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Outreach and Communications Committee
Teleconference Meeting Minutes

Friday, September 23, 2022

Committee Members

Lea Tate, PsyD, Chair
Ana Rescate
Shacunda Rodgers, PhD

Board Staff

Antonette Sorrick, Executive Officer
Jonathan Burke, Assistant Executive Officer
Stephanie Cheung, Licensing Program Manager
Jason Glasspiegel, Central Services Manager
Sandra Monterrubio, Enforcement Program Manager
Suzy Costa, Legislative and Regulatory Analyst
Sarah Proteau, Central Services Office Technician
Norine Marks, Legal Counsel

Agenda Item 1: Call to Order/Roll Call/Establishment of a Quorum

President Tate, Committee chair, called the meeting to order at 10 a.m., role was taken, and a quorum established.

Agenda Item 2: Chairperson Welcome

Dr. Tate welcomed all participants and provided information on upcoming meetings for the remainder of the year.

There was no Committee comment.

Public comment

Dr. Marilyn Immoos stated her pleasure to be in attendance and to represent the California Department of Corrections and Rehabilitation (CDCR).

There was no further comment offered.

Agenda Item 3: Public Comment for Items Not on the Agenda

Dr. Tate introduced this item.

There was no public comment offered.

48 **Agenda Item 4: Approval of the Outreach and Education Committee Minutes:**
49 **September 23, 2021**

50
51 Dr. Tate introduced this item

52
53 Dr. Rodgers provided minor edits, which were noted.

54
55 It was M/(Rodgers)/S(Tate)/C to adopt the minutes with an amendment with noted
56 changes on lines 183-185.

57
58 There was no further Committee and no public comment offered.

59
60 Vote
61 3 Ayes (Rescate, Rodgers, Tate), 0 Noes

62
63 **Agenda Item 5: Strategic Plan Update**

64
65 Dr. Tate introduced this item and Ms. Sorrick provided a summary/history of the
66 strategic plan.

67
68 Dr. Rodgers referenced the document and asked for more detail regarding what would
69 constitute a “campaign plan” within the section regarding outreach and education.

70
71 Ms. Sorrick provided information regarding a campaign plan and ways the committee
72 would communicate “who we are and what we do”. She asked that updates to the
73 strategic plan be added to the next meeting and a discussion be had as to ideas on
74 outreach.

75
76 There was no further Committee and no public comment offered.

77
78 **Agenda Item 6: Social Media Update**

79
80 Dr. Tate introduced this item and Mr. Glasspiegel provided this update.

81
82 Discussion ensued regarding the staff process of social media posts which were not
83 made by one designated staff member but a small group. It was discussed that any
84 content posted to YouTube was posted to the Department of Consumer Affairs (DCA)
85 YouTube channel and these items included all Board and Committee meetings for the
86 Board of Psychology.

87
88 There was no further Committee and no public comment offered.

89
90 **Agenda Item 7: Website Statistics Update**

91
92 Dr. Tate introduced this item and Mr. Glasspiegel provided this update.

93
94 Discussion ensued as to the analytics provided which were specifically for the Board of
95 Psychology website. These were tracked using Google analytics although what drew

96 the user to the page could have been from Facebook, Twitter, or elsewhere.

97

98 There was not further Committee and no public comment offered.

99

100 **Agenda Item 8: Update on Newsletter**

101

102 Dr. Tate introduced this item and Ms. Sorrick provided this update.

103

104 Dr. Rodgers expressed appreciation for the update and complimented Ms. Sorrick on
105 the newsletter. She stated that she really enjoyed the article from Dr. Horn about
106 guidelines to closing a psychology practice and that she felt Dr. Horn was a wonderful
107 contributor.

108

109 There was no further Committee and no public comment offered.

110

111 **Agenda Item 9: Outreach Activities Update**

112

113 Dr. Tate introduced this item and Ms. Sorrick provided this update which included
114 information on her attendance at BARC meeting on August 16, 2022. Topics included
115 emotional support animals and the establishment of a master's degree Task Force. She
116 also stated that staff had participated in a webinar hosted by the California
117 Psychological Association (CPA) related to the new Continuing Professional
118 Development (CPD) regulations which was well attended with a good opportunity of
119 answering questions regarding CPD.

120

121 Discussion ensued regarding the CPA webinar and how the CPD implementation would
122 be rolled out. Options of further webinars and FAQ guides were discussed as ways to
123 engage with stakeholders on the issue of CPD.

124

125 There was no further Committee or public comment offered.

126

127 **Agenda Item 10: Presentation by the Association of State and Provincial
128 Psychology Boards on their Centre for Data and Analysis on Psychology
129 Licensure InFocus Edition; Discussion and Questions to Follow.**

130

131 Dr. Tate introduced this item and Ms. Stacey Camp provided this presentation which
132 was included in the hand carry materials.

133

134 Drs. Tate and Rodgers thanked Ms. Camp for the presentation and all the information
135 on the slides and stated that it was helpful to know what was happening in other
136 jurisdictions.

137

138 Public Comment

139

140 Dr. Araceli Lopez provided comment that she had been a multiple test taker and had
141 difficulties passing the EPPP, that she was low-income and first generation Latinx and
142 asked if there was any publicly available data that spoke to the possible adverse impact
143 in the BIPOC community.

144 Ms. Camp stated that she was not aware but would pass along the comment to ASPPB
145 and discuss the possibility of adding information to the InFocus document.

146
147 Discussion ensued on a need of a varied workforce in behavioral health to address the
148 needs of BIPOC communities.

149
150 Comments included the difficulty of passing the EPPP and the adverse impact on a
151 professional and personal life because of it, and the suggestion that ASPPB include
152 multiple test takers information in the process of completing data.

153
154 Ms. Camp stated that the comments would be taken back to ASPPB.

155
156 There was no further Committee or public comment offered.

157
158 **Agenda Item 11: Review and Propose Edits to Board Publication “For Your Peace**
159 **of Mind – A Consumer’s Guide to Psychological Services”**

160
161 Ms. Sorrick introduced this item and stated that Dr. Rodgers had met with staff to
162 provide additional support in the editing of this publication.

163
164 Dr. Rodgers stated her appreciation of being asked to assist with this project. She
165 emphasized that her attempt was meant to soften the language to reduce any jargon
166 that might feel confusing or esoteric to the reader and provides some straightforward
167 concepts that would give the reader a clearer understanding of what psychologists do
168 in their line of work and how to approach your own care.

169
170 Dr. Rodgers provided this context and then asked that each page was reviewed. Each
171 page was reviewed, and edits were made.

172
173 It was M/(Rogers)/S(Tate)/C to refer the draft survey to staff for additional edits and
174 modifications, consistent with discussion as necessary, to be presented to the full Board
175 at the November Board Meeting.

176
177 This document is included below:

178
179 Table of Contents Introduction:

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

183 You’re Not Alone _____ 2 How Can a Psychologist Help
184 You? _____ 2 Patients’ Bill of Rights
185 _____ 4 How is a Psychologist Educated, Trained,
186 and Licensed? _____ 6 How Do You Choose a Psychologist? _____ 7
187 Can You Get Help From Someone Other Than a Psychologist?
188 _____ 10 What Happens During an Individual or
189 Group Therapy Session? _____ 13 What About
190 Services Via Internet or Phone? _____ 14 What Psychologists Are NOT
191 Supposed to Do _____ 15 What Are Your Options If the Services Provided to

192 You Are Unsatisfactory? _____ 18 How Do You File a
193 Complaint? _____ 18 Where Else Can You Turn to Discuss
194 Your Situation? _____ 24 What Can a Consumer Access on the Board's Website?
195 _____ 25 Quick Recap of Resources _____ 27 A Consumer
196 Guide to Psychological Services |
197 For the purposes of this publication, the terms "psychologist" and "therapist" will
198 be used interchangeably.

199 1 You're Not Alone

200 Every year thousands of Californians visit professional psychologists for help.
201 Perhaps you are seeking treatment for depression, stress, anxiety, or a better
202 understanding of yourself or any challenges you may be facing. You or your
203 family may be considering ~~counseling~~ or therapy to improve the quality of
204 important your relationships. ~~There are many reasons~~ Many people turn to
205 psychologists for a variety of reasons. If you are reaching out for help from a
206 psychologist, you are not alone.

207 ~~Psychological problems affect millions of people worldwide. They are more~~
208 ~~prevalent than cancer, diabetes, arthritis, and traffic accidents and second only to~~
209 ~~heart conditions. Psychologists are specially trained to assist this large~~
210 ~~population, and their services help sufferers effectively deal with their problems~~
211 ~~so that they can live happier, healthier lives.~~

212 Every year thousands of Californians visit professional psychologists for help in
213 better understanding themselves and others and in dealing with personal
214 problems. If you think you may need to see a psychologist, this brochure can
215 help. It will explain your rights as a patient, provide guidance for choosing a
216 psychologist and explain what a psychologist should and should NOT do. It also
217 will tell you what to do if you think your psychologist has acted unprofessionally.
218 This brochure will explain your rights as a patient, provide guidance for choosing
219 a psychologist, and explain what a psychologist should and should NOT do.

220 How Can a Psychologist Help You?

221 ~~They~~ Psychologists also help clients ~~patients~~ understand and ~~resolve~~ treat
222 various psychological problems emotional challenges such as ~~like~~ depression,
223 anxiety, and substance abuse. They are trained to consider the personal
224 background of each client when assessing and treating them. They may provide
225 treatment to individuals (children, teens, and adults ~~and children~~). They also
226 serve couples, families, and groups in the therapeutic setting. Here, they use a
227 variety of treatment methods, which can include psychotherapy, behavior
228 modification, biofeedback, or hypnosis. ~~organizations or businesses, using~~
229 ~~behavior modification, psychotherapy, hypnosis, or consultation.~~ Psychologists
230 They provide these services in a variety of settings including in out-patient
231 offices, in-patient psychiatric hospitals, and day treatment programs, and out-
232 patient offices. As part of the care that psychologists provide, they may refer
233 patients to physicians or psychiatrists for further evaluation, who can then
234 prescribe medication when necessary.

235 Outside of working directly with clients, psychologists work with organizations or
236 businesses, providing consultations or trainings. In these settings, their goal is to
237 identify difficulties within the work environment, then recommend strategies for
238 making improvements within the organizations.

239 ~~Psychologists provide many important services. Psychologists also~~ They
240 ~~develop, give administer, and interpret psychological tests. Some of these~~
241 ~~psychological tests include the following: For example, they perform intelligence~~
242 ~~and achievement evaluations, disability evaluations,~~
243 ~~2 | A Consumer Guide to Psychological Services~~
244 ~~workers' compensation evaluations, fitness-for-duty evaluations, and child-~~
245 ~~custody evaluations.~~

246 » ~~Perform~~ Intelligence and achievement evaluations

247 » Disability evaluations

248 » Workers' compensation evaluations

249 » Fitness-for-Duty evaluations

250 » Child-Custody evaluations

251 » Neuropsychological evaluations

252 » Personality testing

253 ~~When providing assessment or treatment, psychologists take into account~~
254 ~~personal characteristics that make each patient unique. These factors include~~
255 ~~age, gender, gender identity, race, ethnicity, culture, national origin, religion,~~
256 ~~sexual orientation, disability, language, and socioeconomic status. Psychologists'~~
257 ~~understanding and sensitivity to the impact of these various qualities allows them~~
258 ~~to provide service to many different people.~~

259 ~~Although psychologists in California do not prescribe medications, they may be~~
260 ~~helpful in providing appropriate physician or psychiatric referrals. Additionally,~~
261 ~~psychologists play key roles in management consultation for businesses and~~
262 ~~other organizations.~~

263 ~~The California Board of Psychology Works to Protects Consumers~~

264 ~~The California Board of Psychology protects consumers of psychological~~
265 ~~services by ensuring high standards for the practice of psychology. The Board~~
266 ~~establishes rigorous licensing qualifications, investigates patient complaints, and~~
267 ~~reaches out to empower consumers with information and resources.~~

268 ~~The Board of Psychology is part of the California Department of Consumer~~
269 ~~Affairs. Board members include both licensed psychologists and members of the~~
270 ~~public.~~

271 ~~A Consumer Guide to Psychological Services |~~

272 ~~3 PatientsClients' Bill of Rights~~

273 ~~You, as a client, have the right to:~~

274 » Request and receive information from the psychologist about their
275 qualifications, which may include the therapist's professional capabilities,
276 including licensure, education, training, experience, professional association
277 membership, specialization, and limitations.

278 » Be treated with dignity and respect.

279 » Access care in a safe environment, free from sexual, physical, and emotional
280 abuse.

281 » Ask questions about your therapy or other services from your provider.

282 » Decline to answer any question or disclose any information you choose not to
283 reveal.

284 » Request and receive information from the therapist about your progress
285 toward your treatment goals.

286 » Know the limits of confidentiality and the circumstances in which a therapist is
287 legally required to disclose information to others.

288 » Know if there are supervisors, consultants, students, or others with whom
289 your therapist will discuss your case.

290 » Decline a particular type of treatment, or end treatment without obligation or
291 harassment.

292 » Refuse electronic recording.

293 » Request and (in most cases) receive a summary of your records, including
294 the diagnosis, your progress, and the type of treatment.

295 » Report unethical and illegal behavior by a therapist.

296 » Receive a second opinion at any time about your therapy or your therapist's
297 methods.

298 » Receive a copy of your records or have a copy of your records transferred to
299 any therapist or agency you choose.

300 You have the right to:

301 » ~~Request and receive information about the psychologist's professional~~
302 ~~capabilities, including license status, education, training, experience, professional~~
303 ~~association membership, specialization, and specific areas of competence.~~

304 » ~~Verify the status of the psychologist's license with the Board of Psychology and~~
305 ~~receive information about any license discipline. You can do this on the Board's~~
306 ~~website at www.psychology.ca.gov. Click on "license verification."~~

307 » ~~Have a discussion with the psychologist about fees, billing arrangements, and~~
308 ~~the nature and anticipated course of sessions.~~

309 » ~~Be provided a safe environment, free from sexual, physical or emotional abuse,~~
310 ~~when in the care of a psychologist.~~

311 » ~~Expect that your psychologist should not involve you or anyone who is a close~~
312 ~~relative, guardian, or significant other in sexual intimacies.~~

313 » ~~Ask questions about your therapy or psychological assessment.~~

314 » ~~Refuse to answer any question or disclose any information you choose not to~~
315 ~~reveal. 4 | A Consumer Guide to Psychological Services~~

316 » ~~Request that the psychologist inform you of your progress.~~ » ~~Know if there are~~
317 ~~supervisors, consultants, students, registered psychological assistants, or others~~
318 ~~with whom your psychologist will discuss your case.~~ » ~~Refuse a particular type of~~
319 ~~treatment or end treatment at any time without obligation or harassment.~~ »

320 ~~Refuse or request electronic recording of your sessions. » Request and (in most~~
321 ~~cases) receive a copy of your records, including the diagnosis, treatment plan,~~
322 ~~your progress, and type of treatment. » Report unprofessional behavior by a~~
323 ~~psychologist (see section titled “what psychologists are not supposed to do,”~~
324 ~~page 15). » Receive a second opinion at any time about your therapy or about~~
325 ~~your psychologist’s methods. » Receive referral names, addresses and~~
326 ~~telephone numbers in the event that your therapy needs to be transferred to~~
327 ~~someone else and to request that a copy or a summary of your records be sent~~
328 ~~to any therapist or agency you choose.~~

329 ~~A Consumer Guide to Psychological Services |~~
330 ~~5-How is a Psychologist Trained, Educated and Licensed?~~

331 ~~To be licensed, a psychologist must:~~
332 ~~» Have earned a qualifying doctorate degree (a Ph.D., Psy.D., Ed.D.) in one of~~
333 ~~the following categories: Psychology, Educational Psychology, or in Education.~~
334 ~~The degree itself must come from an accredited institution.~~
335 ~~» Have completed professional experience under the supervision of a licensed~~
336 ~~psychologist.~~
337 ~~» Have met the legal standards, which include passing both the national practice~~
338 ~~examination and the California law and ethics examination, and completing~~
339 ~~specific pre-licensure coursework.~~

340
341 ~~» Complete 36 hours of continuing professional development every two years.~~
342 ~~» Pass a background check.~~

343 ~~In California, with certain exceptions, only licensed psychologists may practice~~
344 ~~psychology independently. To become licensed, an individual must have an~~
345 ~~acceptable doctorate degree (a Ph.D., Psy.D., Ed.D.), practice psychology under~~
346 ~~direct supervision for two years, and pass national and California examinations.~~
347 ~~While an individual is practicing psychology under direct supervision in order to~~
348 ~~meet the licensure requirements, the supervisor is responsible for informing each~~
349 ~~patient in writing that the supervisee is unlicensed and is functioning under the~~
350 ~~direction and supervision of the supervisor. The primary supervisor must be a~~
351 ~~qualified, licensed mental health professional.~~

352 ~~In addition, the Board requires Live Scan fingerprinting in order to check each~~
353 ~~applicant’s background for any criminal history. California law prohibits registered~~
354 ~~sex offenders from becoming licensed psychologists. National reporting data~~
355 ~~banks are also checked to make sure each applicant has no license disciplinary~~
356 ~~action in any other state.~~

357 ~~Although the psychology license is generic and encompasses all areas of~~
358 ~~psychological practice (for example, psychological testing, biofeedback, child-~~
359 ~~custody evaluations, neuropsychology, hypnosis and psychotherapy),~~
360 ~~psychologists must have the appropriate education, training and experience to~~
361 ~~provide specialized services. California has ensured ongoing quality control for~~
362 ~~psychologists by requiring licensees to complete 36 hours of continuing~~
363 ~~education every two years. This continuing education must meet strict guidelines~~
364 ~~so psychologists are constantly updated on the latest research, laws, ethics,~~
365 ~~assessment and treatment techniques and approaches.~~

366 ~~6 | A Consumer Guide to Psychological Services~~
367 ~~How Do You Choose a Psychologist?~~

368 Step One: Investigating Your Needs
369 » Identify an area in which you feel you might need some help (substance abuse,
370 eating disorders, depression, anxiety, trauma, etc.), then look for a psychologist
371 trained and experienced in those areas.

372 » If you are unsure, a psychologist can also help you identify your needs.

373 Step Two: Find Provider Names

374 » Conduct an online search using third-party sites such as *Psychology Today* or
375 *Good Therapy*.

376 » Check with your insurance provider for a list of approved providers in your
377 area.

378 » Ask people you know and trust for their recommendations.

379 Step Three: Check License Status

380 » Check each psychologist's license to confirm a Current and Active status. The
381 "Verify" link on the Board's website (www.psychology.ca.gov) allows you to view
382 license status as well as prior public administrative or disciplinary action, if any.

383
384 ~~It is important to take time to select the right psychologist. First, clarify who needs~~
385 ~~psychological services—yourself, your children, your family, etc. Second, decide~~
386 ~~what area you want help with—substance abuse, eating disorders, depression,~~
387 ~~anxiety, etc. Then look for a psychologist trained and experienced to provide~~
388 ~~those services. Ask friends or relatives for recommendations. Check with your~~
389 ~~health insurance company for a list of authorized providers in your area. Your~~
390 ~~primary care physician can often assist you. Obtain referrals by calling or visiting~~
391 ~~the websites of the national or state psychological associations noted at the end~~
392 ~~of this booklet. When you have a list of possible psychologists, you can narrow it~~
393 ~~down by asking yourself if there are any characteristics in a psychologist that~~
394 ~~may increase your comfort level (for example, whether the psychologist is male~~
395 ~~or female, old or young, from a particular ethnic or religious group, etc.).~~

396 ~~Next, check each psychologist's license status by calling the Board of~~
397 ~~Psychology at (916) 574-7720 or by checking the license status on the Board's~~
398 ~~website (www.psychology.ca.gov). Just click on the "License Verification" link.~~
399 ~~The Board strongly recommends that you choose a licensed psychologist. A~~
400 ~~license ensures the psychologist has met stringent educational and experience~~
401 ~~standards and passed comprehensive examinations. It also ensures he or she~~
402 ~~has passed a criminal background check.~~

403 ~~It is important to verify the psychologist has a current, valid license. This means~~
404 ~~he or she is up to date on continuing education requirements and can legally~~
405 ~~practice. What's more, a current license is required for your insurance company~~
406 ~~to accept the psychologist as a valid provider.~~

407 ~~If a consumer complaint has resulted in action against the psychologist, you can~~
408 ~~find out more information by checking the Board's website at~~
409 ~~www.psychology.ca.gov and clicking on "License~~

410 ~~A Consumer Guide to Psychological Services |~~

411 ~~7~~

412 ~~Verification." You can often view the disciplinary documents through a link under~~
413 ~~the licensee's name and description of the action to obtain more details on why~~
414 ~~discipline was imposed and about any limitations on the psychologist's practice.~~

415 ~~Or you can request a copy of the disciplinary documents be mailed to you by~~

416 calling the Board's Enforcement Program at (866) 503-3221 or by e-mailing the
417 Board at bopmail@dca.ca.gov. You should know that unsubstantiated consumer
418 complaint information is not public. Only complaints that result in filed
419 Accusations or in formal Board disciplinary actions can be disclosed to the public.
420 The next step in the selection process is to make appointments to meet with the
421 psychologists you are considering. Clarify whether there is a fee for this initial
422 interview at the time you call for the appointment. The Board recommends that
423 you interview psychologist candidates just as you would anyone else you were
424 considering for an important personal service.

425 ~~8 | A Consumer Guide to Psychological Services~~

426 ~~Step 4: Questions to ask You may want to ask:~~

427 ~~» From which university or school the doctoral degree was earned~~

428 ~~» When the degree was earned and the areas of specialized study.~~

429 ~~» Is the psychologist accepting new patients?~~

430 ~~» Does the psychologist accept your insurance, if applicable?~~

431 ~~» Does the psychologist offer your treatment in-person, online, or by phone?~~

432 ~~» How much experience does the psychologist have has in dealing with issues~~
433 ~~similar to yours?~~

434 ~~» What is the psychologist's approach to care?~~

435 ~~» If the psychologist is board-certified by the American Board of Professional~~
436 ~~Psychology—this credential is not necessary for independent practice, but does~~
437 ~~verify additional qualifications.~~

438 ~~» The approximate length of time the treatment is expected to take.~~

439 ~~» If the psychologist prefers working with a particular age group, gender, or~~
440 ~~ethnicity.~~

441 ~~» If the psychologist has published articles in specialty area.~~

442 ~~» If he or she has experience providing court testimony as an expert witness~~
443 ~~(forensic experience).~~

444 ~~» from a psychiatrist or other physician in conjunction with your psychotherapy~~
445 ~~and whether the psychologist can refer you to an appropriate provider.~~

446 ~~» Can If the psychologist can accommodate your schedule for therapy? Turn to~~
447 ~~the Clients' Patients' Bill of Rights on page X 4 for other topics you may want to~~
448 ~~cover when interviewing a psychologist.~~

449 ~~9 Can You Get Help From Someone Other Than a Psychologist?~~

450 ~~When considering treatment, there are many options available. The profession of~~
451 ~~psychology is unique in many ways, but there are other professionals who~~
452 ~~provide similar services: Psychological Assistants: These are professionals~~
453 ~~registered by the Board of Psychology—(916) 574-7720 or www.psychology.ca.gov—and authorized to provide limited psychological services only under the~~
454 ~~direct supervision of a licensed psychologist or a board-certified psychiatrist.~~
455 ~~Usually these individuals are earning hours of supervised professional~~
456 ~~experience toward meeting licensing requirements. They must have at least a~~
457 ~~Master's degree in psychology and are not allowed to prescribe drugs. Their~~
458 ~~services normally are less expensive than those of psychologists. Registered~~
459 ~~Psychologists: These are professionals registered by the Board of Psychology—~~
460 ~~(916) 574-7720 or www.psychology.ca.gov—to work at nonprofit community~~
461 ~~agencies that receive at least 25 percent of their funding through some~~
462 ~~government source. They must have doctorate degrees in psychology and have~~
463

464 completed at least one year of supervised professional experience. They are not
465 allowed to prescribe drugs, and their services are normally less expensive than
466 those of psychologists. Psychiatrists: These are physicians licensed by the
467 Medical Board of California—(800) 633-2322 or (916) 263-2382 or
468 www.mbc.ca.gov. They must have doctorate degrees in medicine, serve four-
469 year residencies, pass the California State Board examination and be board-
470 certified in psychiatry by the American Board of Psychiatry and Neurology. They
471 are authorized to prescribe drugs. Their services normally are more expensive
472 than those of psychologists. 10 | A Consumer Guide to Psychological Services
473 Marriage and Family Therapists: These are professionals licensed by the Board
474 of Behavioral Sciences (BBS)—(916) 574-7830 or www.bbs.ca.gov. They must
475 have at least Master's degrees, some may have doctorate degrees, serve a two-
476 year internship and pass the BBS's written examinations. They can provide
477 counseling regarding marriage, family and relationship issues. They cannot
478 prescribe drugs and have limitations in doing psychological testing. Their
479 services normally are less expensive than those of psychologists. Clinical Social
480 Workers: These are professionals licensed by the Board of Behavioral Sciences
481 (BBS)—(916) 574-7830 or www.bbs.ca.gov. They must have at least Master's
482 degrees, some may have doctorate degrees and 3,200 hours of supervised
483 experience and pass the BBS's examinations. They use psychotherapeutic
484 techniques, among other services, with individuals, couples, families and groups
485 to improve clients' quality of life. They cannot prescribe drugs and typically their
486 services are less expensive than psychologists. Educational Psychologists:
487 These are professionals licensed by the Board of Behavioral Sciences (BBS)—
488 (916) 574-7830 or www.bbs.ca.gov. They must have at least Master's degrees,
489 some A Consumer Guide to Psychological Services | 11 may have doctorate
490 degrees, have three years of experience as school psychologists and pass
491 BBS's written examination. They can work in schools or in private practice and
492 provide educational counseling services such as aptitude and achievement
493 testing. They cannot do psychological testing unrelated to educational services
494 and they cannot prescribe drugs. Their services normally are less expensive than
495 those of psychologists. Psychiatric Technicians: These are professionals
496 licensed by the Board of Vocational Nursing & Psychiatric Technicians—(916)
497 263-7800 or www.bvnpt.ca.gov. They must have graduated from a qualifying
498 psychiatric technician program and pass a written examination. They practice
499 under the direction of a licensed physician, psychologist, rehabilitation therapist,
500 social worker, registered nurse or other professional personnel and are not
501 permitted to practice independently. They offer services at state hospitals, day
502 treatment/development centers, correctional facilities, psychiatric hospitals,
503 vocational training centers and residential care facilities. They can neither
504 prescribe drugs nor do psychological testing. Their services normally are less
505 expensive than those of psychologists. Priests, Ministers, Rabbis or Other
506 Members of the Clergy: These are unlicensed individuals and must be duly
507 ordained members of the recognized clergy. They may provide spiritual
508 guidance, but may not treat emotional or mental disorders, do psychological
509 testing or prescribe drugs. Members of the recognized clergy cannot practice
510 independently and can only function under the purview of their recognized
511 church. Self-Help and Peer Support Groups: These are groups of unlicensed

512 individuals who have similar problems and meet to discuss possible solutions.
513 The groups may or may not be led by a licensed mental health professional. You
514 can locate such groups online or by asking a licensed mental health professional.
515 There is usually no fee or just a nominal fee for these groups. 12

516 How to Prepare for Your First Appointment

517 The basis of all good psychotherapy is trust. Ideally, the psychologist you choose
518 to work with will listen to and discuss your thoughts and feelings with you, so you
519 can understand your emotions more fully. In the process of beginning a
520 therapeutic relationship, it is that you feel comfortable with that person. This will
521 allow you to build a solid, trusting relationship as you meet your challenges head-
522 on. As you consider working with a therapist, think ahead of time about what
523 helps you to feel safe emotionally. Use those ideas as a guide for yourself,
524 particularly when you make contact with the psychologist during the first session.
525 Both during and after the initial contact, ask yourself if you would feel safe in
526 sharing the more personal details of your life and areas where you might be
527 struggling. If the answer is yes, that's a good thing. If the answer is no that, too,
528 offers important information, and may indicate the need to continue with your
529 search. A good fit between client and therapist is a crucial element in what
530 makes therapy successful.

531 What Happens to Expect During an Individual or Group Therapy Session?

532 Individual Therapy: During the first session, your psychologist will gather
533 information about your personal, intellectual, and emotional history and
534 relationships. This information aids the psychologist in determining which
535 strategies may be most helpful to you. Once your issues are clarified, you and
536 the psychologist will outline goals. The process may include learning new
537 problem-solving or coping skills, increasing self-understanding and self-
538 confidence, exploring life patterns, and having a better sense of how you may be
539 influenced by your surroundings and experiences. It is important to think about
540 what you would like to gain from psychotherapy. Take time before each session
541 to think about what you want to accomplish during that meeting. As
542 psychotherapy progresses, new goals may be established. This process is for
543 you, so actively decide how to use the time. As issues or feelings (either positive
544 or negative) come up during a session, you may want to share them with your
545 psychologist. The basis of all good psychotherapy is trust. Your psychologist will
546 listen and discuss your thoughts and feelings with you, so you can understand
547 them more fully.

548 Individual Therapy: During the first session, the psychologist may use information
549 you have provided on an intake form to learn about your present-day challenges,
550 any specific symptoms you may be experiencing, and any history of difficulty in
551 the past. Additionally, the psychologist will inquire about your personal,
552 intellectual, and emotional history and relationships during the clinical interview.
553 This information gained from the intake forms and the initial interview will aid the
554 psychologist in learning more about you, better understanding the context in
555 which some of these difficulties emerged, and ultimately determining which
556 strategies may be most helpful to you.

557
558 Once the psychologist has sufficient information, and you feel you have
559 conveyed your specific concerns sufficiently, you will work together

560 (collaboratively) to determine your goals for care, and also develop a treatment
561 plan specifically tailored to your needs. Some examples of treatment goals
562 include a reduction in symptoms of depression or anxiety, reducing substance
563 abuse, improving assertiveness skills, navigating grief, healing from PTSD
564 symptoms, or having healthy interpersonal relationships. However, it is important
565 to note that the goals you establish at the beginning of treatment may change
566 and evolve during the course of your care. If this occurs, feel free to share these
567 goals with your psychologist so that they can best assist you with reaching them.
568 Once your issues are identified clarified, you and the psychologist will outline
569 goals/develop a treatment plan together. These goals process may include
570 learning new problem-solving or coping skills, reducing behaviors that may be
571 ineffective, increasing self understanding and self confidence, exploring life
572 patterns, and having a better sense of how you may be influenced by your
573 surroundings and experiences.

574 Group Therapy: A psychologist may refer a client to group therapy for a variety of
575 reasons. For instance, there may be groups that support your particular needs
576 (e.g., a depression group, a trauma survivor's group, an anxiety group).
577 Additionally, there are also psychoeducational groups (e.g., couples
578 communication group, ADHD skills group, social skills groups) that teach skills
579 for navigating difficulties. Lastly, it can also be important to access healing within
580 a community setting, therefore your therapist may recommend group therapy to
581 bolster such healing.

582 In group psychotherapy, you are able to gain immediate feedback from fellow
583 group members and the group psychologist. One of the most rewarding aspects
584 of being in such a group is learning from others. By knowing how others perceive
585 you, you can increase your self-awareness and focus on the aspects of your life
586 you wish to change. You also can increase self-awareness by examining your
587 response to the feelings of others and their experiences. Group psychology also
588 gives you an opportunity to practice try out new behaviors, to express feelings
589 you may have been hesitant to express, to assert yourself in new ways, and to
590 experiment with new ideas. As you experience trust and security in the group,
591 you may feel more free to take risks. You may need to determine how active and
592 involved you want to be what your comfort level is. Being active means
593 expressing your reactions to what other people are saying or doing, sharing your
594 concerns, listening to another person, asking for clarification when you don't
595 understand, giving support and comfort, and seeking support yourself. It is
596 unrealistic to expect that you will be verbally active during every session.
597 Sometimes you may feel more reflective than active, preferring to listen and to
598 consider what other group members are saying.

599 Participating in group therapy has multiple benefits. Perhaps one of the most
600 helpful and potentially healing aspects of this type of care is the understanding
601 that you are not alone in whatever challenges you may be facing. Awareness of
602 this kind may reduce feelings of isolation in your lived experience. Group therapy
603 fosters a sense of mutual understanding based on shared life experience, which
604 ultimately allows a safe space for others to be supportive toward you and for you
605 to lend your support to others. This reciprocity can provide personal growth and
606 therapeutic value for you in addition to any insights you might gain from the
607 therapist leading the group.

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Similarly to individual therapy, you can also establish treatment goals for group therapy. One advantage of group therapy is that you are able to receive real-time, in-the-moment feedback from other group members as well as the therapist about what they notice, which can help illuminate where you are in relation to your goals. This information can be useful as you reflect on your journey toward wellness.

~~Treatment Over the Internet or by Phone: Those who provide psychotherapy or counseling on the Internet or by phone are required by law to be licensed. Licensing requirements vary by state, but individuals who provide psychotherapy to California residents are required to be licensed in California. Such licensure allows consumers to pursue recourse against the licensee should the consumer believe the licensee engaged in unprofessional conduct. It is best to be a cautious consumer when considering psychological services over the Internet or by phone. Be sure you verify that the psychologist has a current and valid California license, and make sure you understand the fee that you will be charged for the services to be rendered—how and to whom the fee is to be paid. Be sure you are confident that any communications with a psychologist will be confidential, and be aware of the risks and benefits of receiving services over the Internet or by phone so that you can make an informed choice about the therapy to be provided. It is important you keep in mind that services provided on the Internet or by phone lack key components of traditional psychotherapy such as face-to-face interaction between the psychologist and patient so that body language and facial expressions can be components of therapy. More information on services over the Internet or by phone is available at the Board of Psychology website (www.psychology.ca.gov) under “Consumer Information” after clicking on the “Consumers” tab.~~

What Psychologists Are NOT Supposed to Do

~~While the majority of psychologists are highly professional and ethical, it is good to remember that—as happens in other professions—some may bend or break the rules. If they break the rules, psychologists can directly or indirectly cause harm to patients. Following are examples of what psychologists (including psychological assistants and registered psychologists) should not do.~~

~~Psychologists should NEVER:~~

~~» Have/Engage in any type of sexual contact with a current patient, a relative or significant other of a current patient, or a former patient within two years after termination of therapy. This would include inappropriate touching, kissing, and sexual intercourse. This type of behavior is never appropriate, and is cause for mandatory revocation of the psychologist’s license.~~

~~» Violate a patient’s confidentiality. Except for rare situations that your psychologist should explain to you a psychologist should never tell anyone what transpires during your therapy sessions or even the fact that you are a patient without your written permission. Confidentiality is the cornerstone of successful therapy, and it instills a sense of trust in the therapist-patient relationship.~~

~~» Provide services outside of their areas of competence. for which they have no training, experience, and education. Although the psychologist license is generic~~

655 and authorizes all areas of practice, it is unprofessional conduct for a
656 psychologist to practice his or her particular field of competence.

657 » Abuse drugs or alcohol. It is illegal for a psychologist to use any controlled
658 substance, dangerous drug or alcoholic beverage in a manner that endangers
659 either the psychologist or others or impairs his or her ability to practice safely.

660 » Commit fraud or other crimes, including overbilling your insurance, for example.
661 Psychologists cannot overbill your insurance company in order to reimburse you
662 for your co-payment, nor can they bill for services not performed in order to
663 reduce the amount that you owe. If psychologists commit crimes that are related
664 in any way to their practice, their licenses are subject to Board discipline.

665 » Advertise falsely Falsely advertise. Psychologists can only advertise that they
666 provide services for which they are educated, experienced and trained. An
667 advertised service or fee must actually be available.

668 » Pay or accept compensation for referral of clients patients. It is a conflict of
669 interest and a cause for discipline for psychologists to be paid for patients
670 referrals. Referrals must be made objectively without regard to personal gain and
671 by considering only the patient's best interests.

672 » Act in an unprofessional, unethical or negligent manner. Psychologists must
673 practice within the parameters defined in California law and the American
674 Psychological Association's Ethical Principles of Psychologists and Code of
675 Conduct.

676 » Assist someone in the unlicensed practice of psychology. It is always illegal for
677 a psychologist to aid in the commission of any crime, especially a crime that
678 could cause extreme harm to the public when untrained, unlicensed individuals
679 practice psychology. This occurs most often when a psychologist allows an
680 unlicensed person to provide services in his or her office without being properly
681 registered or supervised.

682 » Act unprofessionally by focusing therapy on their own problems instead of
683 those of the client. Focus therapy on their own problems rather than on those of
684 the patient. It is unprofessional for a psychologist to use therapy time that you are
685 paying for to discuss his or her own personal problems.

686 » Serve Engage in improper multiple relationships, roles including but not limited
687 to employing patients, socializing with patients, and dating a patient's parent. that
688 impair their judgment. An improper multiple-role relationship occurs when a
689 therapist engages in a second relationship with a client (or someone close to the
690 client) and the secondary relationship risks compromising the therapist's
691 objectivity and/or exploitation or harm of the client. Examples of multiple-role
692 relationships that may be improper include employing patients, socializing with
693 patients, and dating a patient's parent.

694 » Abandon their patients. Psychologists may be disciplined by the Board of
695 Psychology if they abandon a patient. Except under very rare circumstances, if
696 your treatment is terminated abruptly and you still require treatment, your
697 psychologist is required to provide you with the names and phone numbers of
698 other practitioners who have the appropriate education, training and experience
699 to take you on as a patient and continue your treatment.

700 What Are Your Options to do if the Psychologist Services Provided to You Are
701 Unsatisfactory Is Unprofessional

702 » Express your concerns with your psychologist and/or their supervisor, if
703 applicable.

704 » Submit a complaint to the Board of Psychology. Refer to
705 www.psychology.ca.gov to submit a complaint.

706 How do You File a Complaint? If you think that your psychologist was
707 unprofessional, violated your rights or caused you harm, you can file a complaint
708 by calling the Board of Psychology at (866) 503-3221. If you would like to write a
709 letter, direct it to: Board of Psychology, 1625 North Market Blvd., Ste. N 215,
710 Sacramento, CA 95834. Or you can visit the Board's website at
711 www.psychology.ca.gov to file a complaint online against a psychologist. For
712 more information, e-mail the Board at bopmail@dca.ca.gov. Board staff can tell
713 you how to file your complaint and will refer you to other agencies if necessary.
714 The Board has the authority to take formal disciplinary action against a
715 psychologist's license (for example, revocation, suspension, probation, etc.) or to
716 issue a citation and fine. Please note that the Board's authority is limited by a
717 statute of limitations to violations that occurred within three years of discovery by
718 the Board, or within seven years from the date of the act or omission, whichever
719 occurs first. The most effective 18 | A Consumer Guide to Psychological Services
720 complaints are those that contain firsthand, verifiable information. While
721 anonymous complaints will be reviewed, it may be impossible to pursue them
722 unless they contain documented evidence of the allegations (such as video or
723 audio tapes, photographs or written documents). You will be asked to provide
724 any documented evidence you have about your complaint. What Happens When
725 You File a Complaint Against a Psychologist? When you file a complaint against
726 a psychologist, psychological assistant or registered psychologist, you eventually
727 will be asked to put your complaint in writing. The Board will need specific
728 information such as the names, addresses and phone numbers of both the
729 complainant (you) and the psychologist, as well as a detailed account of the
730 alleged unprofessional or illegal conduct. You will need to sign a release form
731 that authorizes the Board to obtain patient records and to talk to the psychologist
732 about your complaint. If a preliminary review of your complaint indicates that a
733 violation of law may have occurred, your complaint will be forwarded on to an
734 investigator. You may be interviewed by the investigator regarding your
735 complaint. On rare occasions, you may need to testify at an administrative
736 hearing if the Board files formal charges against the psychologist based on your
737 complaint. This would only happen if the Board and the psychologist cannot
738 agree on settlement terms. In most cases where formal charges are filed, the
739 psychologist waives a formal hearing and agrees to settlement terms.

740 How Are Complaints Processed? The Board receives complaints concerning
741 many different licensees, professional issues and situations. Within 10 days after
742 receipt of your complaint, the Board will notify you that your complaint was
743 received. Complaints are reviewed daily. Some complaints regarding minor
744 violations that do not warrant formal disciplinary action are dealt with through a
745 variety of nondisciplinary methods. These may include direct mediation between
746 the parties involved, citations and fines, educational letters, or cease and desist
747 orders. If a complaint warrants formal investigation, it is referred to the
748 Department of Consumer Affairs' Division of Investigation. Investigators are
749 trained peace officers. At this point, as the complainant, you would be notified

750 that your complaint was referred for formal investigation. When your case goes
751 forward to investigation, an investigator may interview you. The psychologist is
752 then usually offered an opportunity to respond to the allegations in an interview
753 with the investigator. It should be noted that complaint and investigation
754 information is considered confidential at this point, not a matter of public record.
755 The law prohibits a psychologist from harassing you for filing a complaint. Once
756 an investigation is completed, an expert case consultant will review the entire
757 investigation file to determine whether a violation of law may have occurred. If
758 the expert finds a possible violation, the case is submitted to the California
759 Department of Justice, Office of the Attorney General. A Deputy Attorney
760 General acts as the Executive Officer's attorney and will review the case to
761 determine whether there is sufficient evidence to support the filing of formal
762 charges. Then you would be notified that your complaint was referred to the
763 Office of the Attorney General for administrative action. 20 | A Consumer Guide
764 to Psychological Services If your case is accepted by the Office of the Attorney
765 General, a document called an "Accusation" is drafted by the Deputy Attorney
766 General and signed by the Board's Executive Officer. You would receive a copy
767 of the Accusation, which is the first public document in the disciplinary process. It
768 is important to note that only initials are used to identify complainants in
769 Accusations, so you don't need to worry that your name will be a matter of public
770 record. If an informal settlement agreement cannot be reached between the
771 psychologist and the Board, an administrative hearing would take place. The
772 Board encourages negotiated settlements because they eliminate the need for
773 costly administrative hearings and protect consumers by imposing disciplinary
774 action sooner. To this end, the Board has adopted Disciplinary Guidelines
775 designed to set forth the Board's penalty standards. You may contact the Board
776 for a free copy of the Disciplinary Guidelines or download them on the Board's
777 website (www.psychology.ca.gov). Click on "Forms/Pubs" to access the
778 guidelines. If a hearing is held, the Board must demonstrate "by clear and
779 convincing evidence to a reasonable certainty" that the allegations are true. For
780 that reason, it is generally necessary for the complainant to testify in person at
781 the hearing. In the event that a hearing must take place, an Administrative Law
782 Judge presides over the hearing. When the hearing is completed, the judge will
783 issue a "Proposed Decision" stating the findings (facts that were proven at the
784 hearing) and will offer a recommendation for resolution of the case (e.g., license
785 revocation, suspension, probation, dismissal). The judge uses the Board's
786 Disciplinary Guidelines in formulating the Proposed Decision. The Proposed
787 Decision is distributed to Board of Psychology members for vote. If the Board
788 votes in favor of the Proposed Decision, it becomes the Final Decision. If the
789 Board votes not to adopt the Proposed Decision, the hearing transcript is
790 circulated among Board members, written arguments are solicited from the
791 defense counsel and the Office of the Attorney General, and the Board A
792 Consumer Guide to Psychological Services | 21 subsequently issues its own
793 Final Decision. Final Decisions are matters of public record and are available
794 upon request. The complainant would be sent a copy. This "procedural due
795 process" can take more than a year from the time a complaint is filed until the
796 time that a final decision is made.

797 Should Unlicensed Practice Be Reported to the Board?

798 If you believe that an unlicensed person is engaging in activities for which a
799 psychologist license is required, you should report such activity to the Board. The
800 Board will investigate allegations of unlicensed practice and, if sufficient evidence
801 is found, will forward the information to the local District Attorney's Office for
802 criminal prosecution. The Board does not have the authority to criminally
803 prosecute. Such action must be conducted by the local District Attorney.
804 However, the Board may also issue a citation and fine for unlicensed practice.

805 **Are Psychologists Required to Report Unprofessional Conduct by Colleagues?**

806 This question is most often raised by psychologists after a patient informs them
807 of a sexual relationship with a previous therapist. All psychotherapists who are
808 advised by a patient of sexual involvement with another therapist are required by
809 law to give that patient the pamphlet titled "Professional Therapy NEVER
810 Includes Sex." This pamphlet outlines that it is illegal for a therapist to have sex
811 with a patient (or with a former patient within two years after the termination of
812 therapy) and to explain the options available. You can contact the Board by
813 telephone at (916) 574-7720 for a free copy of the pamphlet or you can download
814 it from the Board's website (www.psychology.ca.gov). Just click on "Consumers"
815 to access the pamphlet. Psychologists, however, are not legally required to
816 report misconduct by colleagues. Complaints of a more egregious nature (such
817 as sexual misconduct) require the victim to make a complaint. Doctor-patient
818 confidentiality laws make it impossible for a psychologist to file a complaint on
819 behalf of a patient unless the patient has given written authorization or the patient
820 is a minor.

821 **Where Else Can You Turn to Discuss Your Situation?** If you think your
822 psychologist was unprofessional, violated your rights or caused you harm, you
823 may also find it helpful to discuss your situation with one or more of the following
824 individuals: » A trustworthy family member or friend. » A family physician or other
825 qualified health professional. » A priest, minister, rabbi or other member of the
826 clergy. Depending on the nature and severity of your complaint, you may wish to:

827 » File a complaint with your local police department or district attorney. » Consult
828 an attorney and file a civil lawsuit. » File a complaint with the ethics committee of
829 the: American Psychological Association 750 First Street, NE Washington, DC
830 20002-4242 (202) 336-5500 www.apa.org 24 | A Consumer Guide to

831 **Psychological Services What Can a Consumer Access on the Board's Website?**

832 The California Board of Psychology maintains an array of online resources that
833 can assist you in evaluating a psychologist or learning more about psychological
834 treatment. Here's a summary of the consumer information available at
835 www.psychology.ca.gov: » Consumer information click on "Consumer
836 Information" » Verification of licensure or registration click on "License
837 Verification" » Disciplinary action against licensees/registrants click on
838 "Consumers" and then on "Disciplinary Actions" » Contact information for the
839 Board's staff click on "Contact Us" » Publications click on "Forms/Pubs" and
840 select from a list that includes the brochure, "Professional Therapy NEVER
841 Includes Sex," the Board's "Disciplinary Guidelines," the Board's laws and
842 regulations and all of the Board's past newsletters » Press releases click on
843 "Forms/Pubs" and then on "Press Releases" » Complaint information and
844 complaint form to download or file online click on "Filing a Complaint with the
845 Board of Psychology" » E-mail contact with the Board click on "Contact Us"

846 then on “E-mail Us” » Board meeting agendas and meeting minutes—click on
847 “Board Meetings” » Evaluation forms to assess the service you receive from the
848 Board—click on “Consumers” and then on “Customer Service Evaluation” 26 | A
849 Consumer Guide to Psychological Services Quick Recap of Psychology
850 Resources Verify a psychologist is licensed: Check license status by calling the
851 Board of Psychology License at (916) 574-7720 or by checking the license status
852 on the Board’s website (www.psychology.ca.gov). Just click on the “License
853 Verification” link. Verify a psychiatrist is licensed: Check license status by calling
854 the Medical Board of California License Verification Unit at (916) 263-2382 or by
855 checking the license status yourself on the Board’s website (www.MBC.ca.gov).
856 Just click the “Verify a License” link. Verify license status for marriage and family
857 therapists, social workers or educational psychologists: Check license status by
858 calling the Board of Behavioral Sciences at (916) 574-5830 or by checking the
859 status yourself on the Board’s website (www.bbs.ca.gov). Just click on the
860 “License Verification” link. Psychological Assistants: These are professionals
861 registered by the Board of Psychology (916) 574-7720 or
862 www.psychology.ca.gov. Registered Psychologists: These are professionals
863 registered by the Board of Psychology (916) 574-7720 or
864 www.psychology.ca.gov. Psychiatric Technicians: These are professionals
865 licensed by the Board of Vocational Nursing & Psychiatric Technicians (916)
866 263-7800 or www.bvnpt.ca.gov. Acknowledgment The California Board of
867 Psychology protects consumers of psychological services by ensuring high
868 standards for the practice of psychology. The Board establishes rigorous
869 licensing qualifications, investigates patient complaints and reaches out to
870 empower consumers with information and resources. The Board of Psychology
871 thanks those who took the time to review this consumer brochure during its
872 development. Your valuable input has helped ensure that this booklet provides
873 high-quality and useful information and guidance to the public. How to Obtain
874 Additional Copies Single copies of this Consumer Guide to Psychology Services
875 are available at no charge from either of the following sources: California Board
876 of Psychology 1625 North Market Blvd., Ste. N-215 Sacramento, CA 95834 (916)
877 574-7720 Office of Publications, Design & Editing California Department of
878 Consumer Affairs (866) 320-8652 28 | A Consumer Guide to Psychological
879 Services 1625 North Market Blvd, Suite N-215 Sacramento, CA 95834 18-227

880
881 There was no public comment offered.

882
883 Vote
884 3 Ayes (Rescate, Rodgers, Tate), 0 Noes

885
886 **Agenda Item 12: Review and Propose Edits to Draft Survey Questions to Assess**
887 **Barriers to Telehealth**

888
889 Ms. Sorrick introduced this item and provided historical context and the purpose of this
890 survey. Draft questions were presented, and edits were made.

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892 Edits were provided through various public comments as well which were included in
893 the draft documents for both the Consumer Survey and the Provider Survey.

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It was M/(Rogers)/S(Tate)/C to refer the draft survey to staff for additional edits and modifications, consistent with discussion as necessary, to be presented to the full Board at the November Board Meeting.

This document is included below:

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. Out of this landscape began a discussion on factors that impact the provision of services to consumers, especially services provided via telehealth. The following survey is aimed at understanding the barriers to telehealth for consumers. Telehealth, for purposes of this survey, is considered providing psychological services by electronic means (web-based or by phone).
Survey Questions to Assess Barriers to Telehealth (for Consumers)

1. I am a
 - a. Client of psychological services
 - b. Prospective client for psychological services
 - c. Advocate for psychological services
 - d. Other

2. Are you Confident in receiving psychological services via telehealth?
 - a. Yes
 - b. No

3. Have you experienced any barriers in accessing telehealth?
 - a. Yes (if yes, go to question 4)
 - b. No (if no, go to question 6)

4. What are the technical barriers to telehealth?
 - a. Broadband access (eg Wi-fi speed)
 - b. Selected platform Support (Software)
 - c. Technical support (Hardware/Computer Support)
 - d. Technological proficiency of the provider using telehealth (the therapist's ability to provide service by electronic means)
 - e. Other

5. What are the financial barriers to telehealth?
 - a. Insurance reimbursement
 - b. Ability to pay for services
 - c. MediCal/Medicare reimbursement
 - d. Other

6. Are there Systemic or Psychosocial Barriers to Telehealth, such as language barriers, socioeconomic factors, lack of diverse providers, reasonable accommodations, lack of private space, or other considerations?

- 942 a. Yes
943 b. No

944
945 7. If yes to number 6, please explain

946
947 8. Are there additional barriers which have not been identified in this survey?
948

949 In 2020, a pandemic and nationwide protests regarding racial inequities have
950 highlighted the need for the Board of Psychology to consider how it conducts
951 business and how that impacts the profession of psychology and access to
952 psychological services. Out of this landscape began a discussion on factors that
953 impact the provision of services to consumers, especially services provided via
954 telehealth. The following survey is aimed at understanding the barriers to
955 telehealth for providers.

956 Survey Questions to Assess Barriers to Telehealth (for Providers)

- 957
958 1. I am a
959 a. Psychologist
960 b. Registered Psychological Associate
961 c. Supervised Trainee
962 d. Other licensed professional: Fill in title

- 963
964 2. What are the technical barriers to telehealth?
965 a. Broadband Access (Eg Wi-fi speed)
966 b. Selected Platform Support (Software)
967 c. Technical Support (Hardware/Computer Support)
968 d. Other

- 969
970 3. What are the practice barriers to telehealth?
971 a. Lack of training in telehealth
972 b. Lack of HIPAA compliant technology
973 c. Appropriateness of telehealth for certain client populations (for example,
974 clients undergoing psychological assessments, clients with safety
975 concerns, etc...)
976 d. Other

- 977
978 4. What are the financial barriers to telehealth?
979 a. Insurance reimbursement
980 b. Client ability to pay
981 c. MediCal/Medicare reimbursement
982 d. Other

- 983
984 5. What are the training barriers to telehealth?
985 a. Lack of formal study in advanced program
986 b. Lack of training in training programs
987 c. Lack of supervision opportunities
988 d. Other

989

- 990 6. Are there systemic or psychosocial barriers to telehealth [for example,
991 language barriers, socioeconomic factors, reasonable accommodations, lack
992 of private space, lack of available providers, increased need based on current
993 climate (supply and demand)]?
994 a. Yes
995 b. No
996
997 7. If yes to number 6, please explain
998
999 8. Is provider burnout a barrier to telehealth?
1000 a. Yes
1001 b. No
1002
1003 9. If yes to number 8, please explain
1004
1005 10. Are there additional barriers which have not been identified in this Survey?
1006

1007 Public Comment

1008
1009 There was no public comment offered.
1010

1011 Vote

1012 3 Ayes (Rescate, Rodgers, Tate), 0 Noes
1013

1014 **Agenda Item 13: Recommendations for Agenda Items for Future Committee**
1015 **Meetings**
1016

1017 Dr. Tate introduced this item.
1018

1019 Dr. Marilyn Immoos thanked all participants for the discussion and stated that she would
1020 welcome further discussion on difficulties of passing the EPPP.
1021

1022 Dr. Rodgers stated her appreciation for the discussion and welcomed further discussion
1023 on subjects that could be presented or posted on social media.
1024

1025 A commenter "GK" asked if LinkedIn could be used to promote information on social
1026 media as well as Facebook and Twitter and asked the Board to look into posting on
1027 LinkedIn.
1028

1029 ADJOURNMENT Adjourned at 1:01 p.m.