and gender make-up, as  
39 well as modifications to the associated recruitment materials, was covered in the  
40 minutes. Ms. Burns confirmed that the entirety of discussion is covered in the minutes.

41  
42 It was M(Tate)/S(Bernal)/C to adopt the minutes.

43  
44 Vote: Ayes-2 (Tate, Bernal), Noes-0

45  
46 **Agenda Item #5: Review and Consideration of Revisions to the Goal of the**  
47 **Outreach and Education Committee – Recommendations to the Board**

48  
49 Ms. Burns introduced this agenda item. She advised that because of the new Strategic  
50 Plan, all committees are reviewing their goals to ensure that it is in line with the direction  
51 of the new strategic plan.

52  
53 Discussion ensued regarding the appropriate name and scope of the Committee  
54 and how to best encompass that into the name and scope without becoming too  
55 vague or too long. Discussion ensued regarding the fact that the education part of  
56 the name is somewhat misleading as the Committee focuses more on outreach  
57 activities, communication, and publications that are intended to educate  
58 stakeholders.

59  
60 The Committee agreed that a more appropriate name for the Committee would be the  
61 Outreach and Communications Committee.

62  
63 The Committee then discussed revising the Committee's goal to better reflect the work  
64 the Committee currently does to engage, inform and educate the Board's various  
65 stakeholders on the evolving issues in the profession and the legal and regulatory  
66 requirements impacting the various stakeholders. Discussion also ensued regarding the  
67 Strategic Plan's emphasis on better informing stakeholders on the work of the Board  
68 and how the Board's role and work is different than the professional associations.

69  
70 The Committee agreed that a more appropriate Goal would be:

71  
72 The goal of the Outreach and Communications Committee is to engage, inform, and  
73 educate consumers, students, applicants, licensees, and other stakeholders, regarding  
74 the evolving practice of psychology, the work of the Board, and its relevant laws and  
75 regulations.

76  
77 It was M(Tate)/S(Bernal)/C to recommend the new name and goal of the Committee  
78 to the Board.

79  
80 Vote: Ayes-2 (Tate, Bernal), Noes-0

81  
82 **Agenda Item #6: Strategic Plan Update**

- 83  
84 **a. Review and Discussion of Outreach and Education Goals**  
85 **b. Strategic Plan Action Plan Update**  
86

87 Ms. Sorrick introduced the agenda item. The committee had no questions on the Goals  
88 or the status of the Action Plan.

89  
90 **Agenda Item #7: Review and Potential Action on User-Friendliness Website Focus**  
91 **Group Notes – Recommendations to the Board**  
92

93 Ms. Burns introduced the agenda item and gave a brief history. She advised that DCA's  
94 SOLID Training Services held two workshops on behalf of the Board earlier this year.

95 Ms. Burns went over the recommendations made by attendees of the workshops on  
96 how the Board could improve the user-friendliness of its website. Discussion ensued  
97 within the Committee regarding the possibility of implementing these changes.  
98

99 Public Comment:

100

101 Dr. Battle, California Department of Corrections and Rehabilitation (CDCR), asked if  
102 there is currently a way to check application status as mentioned in one of the  
103 comments in this agenda item, or is that aspirational. Ms. Burns advised it is  
104 aspirational.  
105

106 Dr. Immoos, CDCR, asked if the Board's website links to the California Psychological  
107 Association (CPA). Ms. Burns advised there is a link to the CPA in our links page.  
108

109 Ms. Sorrick talked about other links like malpractice carriers and how they might want to  
110 know if a complaint is filed.  
111

112 Dr. Immoos asked about the instructional videos which were previously on the Board's  
113 website. Ms. Burns went over the status of the videos, and advised they were removed  
114 due to changes in the Board's laws. She stated the Board is working with the  
115 Department of Consumer Affairs to make the new videos. Ms. Sorrick spoke about the  
116 different videos Board staff will be making in the near future.  
117

118 No additional Committee or public comment was received.  
119

120 **Agenda Item #8: Discussion and Possible Action on Best Practices for Licensees**  
121 **Using Social Media – Recommendations to the Board**  
122

123 Ms. Burns introduced the agenda item and discussed staff's concerns with the Board  
124 directly providing this sort of guidance. She advised the National Council of State  
125 Boards of Nursing, the Board of Registered Nursing's national member association,  
126 made a great video regarding a guide to social media use for nursing professionals and  
127 wanted to show this to the Committee.  
128

129 The video was shown to the Committee.  
130

131 Discussion ensued after the completion of the video regarding the benefits of having a  
132 similar video for psychologists.  
133

134 Dr. Battle suggested that it may be more appropriate to use different language in our  
135 letter regarding recommending instead of requesting that the national association  
136 develop similar material.  
137

138 Ms. Marks mentioned that if the Committee is going to make a motion to write such a  
139 letter that it should also cover the breadth of the topic areas the Committee would  
140 recommend the materials cover. Discussion ensued regarding the topic areas that

141 would be most beneficial, including public comment regarding posting YouTube  
142 instructional videos.

143  
144 The Committee determined that sending a letter to the Association of State and  
145 Provincial Psychology Boards (ASPPB) to recommend that they develop social media  
146 guidance. The committee additionally agreed that the letter should include a  
147 recommendation that these materials incorporate the following content areas:  
148

- 149 • Breaches of patient information and/or posting pictures of patients/consumers on  
150 social media
- 151 • Friending/following patients or consumers
- 152 • Acting unprofessionally on social media
- 153 • Diagnosing public figures (Goldwater Rule)
- 154 • Caution regarding posting and signing on to public letters
- 155 • Caution regarding posting instructional videos or advertising/freelancing videos  
156 on the internet and the potential for their use by unintended audiences and the  
157 potential issues with this.

158  
159 It was M(Tate)/S(Bernal)/C to have staff draft a letter to ASPPB with the specified  
160 examples and present the draft letter at the next Board meeting.

161  
162 Vote: Ayes-2 (Tate, Bernal), Noes-0

163  
164 Following the vote to have staff draft this letter, discussion ensued regarding the  
165 transition of leadership for the Outreach and Education Committee, with Dr. Tate  
166 assuming the chairpersonship of the committee after the completion of the meeting.  
167 Dr. Tate and Board staff thanked Ms. Bernal for her leadership of the Committee.  
168

#### 169 **Agenda Item #9: Communications Plan Update**

170  
171 Ms. Sorrick introduced this agenda item and provided an update on the Board's revised  
172 communications plan and its associated timeline. The Committee did not have any  
173 questions or comments on this item.  
174

#### 175 **Agenda Item #10: Board's Social Media Update**

176  
177 Mr. Glasspiegel introduced this agenda item and gave an overview of the information  
178 provided to the Committee. The Committee did not have any questions or comments on  
179 this item.  
180

#### 181 **Agenda Item #11: Website Update**

182  
183 Mr. Glasspiegel introduced this agenda item and gave an overview of the information  
184 provided to the Committee. The Committee did not have any questions or comments on  
185 this item.  
186

#### 187 **Agenda Item #12: Update on Newsletter**



188  
189 Ms. Sorrick introduced this agenda item. She advised that she is always looking for  
190 articles for our quarterly newsletter. Dr. Immoos advised she was interested in  
191 contributing to the journal and has done guest articles in the past for other entities. She  
192 said she would be happy to update and share these articles with the Board.

193  
194 **Agenda Item #13: Outreach Activities Update**

195  
196 Ms. Sorrick introduced this agenda item. She provided the Committee with the outreach  
197 that had been completed since the last committee meeting. Discussion ensued with Dr.  
198 Immoos and Dr. Battle regarding the Board's ability to engage in outreach activities with  
199 their employees and trainees and how best to help.

200  
201 Dr. Immoos advised that it would be great to have someone from the Board visit to  
202 discuss supervision requirements and that this could even be done through video  
203 conferencing with their training locations.

204  
205 **Agenda Item #14: Updates on Communications and/or Activities of the**  
206 **Association of State and Provincial Psychology Boards (ASPPB)**

207  
208 Ms. Sorrick introduced this agenda item and updated the Committee on the Board's  
209 attendance at ASPPB's mid-year meeting. She advised that some of the most important  
210 discussions came from the ASPPB's Board Administrators/Registrars Committee,  
211 where they discussed major themes and issues that other state boards are seeing and  
212 wrestling with. Some of these issues included increased violations relating to sexual  
213 boundary issues, child custody issues, and ways to ensure licensees with practice  
214 restrictions become competent in the restricted practice area before the end of their  
215 board-ordered probation.

216  
217 **Agenda Item #15: DCA Brochure "Professional Therapy Never Includes Sex" –**  
218 **Update**

219  
220 Ms. Sorrick updated the Committee on the status of the brochure and advised that she  
221 hopes the publication will be ready for publishing by the end of 2019.

222  
223 Dr. Battle recommended the Board develop a publication related to supervision. Ms.  
224 Sorrick mentioned that part of the materials and videos the Board is working on would  
225 include supervision requirements and information.

226  
227 **Agenda Item #16: Recommendations for Agenda Items for Future Committee**  
228 **Meetings**

229  
230 No recommendations received from the public.

231  
232 Ms. Burns advised that the Committee will be reviewing other Board publications and to  
233 expect to see these on future agendas.

234

235 **ADJOURNMENT**

236

237 The Committee adjourned at 12:43pm

238

239

240

241 \_\_\_\_\_  
Chairperson

\_\_\_\_\_ Date

242

243

## MEMORANDUM

|                |   |
|----------------|---|
| <b>DATE</b>    | August 24, 2020   |
| <b>TO</b>      | Outreach and Communications Committee                   |
| <b>FROM</b>    | Antonette Sorrick, Executive Officer                    |
| <b>SUBJECT</b> | <b>Strategic Plan Action Plan Update: Agenda Item 5</b> |

**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:**

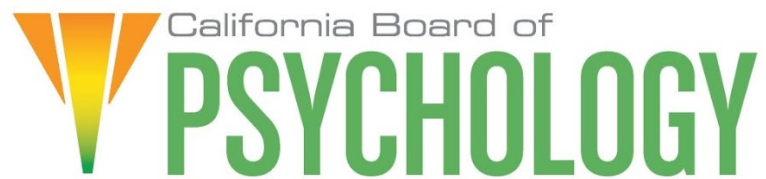
Strategic Plan Action Plan

**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

OEC – Outreach and Education 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           | Q2 2019 |
| Implement recommendations from OCM.*   | LBC and CERC      | Q2 2020           | Q4 2021 |
| Outreach and education regarding paper lite processes.   | All Staff         | Q2 2020 (ongoing) | Q4 2021 |

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           | Q4 2019 |
| Implement recommendations from OCM.*                            | BC and CERC       | Q1 2021           | Q4 2019 |

\*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.

| <b>Start Date: Q4 2019</b>   |                          | <b>End Date: Q3 2023</b> |               |
|--|--------------------------|--------------------------|---------------|
| <b>Success Measure:</b> Decrease in phone calls and emails regarding the licensure process and processing times. |                          |                          |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| Draft legislative proposals<br>1 Substantive changes<br>2 Non-substantive changes                                | CSM                      | Q4 2019                  | Q1 2021       |
| 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                  | Q1 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.

| <b>Start Date: Q1 2022</b>   |                                      | <b>End Date: Q1 2023 (ongoing)</b> |               |
|--|--------------------------------------|------------------------------------|---------------|
| <b>Success Measure:</b> Increase applicant and licensee autonomy regarding the application status. |                                      |                                    |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b>             | <b>Completion Date</b>             | <b>Status</b> |
| 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.

|  |                          |                          |               |
|--|--------------------------|--------------------------|---------------|
| <b>Start Date: Q2 2019</b>   |                          | <b>End Date: Q3 2023</b> |               |
| <b>Success Measure:</b> Improved accessibility to staff and customer service for stakeholders.                                 |                          |                          |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| 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.

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

## Goal 2: Continuing Professional Development

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

|   |                          |                          |               |
|---|--------------------------|--------------------------|---------------|
| <b>Start Date: Q1 2019</b>  |                          | <b>End Date: Q4 2023</b> |               |
| <b>Success Measure:</b> Increased transparency for Board member CPD compliance. |                          |                          |               |
| <b>Major Tasks</b>  | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| 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.

|  |                          |                          |               |
|--|--------------------------|--------------------------|---------------|
| <b>Start Date: Q4 2020</b>                       |                          | <b>End Date: Q1 2021</b> |               |
| <b>Success Measure:</b> Number of YouTube views. |                          |                          |               |
| <b>Major Tasks</b>                               | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| Create presentation.                             | CERC and AEO             | Q4 2020                  | Q4 2021       |
| 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.

|   |                          |                          |               |
|---|--------------------------|--------------------------|---------------|
| <b>Start Date: Q2 2019</b>  |                          | <b>End Date: Q2 2019</b> |               |
| <b>Success Measure:</b> Links are accessible to licensees on Board's website. |                          |                          |               |
| <b>Major Tasks</b>  | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| 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.

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



## 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           | On Schedule |
| 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           | Q4 2021 |
| Outreach and education to licensees regarding the new regulations.                              | All Staff         | Q2 2020           | Q4 2021 |
| Create advisory for licensees   | CSC/CERC          | Q2 2020           | Q4 2021 |

## Goal 4: Enforcement

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

|   |                          |                          |               |
|---|--------------------------|--------------------------|---------------|
| <b>Start Date: Q2 2021</b>  |                          | <b>End Date: Q4 2021</b> |               |
| <b>Success Measure:</b> More effective communication.                 |                          |                          |               |
| <b>Major Tasks</b>  | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| Evaluate current communication tools to complainants and respondents. | Enforcement Staff        | Q2 2021                  | On Schedule   |
| Identify more effective communication tools.                          | Enforcement Staff        | Q3 2021                  | On Schedule   |
| Implement identified communication tools.*                            | Enforcement Staff        | Q4 2021                  | On Schedule   |

\* 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.

|  |                          |                          |               |
|--|--------------------------|--------------------------|---------------|
| <b>Start Date: Q1 2022</b>   |                          | <b>End Date: Q3 2022</b> |               |
| <b>Success Measure:</b> The availability of information on the enforcement process to stakeholders.  |                          |                          |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| 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.

|   |                          |                        |               |
|---|--------------------------|------------------------|---------------|
| <b>Start Date: Q1 2019</b>                              | <b>End Date: Q1 2019</b> |                        |               |
| <b>Success Measure:</b> Additional investigative staff. |                          |                        |               |
| <b>Major Tasks</b>                                      | <b>Responsible Party</b> | <b>Completion Date</b> | <b>Status</b> |
| 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.

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

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

|  |                          |                          |               |
|--|--------------------------|--------------------------|---------------|
| <b>Start Date: Q3 2019</b>                               |                          | <b>End Date: Q2 2021</b> |               |
| <b>Success Measure:</b> Enforcement processes evaluated. |                          |                          |               |
| <b>Major Tasks</b>                                       | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| Collaborate with OCM to evaluate current processes.      | Enforcement Staff        | Q3 2019                  | Q2 2021       |
| Implement recommendations from OCM.                      | Enforcement Staff        | Q2 2021                  | Q3 2021       |

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

|   |                          |                          |               |
|---|--------------------------|--------------------------|---------------|
| <b>Start Date: Q3 2020</b>                                |                          | <b>End Date: Q1 2021</b> |               |
| <b>Success Measure:</b> Larger pool of qualified experts. |                          |                          |               |
| <b>Major Tasks</b>  | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| Evaluate recruitment tools for subject matter experts.    | EO and EPM               | Q3 2020                  | Q3 2021       |
| Identify more effective recruitment tools.                | EO and EPM               | Q4 2020                  | Q1 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.

|  |                          |                          |               |
|--|--------------------------|--------------------------|---------------|
| <b>Start Date: Q2 2022</b>                                 |                          | <b>End Date: Q4 2023</b> |               |
| <b>Success Measure:</b> More effective communication plan. |                          |                          |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| 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.

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

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

| <b>Start Date: Q1 2019</b>  |                          | <b>End Date: Q4 2023 (ongoing)</b> |               |
|---|--------------------------|------------------------------------|---------------|
| <b>Success Measure:</b> Increase in number of outreach events attended. |                          |                                    |               |
| <b>Major Tasks</b>  | <b>Responsible Party</b> | <b>Completion Date</b>             | <b>Status</b> |
| 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.

|   |                          |                          |                         |
|---|--------------------------|--------------------------|-------------------------|
| <b>Start Date: Q4 2019</b>                            |                          | <b>End Date: Q4 2020</b> |                         |
| <b>Success Measure:</b> Resource allocation analyzed. |                          |                          |                         |
| <b>Major Tasks</b>                                    | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b>           |
| 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.

|   |                          |                          |               |
|---|--------------------------|--------------------------|---------------|
| <b>Start Date: Q4 2021</b>  |                          | <b>End Date: Q1 2023</b> |               |
| <b>Success Measure:</b> More effective communication of Board activities. |                          |                          |               |
| <b>Major Tasks</b>  | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| 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.

|  |                          |                          |               |
|--|--------------------------|--------------------------|---------------|
| <b>Start Date: Q1 2019</b>   |                          | <b>End Date: Q3 2023</b> |               |
| <b>Success Measure:</b> Relevant publications available to stakeholders.     |                          |                          |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| 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.

|  |                          |                          |               |
|--|--------------------------|--------------------------|---------------|
| <b>Start Date: Q2 2022</b>   |                          | <b>End Date: Q2 2023</b> |               |
| <b>Success Measure:</b> Increased stakeholder awareness of the Board.    |                          |                          |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| Develop a campaign plan with the Outreach and Education Committee (OEC). | EO, AEO, CSM, and OEC    | Q2 2022                  | On Schedule   |
| 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.

|  |                           |                          |               |
|--|---------------------------|--------------------------|---------------|
| <b>Start Date: Q3 2019</b>   |                           | <b>End Date: Q3 2020</b> |               |
| <b>Success Measure:</b> Improved customer service.                                     |                           |                          |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b>  | <b>Completion Date</b>   | <b>Status</b> |
| Conduct analysis.  | AEO                       | Q3 2019                  | Q4 2020       |
| Utilize SOLID to implement changes identified by analysis to improve customer service. | EO, AEO, CSM, LM, and EPM | Q3 2020                  | Q1 2021       |

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

|  |                          |                          |               |
|--|--------------------------|--------------------------|---------------|
| <b>Start Date: Q1 2020</b>   |                          | <b>End Date: Q4 2023</b> |               |
| <b>Success Measure:</b> More effective and efficient internal processes. |                          |                          |               |
| <b>Major Tasks</b>   | <b>Responsible Party</b> | <b>Completion Date</b>   | <b>Status</b> |
| Collaborate with OCM to review internal processes.                       | All Staff                | Q1 2020                  | Q2 2021       |
| 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.

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

## MEMORANDUM

|                |  |
|----------------|--|
| <b>DATE</b>    | September 9, 2020  |
| <b>TO</b>      | Outreach and Communications Committee                    |
| <b>FROM</b>    | Jason Glasspiegel<br>Central Services Manager            |
| <b>SUBJECT</b> | Agenda Item #6 – Update on Website Focus Group Follow-up |

### **Background:**

At its October 2016 meeting, the Outreach and Education Committee (Committee) directed Board staff to work with the Department of Consumer Affairs' SOLID Training and Planning Solutions Unit (SOLID) to evaluate the user friendliness of the Board's website through the use of website data and facilitated focus groups of licensees, applicants, and the public. Due to workload needs of the Board and SOLID, the user-friendliness website focus group had to be delayed until 2018 to complete stakeholder work needed for the Pathways to Licensure regulatory revisions.

In 2018, Board staff worked with SOLID to analyze the most frequented areas of the website by utilizing Google Analytics. After collecting and analyzing this preliminary information, SOLID worked with Board staff to plan two focus groups, one in northern/central California and one in southern California, that would discuss specifically the who, what, where, when and why for what stakeholders want to see on the Board's website. Board staff sent out email invitations to a broad array of stakeholders and received interest in participating from licensees, students, graduate school program representatives, other government agency representatives, and mental health organizations.

The two focus group meetings were scheduled in February and March of 2019. Both groups had commitments from 20 people each but, due to scheduling issues, ended up with five (5) participants at each meeting. Despite their small size, both meetings were extremely informative for both staff and the participants. Participants were highly engaged, provided excellent feedback about the website and the Board's customer service, and provided insight from a variety of perspectives. SOLID facilitated both focus groups and provided Board staff with the notes from the focus groups, which are provided for the Committee's review in the attachment.

Upon review of the focus group notes, staff believes the input received fall into the following categories:

1. Immediately implementable items (such as moving the search and translate buttons)
2. Items for implementation as part of larger 2020 restructuring of website
  - a. Structural/Organizational changes to website (such as renaming, adding, or moving heading categories)
  - b. Creation of new content and webpages (such as creating a supervision page, renewals page, and verifications and file transfer page)
  - c. Enhancing current content and resources (such as adding expected timelines on licensing flowcharts or making the Publications page include all publications and forms in an indexed fashion)
  - d. Aesthetic changes to website (such as more icons and buttons and reducing the amount of text). Note: these must be weighed against statutory ADA requirements for the Board's website.
  - e. Creation of internal policies to make website more user-friendly (such as ensuring all pages, documents, and forms have identified keywords to make them more easily searchable)
3. Design items that require DCA's Internet Team input on feasibility (i.e. creation of interactive flowcharts)

Throughout 2019, Board staff worked to implement the immediately implementable items. Due to the COVID-19 pandemic, staff have had to wait to address the items for the larger 2020 restructuring, and will begin once all staff return to the office in-person and vacancies are filled.

**Action Requested:**

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

## MEMORANDUM

|                |   |
|----------------|---|
| <b>DATE</b>    | September 9, 2020                                 |
| <b>TO</b>      | Outreach and Communications Committee             |
| <b>FROM</b>    | Jason Glasspiegel<br>Central Services Coordinator |
| <b>SUBJECT</b> | Agenda Item #7: 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 2020 so far:

1/8/2020 – Congratulations Dr. Shacunda Rodgers and welcome to the Board of Psychology. – 540 views, 20 “Post Clicks”, 16 “Likes”.

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

Followers: 437 (**For Followers over time, please see attached chart**)

Following: 644

Total Tweets: 1,053

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

### **2020**

#### **Board Meetings**

February 27<sup>th</sup> – 107 views

February 28<sup>th</sup> part 1 – 101 views

February 28<sup>th</sup> part 2 – 55 views

### **2019**

#### **Board Meetings**

October 3<sup>rd</sup> part 1 – 72 views

October 3<sup>rd</sup> part 2 – 65 views

October 4<sup>th</sup> – 87 views

August 15<sup>th</sup> – 107 views  
August 16<sup>th</sup> – 92 views

April 24<sup>th</sup> – 141 Views  
April 25<sup>th</sup> – 106 Views  
April 26<sup>th</sup> – 231 Views

February 7<sup>th</sup> – 148 Views  
February 8<sup>th</sup> part 1 – 63 Views  
February 8<sup>th</sup> part 2 – 21 views

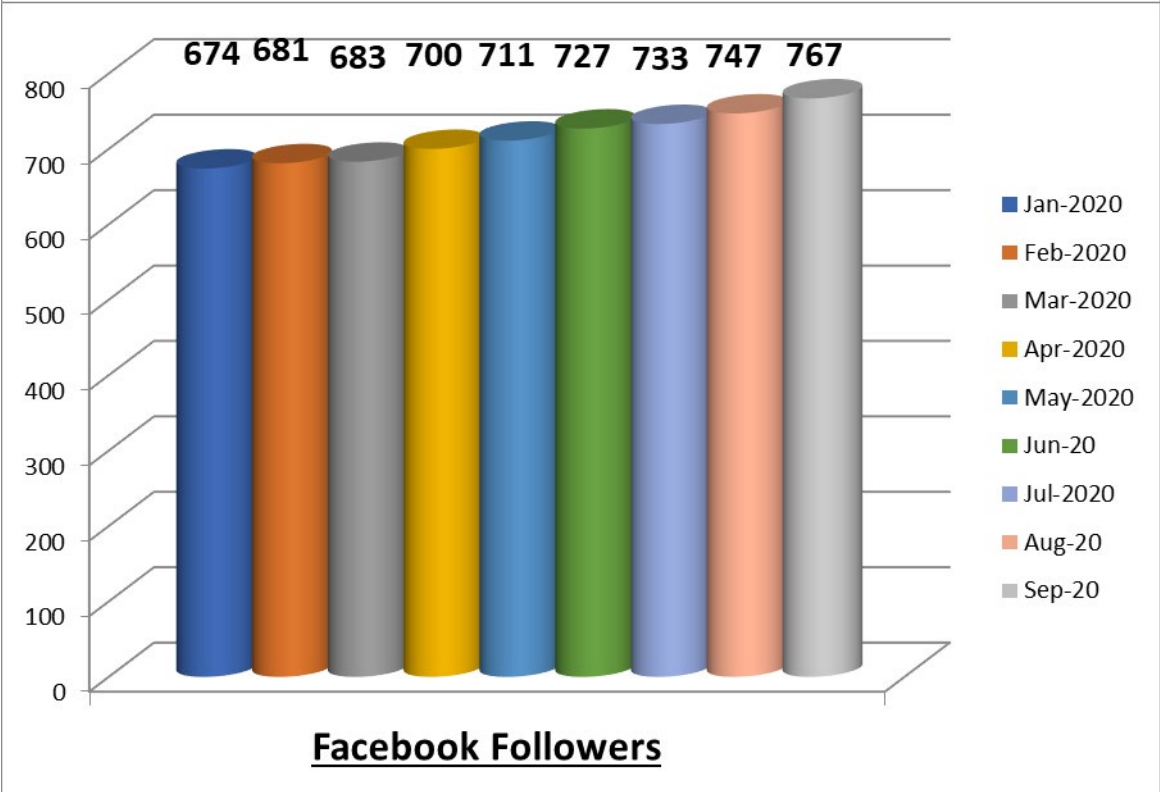
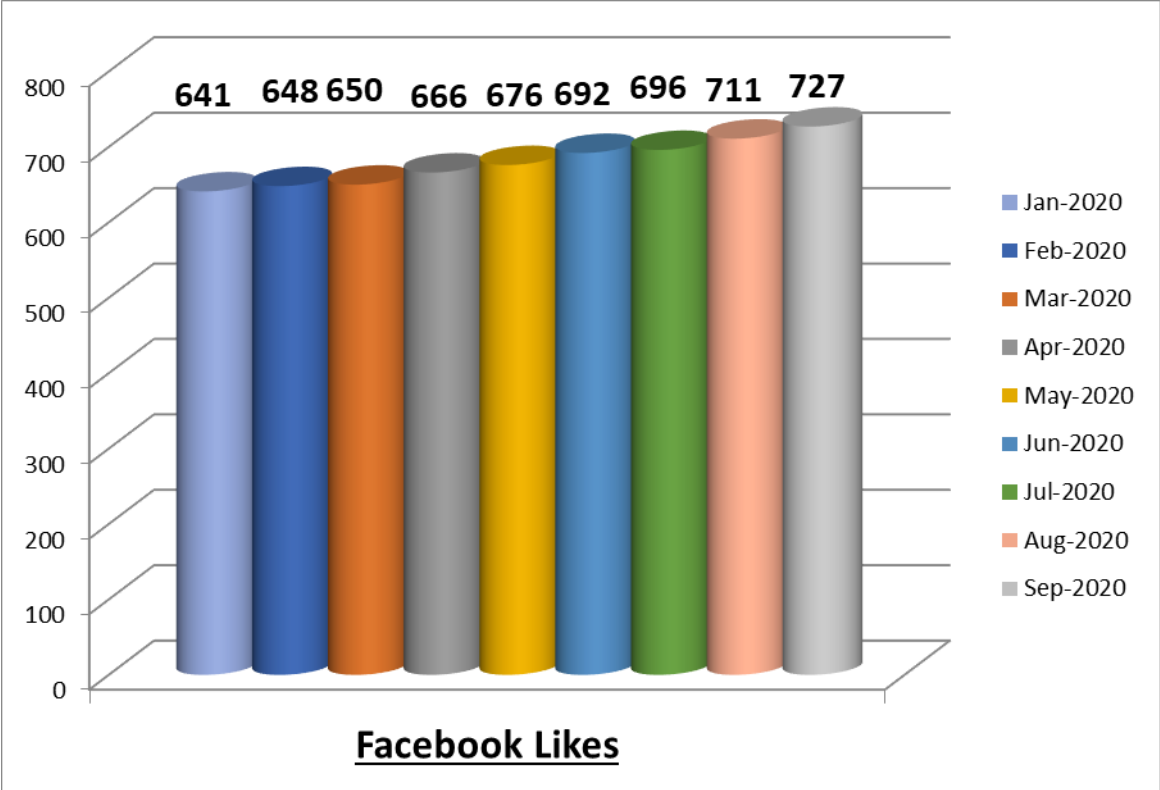
Licensure Committee

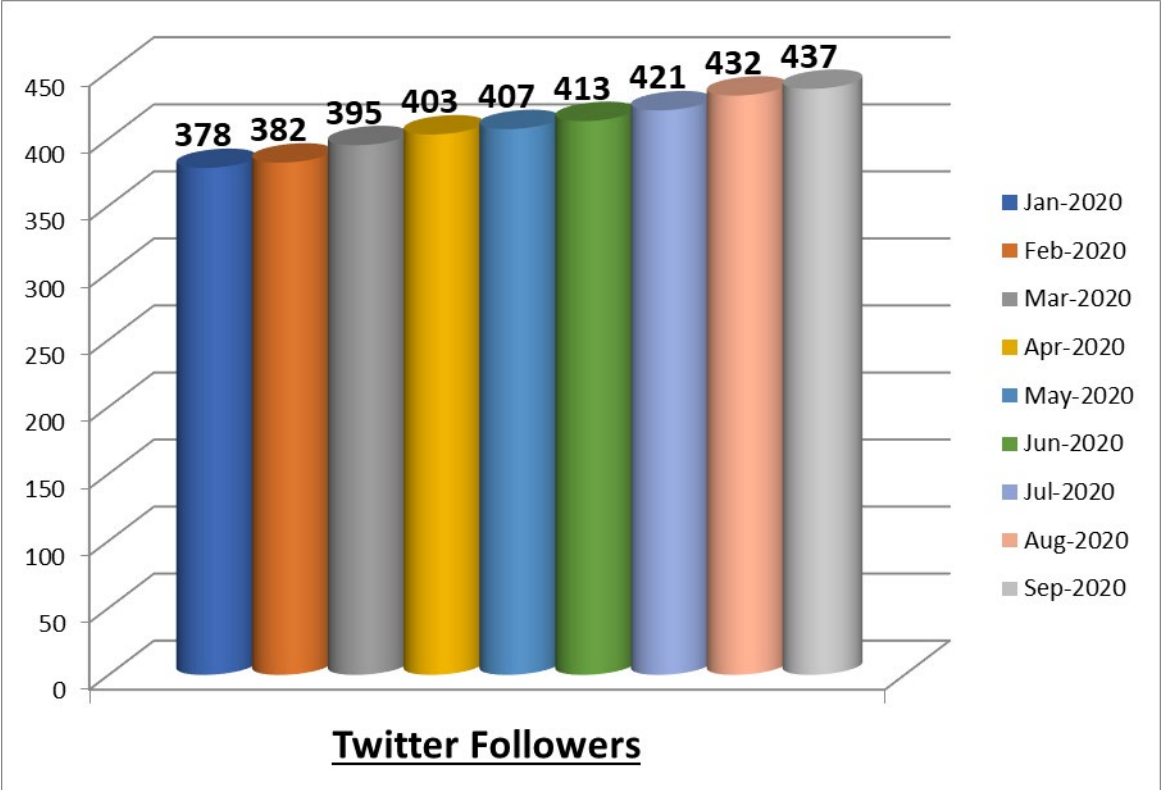
June 13<sup>th</sup> – 114 views

September 12<sup>th</sup> part 1 – 275 views  
September 12<sup>th</sup> part 2 – 63 views  
September 13<sup>th</sup> – 71 views

**Action Requested:**

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





## MEMORANDUM

|                |   |
|----------------|---|
| <b>DATE</b>    | September 9, 2020                             |
| <b>TO</b>      | Outreach and Communications Committee         |
| <b>FROM</b>    | Jason Glasspiegel<br>Central Services Manager |
| <b>SUBJECT</b> | Agenda Item #8: Website Update                |

### Website Background:

Website: [www.psychology.ca.gov](http://www.psychology.ca.gov)

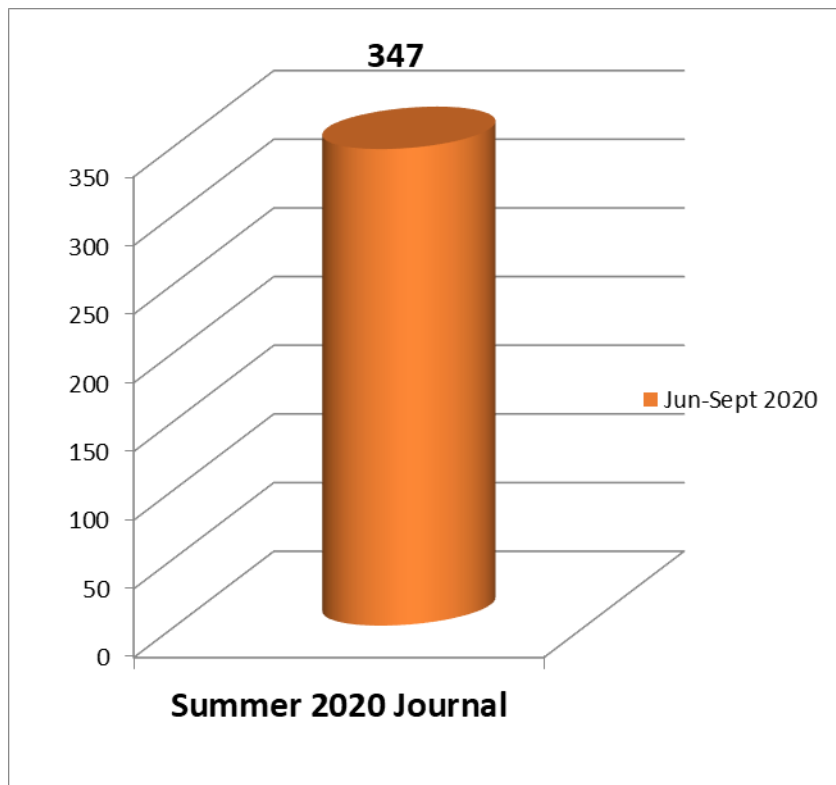
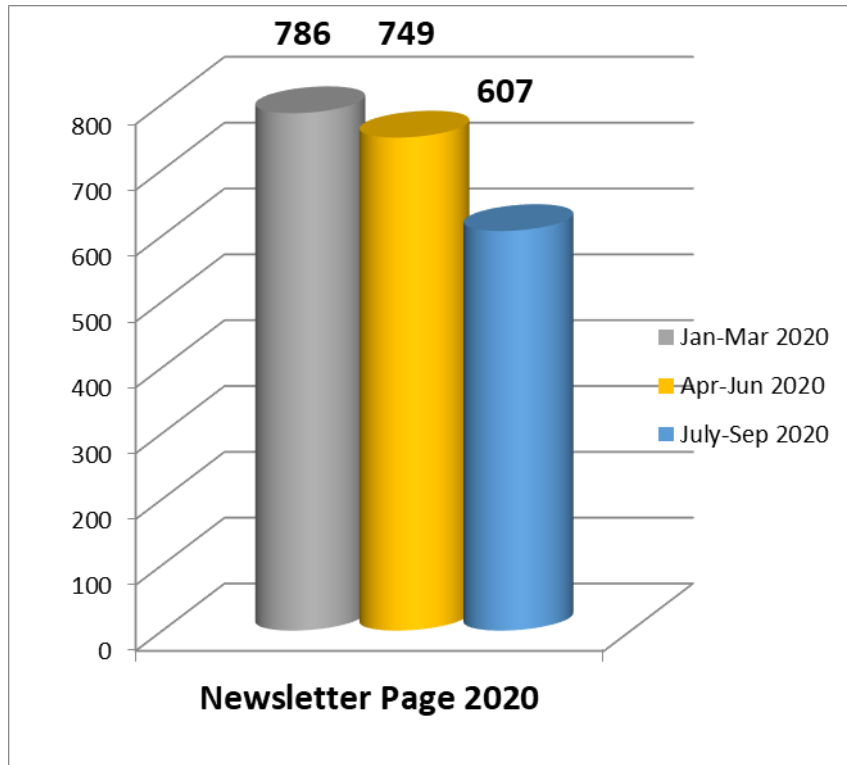
Below and on the following pages please find the top five web pages viewed between January 1, 2020 and September 8, 2020.

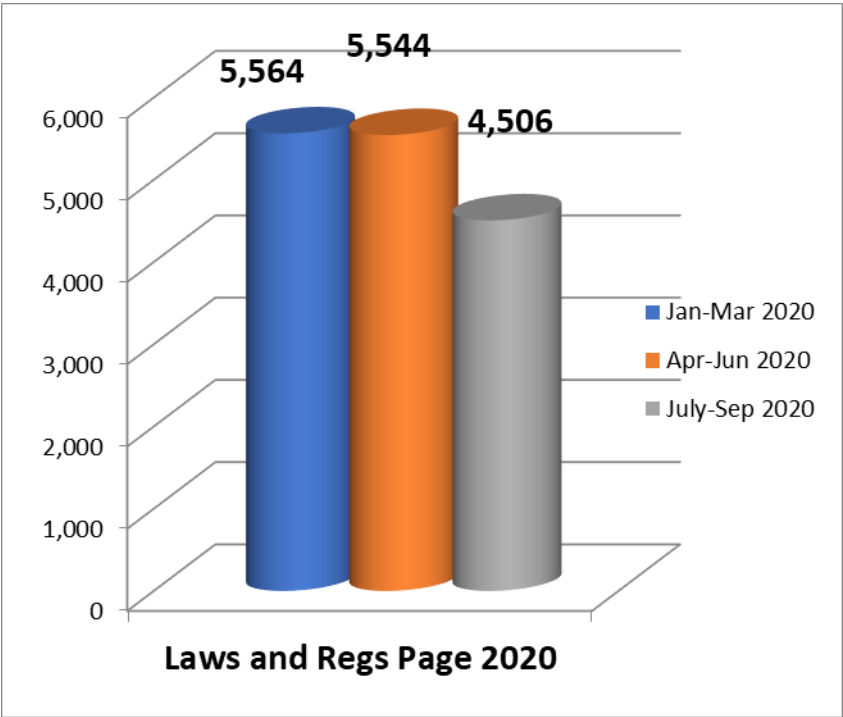
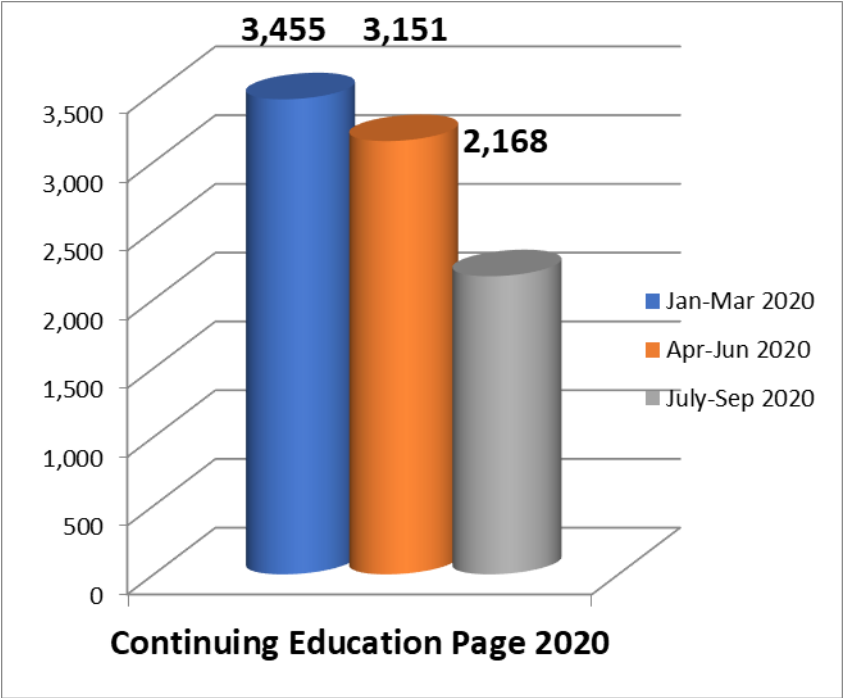
| TOP FIVE PAGES                 | # OF VIEWS | CONTENT   |
|--------------------------------|------------|---|
| /licensees/index.shtml         | 33,230     | Licensee and Registrant Information Page              |
| /applicants/psychologist.shtml | 29,794     | Psychologist Applicant Page                           |
| /about_us/breeze.shtml         | 25,072     | BreEZe Online Services – First Time User Instructions |
| /applicants/covid_19.shtml     | 22,509     | FAQ's Related to Coronavirus Disease 2019 (COVID-19)  |
| /applicants/index.shtml        | 21,411     | Applicant Information Page                            |

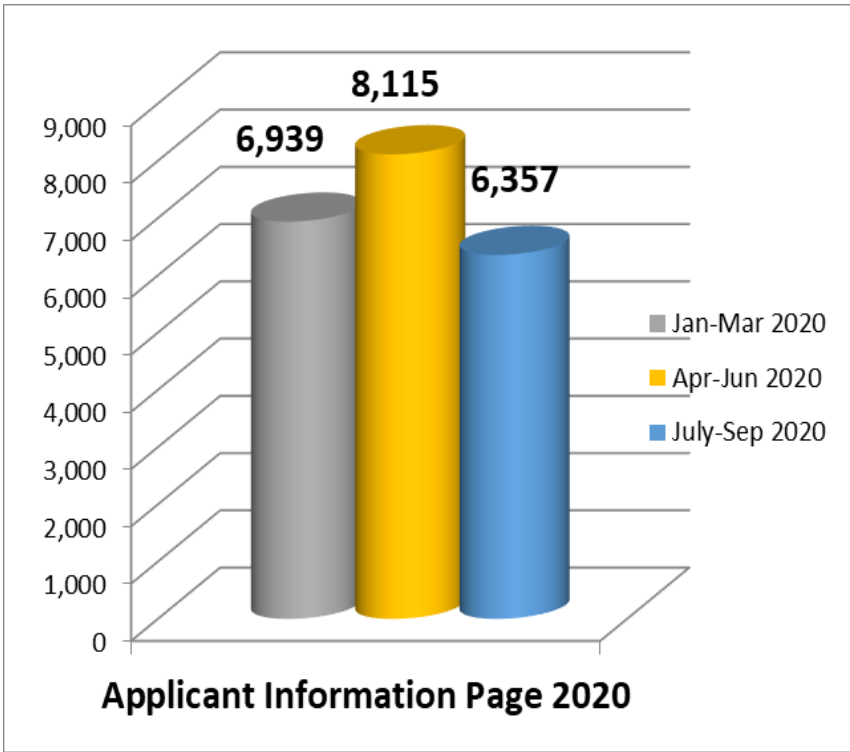
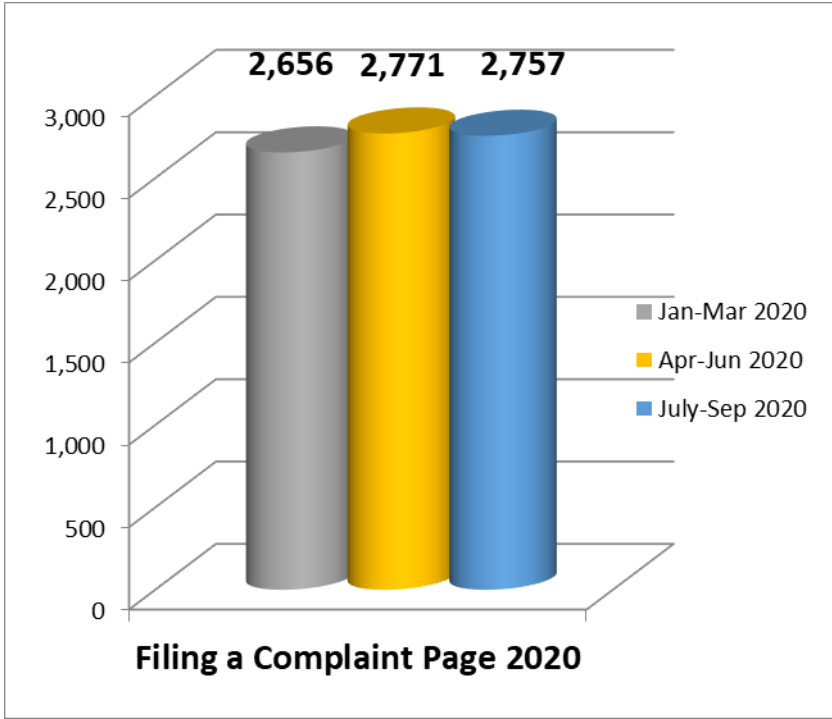
Below please find the 2019 viewings for the following pages by quarter (through September 8, 2020):

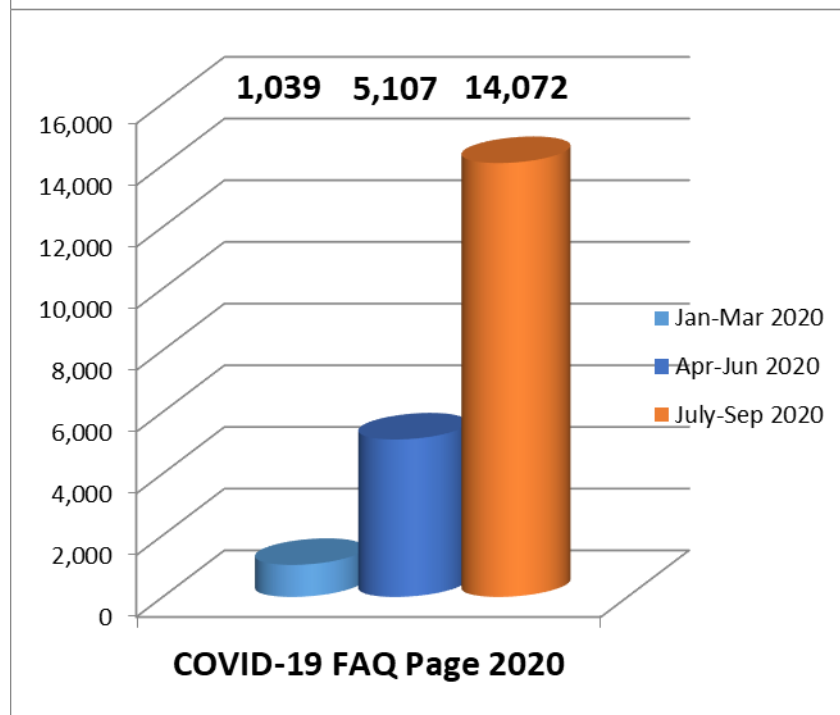
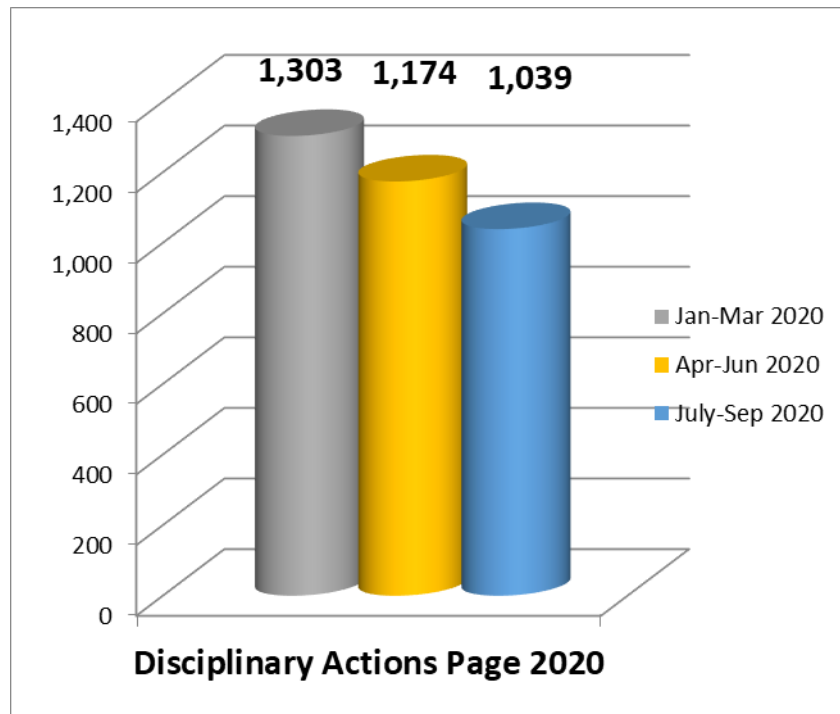
- Newsletter page
- Most Recent Newsletter
- Continuing Education Page
- Laws and Regulations Page
- Filing a Complaint Page
- Applicant Information Page
- Disciplinary Actions Page
- COVID-19 FAQ Page











**Regulatory and Legislative Advisories**

**Views to Date**

|   |        |
|---|--------|
| AB 89 (Levine) – Psychologists: Suicide Prevention Training                   | 15,789 |
| AB 282 (Jones-Sawyer) – Aiding, Advising, or Encouraging Suicide              | 142    |
| AB 1076 (Ting) – Criminal Records: Automatic Relief                           | 134    |
| AB 2138 (Chiu) – Licensing Boards: Denial of Application                      | 240    |
| AB 2968 (Levine) – Psychotherapist-Client Relationship                        | 431    |
| SB 425 (Hill) Probationary Physician's and Surgeon's: Unprofessional Conduct. | 93     |

|   |        |
|---|--------|
| SB 547 (HILL) – Omnibus (Delinquent Fee Change) | 4,178  |
| SB 786 (BP&ED) – Healing Arts.                  | 62     |
| Verification of Experience Regulation           | 25,641 |

**Action Requested:**

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

## MEMORANDUM

|                |                                       |
|----------------|---------------------------------------|
| <b>DATE</b>    | September 9, 2020                     |
| <b>TO</b>      | Outreach and Communications Committee |
| <b>FROM</b>    | Antonette Sorrick, Executive Officer  |
| <b>SUBJECT</b> | Agenda Item 9: Newsletter             |

**Background:**

Attached is the Board's *Fall Journal*. The *Winter Journal* will go out in December 2020.

**Action Requested:**

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

# Journal

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

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## President's Message



SEYRON FOO, PRESIDENT

*Seyron Foo, Board of Psychology*

Our fall “Journal” is the Board's last newsletter for 2020, closing a chapter on a difficult year as we continue to tackle the challenges of a worldwide pandemic that has tested our spirits, resolve, and health systems. I've been inspired by the stories of perseverance, community spirit, and creativity that are the hallmarks of our state.

Throughout the pandemic, the Board has continued its mission of protecting consumers of psychological services by licensing psychologists, regulating the practice of psychology, and supporting the evolution of the profession. We have also done this recognizing the need to facilitate the continued provision of care to individuals affected by coronavirus, including examining and requesting temporary waivers to existing regulations in light of the need for physical distancing to successfully slow the spread of COVID-19. This included requesting nine waivers to the Department of Consumer Affairs, covering topics such as waiving the live continuing education course requirement and requesting additional time for supervised professional experience for psychological assistants (regardless of their time on the 72-month limitation).

The Department approved our request for some waivers, including the Board's request to relax the requirement of face-to-face supervision to virtual means for a psychological trainee. The Board also took action to allow for the restoration of licenses of psychologists whose licenses were cancelled without requiring the Board's law and ethics exam, as well as the ability of a psychological trainee to request an extension on time limits to accrue pre-doctoral and post-doctoral hours. You can view the status of waivers on our website at: [www.psychology.ca.gov/covid/index.shtml](http://www.psychology.ca.gov/covid/index.shtml).

The Board continues to review and identify obstacles to consumer protection and the provision of care in consideration of the evolving nature of state and local public health orders issued to protect the health and safety of Californians. We are able to do so with an almost-full complement of Board members and we are grateful to the Governor's Office for its attentiveness in recognizing the importance

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[www.psychology.ca.gov](http://www.psychology.ca.gov)



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To verify a license: [www.breeze.ca.gov](http://www.breeze.ca.gov)

To update address of record or email address: [www.breeze.ca.gov](http://www.breeze.ca.gov)

Contact us: [bopmail@dca.ca.gov](mailto:bopmail@dca.ca.gov)

Sign up for our email list:  
[www.psychology.ca.gov](http://www.psychology.ca.gov)





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of the Board's ability to conduct business. On June 15, Governor Gavin Newsom reappointed Dr. Mary Harb Sheets, vice president of the Board, and Dr. Stephen Phillips, president emeritus of the Board. I am also immensely grateful to the governor for my re-appointment to the Board, joining Dr. Harb Sheets and Dr. Phillips for a four-year term.

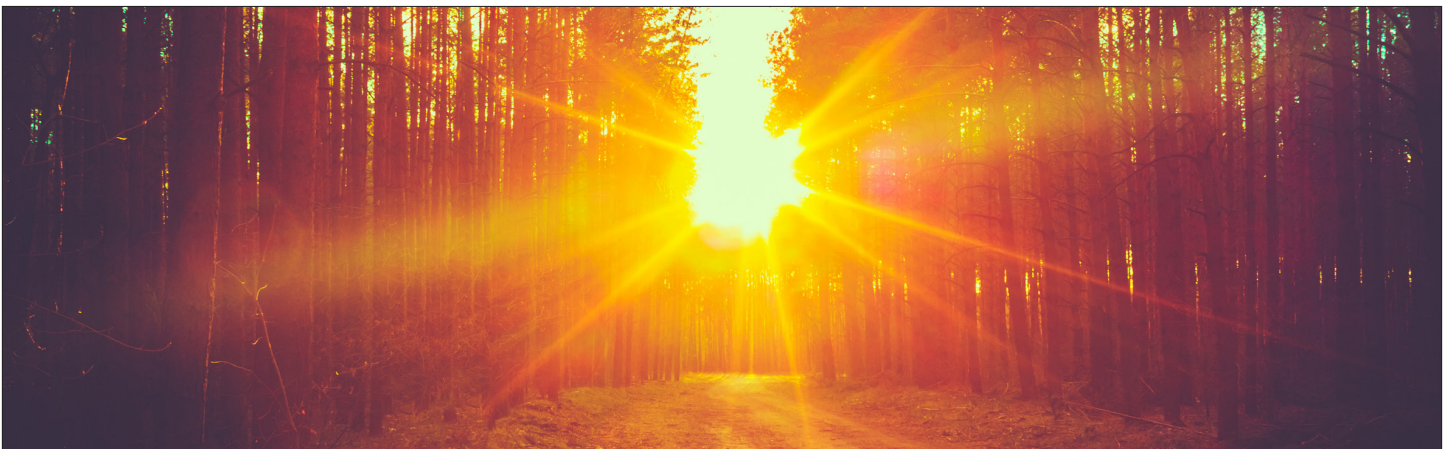
Dr. Harb Sheets is a psychologist in private practice and a senior consultant and staff psychologist at Workplace Guardians, Inc. In addition to her vice presidency on the Board, Dr. Harb Sheets chairs the Licensure Committee, which creates and maintains a clear and efficient framework for licensure, examination processes, and continuing professional development through the Board's statutes and regulations to ensure licensees meet the qualifications necessary to practice safely and ethically. She has also shared her expertise by teaching courses in advanced law and ethics at the California School of Professional Psychology at Alliant International University in San Diego. An engaged member of the profession, she is the former chair of the Ethics Committee of the California Psychological Association. Dr. Harb Sheets earned a Master of Science degree and Doctor of Philosophy degree in clinical psychology from the California School of Professional Psychology.

Dr. Phillips is a clinical and forensic psychologist. On the Board, he chairs the Enforcement Committee, which protects the health and safety of consumers of psychological services through the active

enforcement of the statutes and regulations governing the safe practice of psychology. Dr. Phillips also brings his experience as Board president emeritus and the longest-serving member on the Board for the Sunset Review Committee and the Telepsychology Committee. In addition to his practice, Dr. Phillips has been a faculty member at the Wright Institute Los Angeles and Alliant International University. Prior to his Board service, Dr. Phillips served as the president of the Los Angeles County Psychological Association. He earned a Juris Doctor degree from the University of Chicago Law School and a Doctor of Psychology degree in clinical psychology from Alliant International University, California School of Professional Psychology.

We invite you to participate in our Board meetings, held virtually through the duration of "stay-at-home" health orders. You may learn more about our Board and committee meetings on our website by clicking on "Meeting Calendar" under the "About Us" tab.

Finally, on behalf of the Board, I applaud and commend our fantastic staff members, led by Executive Officer Antonette Sorrick, and our affiliates in the Department of Consumer Affairs' Legal Affairs Division, SOLID Training and Planning Solutions, and other partners that enable the Board to carry out its mission of consumer protection. Despite these difficult environs, Board staff and associates continue to answer the calls of innovation, comity, and public service.







## How to Update Your Address of Record

*Diana Brown, Central Services Technician, Board of Psychology*

Along with checking the batteries in your smoke detectors and other devices to make sure they are in top working order, you may want to check your address of record that you have on file with the Board. For our licensees and registrants, an important aspect of maintaining their licensure is to inform the Board of any change of their address of record as this is the address to which the Board will send important documents or letters.

### California Code of Regulations section 1380.5

Each person holding a license as a psychologist shall file with the Board his or her address of record, which shall be used as the mailing address for the licensee and shall be disclosable to the public. The licensee may provide a post office box number or other alternate address as his or her address of record; however, the licensee shall also provide a physical address or residential address for the Board's internal administrative use and not for disclosure to the public. Each applicant and licensee who has an electronic mail address shall provide to the Board that electronic mail address and shall maintain a current electronic mail address, if any, with the Board. Within **30 days after** a change any address above, the applicant or licensee shall report to the Board any and all changes, giving both his or her old and new address(es). **Failure to comply with the requirements of this section may subject the licensee to an enforcement action.**

The Board utilizes the address of record for all communications with its licensees and registrants; therefore, it is very important to keep your address of record current with the Board. The United States Postal Service does not forward government mail, such as the Board's correspondences, to forwarding addresses. So even if you have submitted the forwarding notice at the Post Office, any correspondence from the Board will not be forwarded to you. You will need to contact the Board directly to submit an address change.

### As a psychologist, there are two ways that you can update your address with the Board:

- You can update your address yourself using the BreEZe online system.
- You can complete and submit the fillable change of address form located on the Board's website at [www.psychology.ca.gov/licensees/change\\_address.pdf](http://www.psychology.ca.gov/licensees/change_address.pdf).

**Note:** Psychological assistants and registered psychologists must use the fillable form and submit it to the Board.

To change your address in the BreEZe online system, you will need to log in to your BreEZe account and select the "Manage Information" section to make your address change.

### How to access BreEZe:

- 1) Access the BreEZe website at [www.breeze.ca.gov](http://www.breeze.ca.gov).
- 2) If you are new to BreEZe, click on "BreEZe Registration" under "New Users." If you are a returning user, sign in to BreEZe.
- 3) Once logged in, go to the "Manage Information" section to update your address of record.

**Please note:** A new pocket license is NOT automatically generated when these changes are put into the system. The replacement pocket license can be ordered by utilizing the BreEZe system or by completing the "Application for Duplicate Wall Certificate and/or Pocket Card" form on the Board's website. Please follow the instructions completely and submit the form or online order with the processing fee. Orders placed without providing payment will not be filled until payment is received.

Additional tutorials for BreEZe can be found here: [www.psychology.ca.gov/about\\_us/breeze.shtml](http://www.psychology.ca.gov/about_us/breeze.shtml).



## Child Custody Implementation Plan Update

*Stephen C. Phillips, J.D./Psy.D., Chair, Enforcement Committee, Board of Psychology, and Sandra Monterrubio, Enforcement Program Manager, Board of Psychology*

In recent years, issues have been raised by the Center for Judicial Excellence and others regarding the handling of child custody matters and the role of child custody evaluators. Subsequently, in September 2018, the Board of Psychology and the Board of Behavioral Sciences held a Child Custody Stakeholder meeting in Sacramento. Stakeholders were invited to participate in the meeting to discuss concerns from the Center for Judicial Excellence.

In attendance were the Board of Psychology, Board of Behavioral Sciences, Department of Consumer Affairs' Executive Office, Department of Consumer Affairs' Legal Office, Judicial Council of Family Law, Senate Judiciary Committee, Assembly Business and Professions Committee, Office of the Attorney General, and Center for Judicial Excellence.

At the Stakeholder meeting, attendees discussed and triaged issues raised by the Center for Judicial Excellence and determined under which attending office's jurisdiction each issued resided. After the meeting, the Board met and reviewed the issues that reside within the Board's jurisdiction. Below is the Child Custody Implementation Plan that has been reviewed and approved by the Board at its July 10 board meeting.

| ITEM | ACTION ITEMS  | HOW TO IMPLEMENT   | TIMEFRAME |
|------|---|--|-----------|
| 1    | Mandate Child Abuse/ Domestic Violence Education for Subject Matter Experts                             | Child Custody Subject Matter Experts will be required to take 6 hours of continuing education in child abuse and 6 hours in domestic violence every 3 years (contract term for experts).   | 2020/2021 |
| 2    | Screen Child Custody Subject Matter Experts Who Subscribe to Parental Alienation Syndrome               | The Expert Application will include the following question: "Do you believe parental alienation syndrome should be included in the Diagnostic and Statistical Manual? Why or why not?" Depending on the answer given, further review will be undertaken on a case-by-case basis. | 2020/2021 |
| 3    | Educate Public on the Clear and Convincing Evidence Standard  | A definition of clear and convincing evidence is provided on the Complaint Fact Sheet, which will be posted on the Board's website. In addition, the Board will post a link to Senior Assistant Attorney General Gloria Castro's presentation on clear and convincing evidence.  | 2019      |
| 4    | Create a Complaint Fact Sheet   | The committee amended the Complaint Fact Sheet, which will be posted on the Board's website by early November.   | 2019      |
| 5    | Review and Consider Statutory Language Related to Documentation Considered for Child Custody Complaints | This item is on the agenda for the Enforcement Committee and will be presented at a future Board meeting.  | 2021      |

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The five items addressed in the table represent an important aspect of the Board's commitment to its continued mission to protect consumers of psychological services by licensing psychologists, regulating the practice of psychology, and supporting the evolution of the profession.

In response to the concerns raised by stakeholders regarding the responsiveness of the Board to complaints filed in child custody matters while

maintaining the fairness of the system for all concerned, the Board has implemented procedural and informational changes to increase the Board's efficacy in investigating and, where appropriate, prosecuting complaints if sufficient, credible evidence exists to satisfy the clear and convincing evidence standard of proof. The Board appreciates the tireless efforts of child custody reform advocates to raise their concerns with the Board.





## Responding to the Pandemic—California Health Corps

Mary Harb Sheets, Ph.D., Vice President, Board of Psychology

On March 31, Governor Gavin Newsom announced a request for California licensed health care workers to help the state address the mental health impacts from the pandemic. To assist in this need, he established the California Health Corps (<https://covid19.ca.gov/healthcorps/>). This program is an opportunity for licensed health care providers

to help our fellow Californians. Registrants are paid and provided with malpractice insurance coverage. As of mid-June, 1,191 psychologists, approximately 6% of California's current licensed psychologists, had signed up to participate in the program. To apply or find additional information, please visit the Health Corps website.

## Jeffrey K. Thomas— In Memoriam

In August, the Board of Psychology lost Assistant Executive Officer Jeffrey K. Thomas. Mr. Thomas worked for the Board for 33 years. To those that crossed paths with him, Mr. Thomas was a wealth of historical knowledge, a kind and patient leader, and a man with a great sense of humor. He is survived by his beloved Scottish terrier Roscoe as he joins the love of his life, Mitchell L. Putman. The staff, the Board, and all those associated with Mr. Thomas join in mourning his loss.



## COVID-19 Updates

Antonette Sorrick, Executive Officer, Board of Psychology

On March 4, the Board of Psychology began operations under the state's declared emergency. Board staff transitioned to telework and seamlessly processed applications, renewals, and complaints via secure cloud-based systems. Board meetings have been held by teleconference and WebEx, and the Board's office alternated between being open and closed to the public. In response to inquiries regarding challenges meeting the statutory and regulatory mandates for training and licensure, the Board submitted several waivers. Some additional waivers have been initiated by both the Department of Consumer Affairs as well as outside organizations. For a current list of waivers, see the links provided:

### Board of Psychology Waivers

[www.psychology.ca.gov/covid/waivers.shtml](http://www.psychology.ca.gov/covid/waivers.shtml)

### Department of Consumer Affairs Waivers

[www.dca.ca.gov/licensees/dca\\_waivers.shtml](http://www.dca.ca.gov/licensees/dca_waivers.shtml)

The Emergency Preparedness Ad Hoc Committee also looked at additional ways to improve communications with stakeholders, reviewed statutory authority for future emergencies, and discussed considerations for Board meetings during an emergency. All measures taken by the Board during this time have been done in the context of the Board's values: transparency, integrity, fairness, responsiveness, and professionalism.



## 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 to June 30, 2020

**Bryna Susan Siegel, Ph.D.**  
Unlicensed, Redwood City

On May 27, a citation containing an order of abatement and fine in the amount of \$5,000 was issued to Bryna Susan Siegel for engaging in the unlicensed practice of psychology by conducting exams that are psychological in nature, offering psychological expert opinions, making conclusions regarding diagnoses of autism, and misrepresenting herself as a “psychologist” in writing, advertising, and in her own personal statements, when she was never licensed by the Board.

## Disciplinary Actions:

April 1 to June 30, 2020

### SURRENDER

**Gareth Charles Houghton, Ph.D.**  
Psychologist License No. PSY 10624, Sanger

Dr. Houghton stipulated to the surrender of his license after an Accusation was filed alleging he committed gross negligence by failing to provide informed consent to a patient, and in the manner in which he administered hypnosis to a patient. The surrender took effect April 2.

**Emma J. McManus, Psy.D.**  
Psychological Assistant  
Registration No. PSB 94020275,  
Sacramento

Dr. McManus stipulated to the surrender of her registration after an Accusation was filed alleging she engaged in false advertising during her care and treatment of a patient by allowing marketing materials to be made that failed to indicate her status as a registered psychological assistant; practiced outside her scope of qualifications and abilities by providing medication instructions for a patient who was detoxing from alcohol; provided psychological services without appropriate supervision; collected referral fees from an inpatient drug treatment program; failed to obtain informed consent that she would not provide therapy at the inpatient treatment facility unless her professional fees were paid separately; and attempted to engage in an exploitative financial relationship when she offered a \$10,000 loan to cover a patient’s inpatient treatment fee. The surrender took effect April 25.

### REVOCATION

**Senia Lynae Vitale, Ph.D.**  
Psychologist License No. PSY 14809, Solana Beach

Dr. Vitale’s license was revoked after a decision was entered following the filing of an Accusation and Petition to Revoke Probation that alleged she failed to comply with the conditions of probation and committed

acts warranting further license discipline. The decision and order took effect May 7.

### PROBATION

**Angie Maez, Ph.D.**  
Psychologist License No. PSY 12363, Santa Barbara

Dr. Maez’s license was placed on probation for one year, with a 10-day suspension, after a decision was entered following the filing of a First Amended Petition to Revoke Probation that alleged she failed to comply with the terms and conditions of probation including that she failed to call in for possible testing; failed to notify the Board that she had ceased practicing; and failed to notify the Board of an arrest within 72 hours. The decision and order took effect April 10.

### PUBLIC LETTER OF REPROVAL

**Leyla T. Brusatori, Ph.D.**  
Psychologist License No. PSY 23080, Lodi

Dr. Brusatori stipulated to the issuance of a public letter of reproof against her license, with terms, after an Accusation was filed that alleged she violated the regulations duly adopted when she failed to provide proof of completion of continuing education attendance certificates to the Board upon request for an audit. The order took effect April 8.



## Legislative/Regulatory Update

*Jason Glasspiegel, Central Services Manager,  
Board of Psychology*

### REGULATORY UPDATE

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

#### **1. 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 review phase. This phase includes reviews by the Department of Consumer Affairs and Business, Consumer Services and Housing Agency before formal Notice of Proposed Regulatory Action with the Office of Administrative Law (OAL).

This regulatory package does the following:

Conforms the California Code of Regulations to statutory changes made in Senate Bill 1193 (Hill, Chapter 484, Statutes of 2016), which requires psychological assistants to obtain a single registration with the Board of Psychology,

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.

#### **2. Title 16, CCR section 1396.8—Standards of Practice for Telehealth**

**Status:** Notice with OAL and hearing.

This regulatory package does the following:

Establishes standards of practice for telehealth by licensed California psychologists and psychology trainees to an originating site in this state, to a patient or client who is a resident of California temporarily located outside of this state, and to clients or patients who initiate psychological health care services while in this state but who may not be a resident of this state, to improve access to psychological care for underserved populations and to support clients or patients between regularly scheduled office visits or while they are temporarily located outside of this state.



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### **3. Title 16 CCR sections 1381.9, 1397.60, 1397.61, 1397.62, 1397.67—Continuing Professional Development**

**Status:** Initial review phase. This phase includes reviews by the Department of Consumer Affairs and Business, Consumer Services and Housing Agency before formal Notice of Proposed Regulatory Action with the Office of Administrative Law.

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.

### **4. Title 16 CCR sections 1381.9, 1381.10, 1392—Retired License, Renewal of Expired License, Psychologist Fees**

**Status:** Initial review phase. 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.

This regulatory package does the following:

Adopts section 1381.10 in Division 13.1 in the Board of Psychology’s regulations to be titled “Retired Status,” and amends the other sections cited. This proposal would allow a licensee to apply to have their license placed in a retired status.

### **5. Title 16 CCR sections 1394, 1395, 1395.1, 1392—Substantial Relationship Criteria, Rehabilitation Criteria for Denials and Reinstatements, Rehabilitation Criteria for Suspensions and Revocations**

**Status:** Final departmental review. This phase includes submitting the completed regulatory package to the Department of Consumer Affairs, the Business, Consumer Services and Housing Agency, and the Department of Finance for their review and approval, before the package is filed with the Office of Administrative Law for final review.

This regulatory package does the following:

Brings the Board into compliance with the changes to the law and, to the extent possible, maintains adequate consumer protections by ensuring Board licensees are fit to practice independently with potentially vulnerable consumer populations.

## **LEGISLATIVE UPDATE**

For up-to-date bill status information, visit the Board’s website at [www.psychology.ca.gov/laws\\_regs/legislation.shtml](http://www.psychology.ca.gov/laws_regs/legislation.shtml).

## **SPONSORED LEGISLATION**

### **SB 275 (Pan)—Psychologist: prohibition against sexual behavior**

As originally introduced, this bill would add sexual behavior to the offenses in Business and Professions Code (BPC) section 2960.1 that require a proposed decision to contain an order of revocation when the finding of facts prove that there were acts of sexual behavior between a psychologist and their client or former client. As a result of changes in the legislative schedule, this bill was amended on June 17, 2020, and now relates to the Health Care and Essential Workers Protection Act: personal protective equipment. The Board is no longer a sponsor of the bill.

## **LEGISLATION WITH ACTIVE POSITIONS**

The Board takes positions on legislation after review by its Legislative and Regulatory Affairs Committee and at its Board meetings.

### **SB 53 (Wilk)—Open meetings**

This bill modifies the Bagley-Keene Open Meeting Act (Bagley-Keene) to require two-member advisory committees of a “state body” to hold open, public meetings if at least one member of the advisory committee is a member of the larger state body, and the advisory committee is supported, in whole or in part, by funds provided by the state body.

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This bill would require the Board's two-person committee meetings to be noticed, public meetings. This structure is utilized in a limited number of circumstances when necessary. This structure may be used due to concerns for employee safety, for a collaborative discussion of confidential information that could not be discussed in depth during a public meeting, or for collaborative working group meetings of limited duration and scope where the committee's task is drafting iterative versions of legislatively mandated reports, drafting letters, or providing expert analysis.

The Board is also concerned that SB 53 would curb the Board's ability to effectively perform advocacy activities and limit Board outreach and education activities. Specifically, each year the Board organizes meetings with some or all members of the Assembly Business and Professions Committee and the Senate Business, Professions and Economic Development Committee to inform legislators and legislative staff on issues impacting consumer protection, Board operations, and the profession of psychology. The Board does not believe that it is the intent of the bill to impact activities outside of committee meetings,

but this bill would create additional barriers to effective advocacy and outreach activities intended to enhance consumer protection and educate the public.

**Board Position:** Oppose

**SB 66 (Atkins)—Medi-Cal: federally qualified health center and rural health clinic services**

This bill would allow Medi-Cal reimbursement for a patient receiving both medical and mental health services at a federally qualified health center (FQHC) or rural health clinic (RHC) on the same day.

**Board Position:** Support

**Assembly Bill 1145 (Garcia, Christina)—Child abuse: reportable conduct**

For the purposes of the Child Abuse Neglect Reporting Act (CANRA), this bill revises the definition of sexual assault to no longer include any acts under Penal Code sections 286 (sodomy), 287 or former section 288a (oral copulation), and section 289 (sexual penetration), if committed voluntarily and if there are no indicators of abuse, unless the conduct is between a person 21 years of age or older and a minor who is under 16 years of age.

**Board Position:** Support

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**AB 1263 (Low)—Contracts: consumer services:  
consumer complaints**

This bill would prohibit a contract or proposed contract involving the provision of a consumer service by a licensee regulated by a licensing board from including a provision limiting the consumer's ability to file a complaint with that board or to participate in the board's investigation into the licensee. The bill would specify that a waiver of these provisions is contrary to public policy and is void and unenforceable. The bill would provide that a violation of these provisions by a licensee constitutes unprofessional conduct subject to discipline by the licensee's regulatory board.

**Board Position:** Support

**AB 2028 (Aguiar-Curry)—State agencies: meetings**

This bill would, except for closed sessions, require that meetings noticed pursuant to the Bagley-Keene Open Meeting Act include all writings or materials provided for the noticed meeting to a member of the state body by staff of a state agency, board, or commission, or another member of the state body that are in connection with a matter subject to discussion or consideration at the meeting. The bill

would prescribe requirements to be satisfied in order for these writings or materials to be distributed or discussed by the members of the state body. The bill would generally require that these writings and materials be made available on the body's website no later than the first business day after they are provided to members of the state body or at least 48 hours in advance of the meeting, whichever is earlier, and to be provided to members of the public immediately upon written request. If the writings or materials are provided to the members of the state body by another state body after this 48-hour deadline, the bill would require that they be posted on the body's website no later than the first business day, but prior to the meeting of the state body, following the dissemination of the writings and materials to the members of the state body, and made available immediately upon written request. The bill would except writings or materials relating to matters to be discussed in a closed session and state financial materials, as defined, that put the treasurer at a competitive disadvantage in financial transactions from its requirements. The bill would authorize a state body to post and provide additional time-sensitive materials related to certain active legislation, as specified, and changing financial market conditions as they become available, as

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specified. Upon receipt of a written request, the bill would require that these writings or materials be provided immediately.

In practice, the bill would severely affect the ability of the Board to conduct its consumer protection mission in a fair and equitable way. The Board understands and agrees with the importance of transparency. Currently, the Board will make available documents that the Board has received the same day to stakeholders in attendance so that attendees have access to this information. However, this bill unintentionally harms the ability of the Board to protect consumers of California and lacks understanding of basic operations.

**Board Position:** Oppose

**AB 2112 (Ramos)—Suicide prevention**

This bill would authorize the state Department of Public Health to establish the Office of Suicide Prevention within the Department and would specify authorized responsibilities of the office if established, including, among other things, providing strategic guidance to statewide and regional partners regarding best practices on suicide prevention and reporting to the Legislature on progress to reduce rates of suicide. The bill would authorize the office to apply for and use federal grants.

**Board Position:** Support

**AB 2253 (Low)—Professional licensure**

This bill would clarify that experience that constitutes qualifying experience for licensure, or experience required for licensure, as applicable, is determined by reference to the act regulating the profession.

**Board Position:** Support

**AB 2360 (Mainschein)—Telehealth: mental health**

This bill would require health care service plans and health insurers, by January 1, 2021, to establish a telehealth consultation program that provides providers who treat children and pregnant and postpartum persons with access to a psychiatrist, as specified, in order to more quickly diagnose and treat children and pregnant and postpartum persons suffering from mental illness. The bill would require the consultation to be done by phone or telehealth video, and would authorize the consultation to include guidance on providing triage services and referrals to evidence-based treatment options, including psychotherapy. The bill would require health care service plans and insurers to communicate information relating to the telehealth program at least twice a year in writing. The bill

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would require health care service plans and health insurers to maintain records and data pertaining to the utilization of the program and the availability of psychiatrists in order to facilitate ongoing changes and improvements, as necessary. The bill would exempt certain specialized health care service plans and health insurers from these provisions.

**Board Position:** Support

**AB 2630 (Flora)—Criminal history information: subsequent arrest notification**

This bill would provide that the department is authorized to submit fingerprints to the Federal Bureau of Investigation (FBI), where they will be retained for the purpose of being searched against future submissions to the FBI, as specified. This bill would authorize the department to search latent fingerprint images against all retained fingerprint submissions. This bill would also authorize the department to collect fees for federal subsequent notification services and remit the fees to the FBI.

**Board Position:** Support

**AB 2704 (Ting) Healing arts: licensees: data collection**

This bill would require all boards that oversee healing arts licensees to collect at the time of electronic application for a license and license renewal, or at least biennially, specified demographic information and to post the information on the websites that they each maintain. The bill would also require each board, or the Department of Consumer Affairs on its behalf, beginning on July 1, 2021, to provide the information annually to the Office of Statewide Health Planning and Development. The bill would require these boards to maintain the confidentiality of the information they receive from licensees and to only release information in aggregate form.

**Board Position:** Support

**AB 3045 (Gray)—Department of Consumer Affairs: boards: veterans: military spouses: licenses**

This bill would require boards not subject to the temporary licensing provisions in Business and Professions Code section 115.6 to issue licenses to an applicant if the applicant meets specified requirements, including that the applicant supplies evidence satisfactory to the board that the applicant is an honorably discharged veteran of the armed forces of the United States or is married to, or in a domestic partnership or other legal union with, an active-duty member of the armed forces of the United States, as provided. The bill would require an application for a license to include a signed affidavit attesting to the fact that the applicant meets all requirements for a license.

Based on the language, it is unclear whether the verification is to be created and provided by the licensed state or the applicant. It is unreasonable to assume that either the licensed state or the applicant is qualified to determine whether other states standards required for licensure are similar to California. In addition, while the legislative digest for this bill does reference the payment of fees, the bill language is absent any specific mention of fees being remitted for the Board for the issuance of the license.

**Board Position:** Oppose

**SB 1474—Business, Professions, and Economic Development Committee**

Relative to the Board of Psychology, existing law provides for the January 1, 2021, repeal of provisions creating the Board of Psychology.

This bill would extend the operation of those provisions to January 1, 2022, and make conforming changes relating to the appointment of an executive officer, as applicable.

**Board Position:** Support



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## Board Members

- Seyron Foo (President)
- Mary Harb Sheets, Ph.D. (Vice President)
- Alita Bernal
- Sheryll Casuga, Psy.D.
- Marisela Cervantes
- Stephen Phillips, J.D., Psy.D.
- Shacunda Rodgers, Ph.D.
- Lee Tate, Psy.D.

## Meeting Calendar

### 2020 Board Meetings

November 20                      Sacramento



## MEMORANDUM

|                |   |
|----------------|---|
| <b>DATE</b>    | September 15, 2020                          |
| <b>TO</b>      | Outreach and Communications Committee       |
| <b>FROM</b>    | Jason Glasspiegel, Central Services Manager |
| <b>SUBJECT</b> | Agenda Item 10: Outreach Activities         |

### **BOARD OR DCA APPROVED OUTREACH**

- None

### **OTHER OUTREACH**

- 9/18/2020 – Dr. Harb Sheets will speak with interns at the San Bernardino County: Department of Behavioral Health about her career path and my general experience being a Board member.

### **REQUESTS**

- Requesting Seyron Foo, Dr. Mary Harb Sheets, Dr. Sheryll Casuga, Antonette Sorrick, Jason Glasspiegel, and William Maguire attend ASPPB Annual Meeting held virtually 10/16-17/20.

### **FUTURE REQUESTS**

- None

### **Action Requested:**

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

## MEMORANDUM

|                |   |
|----------------|---|
| <b>DATE</b>    | September 15, 2020  |
| <b>TO</b>      | Outreach and Communication Committee  |
| <b>FROM</b>    | Antonette Sorrick, Executive Officer  |
| <b>SUBJECT</b> | <b>Updates on Communications and/or Activities of the Association of State and Provincial Psychology Boards (ASPPB): Agenda Item 11</b> |

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 16-17, 2020. The Board will seek approval for 1-3 staff and Board Members to attend the meeting.

**Action Requested:**

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



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## MEMORANDUM

|                |  |
|----------------|--|
| <b>DATE</b>    | August 24, 2020  |
| <b>TO</b>      | Outreach and Communications Committee  |
| <b>FROM</b>    | Antonette Sorrick, Executive Officer   |
| <b>SUBJECT</b> | <b>“For Your Peace of Mind – A Consumer’s Guide to Psychological Services:” Agenda Item 12</b> |

**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:**

Due to limitations on in-person meetings and staff vacancies, this project will be postponed until 2021.

## MEMORANDUM

|                |   |
|----------------|---|
| <b>DATE</b>    | August 24, 2020   |
| <b>TO</b>      | Outreach and Communications Committee   |
| <b>FROM</b>    | Antonette Sorrick, Executive Officer  |
| <b>SUBJECT</b> | <b>Addressing Cultural Diversity and Access to Psychological Services in California: Agenda Item 13</b> |

### **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:**

This item is for discussion purposes. No action is required.