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BOARD OF PSYCHOLOGY

California Board of Psychology
2011-2013 Strategic Plan
Draft for Approval

BOARD OF PSYCHOLOGY

Board Members

Richard Sherman, Ph.D., *Licensed Member,* President
Emil Rodolfa, Ph.D., *Licensed Member,* Vice-President
Barbara Cadow, Ph.D., *Licensed member*
James L. McGhee, *Public Member*
Michael Erickson, Ph.D., *Licensed Member*
Celinda Vazquez, *Public Member*
Lucille Acquaye-Baddoo, *Public Member*
Miguel Gallardo, Psy.D., *Licensed Member*

Robert I. Kahane, J.D., Executive Officer

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HISTORY

The California Board of Psychology (BOP) was established in 1958 when the first psychologists were *certified* in the state. In 1967, the Psychology Licensing Law was enacted by the Legislature which: 1) defined and protected the practice of psychology, 2) protected the title "Psychologist" and 3) changed certification to licensure. It was at this time that regulatory boards shifted their primary focus to protection of the public. The BOP is one of approximately thirty regulatory entities which exist under the organizational structure of the Department of Consumer Affairs (DCA). The BOP has a close and cooperative relationship with DCA.

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BOARD MEMBERS

The BOP consists of nine members (five Psychologists and four public members) who may serve a maximum of two consecutive four-year terms. The Governor appoints the five psychologists and two public members. Another public member is appointed by the Senate Rules Committee, and the fourth by the Speaker of the Assembly. Public members cannot be licensed by the BOP or by any other Department of Consumer Affairs (DCA) healing arts board. Board members are required to complete a Form 700 – Conflict of Interest Statement, and they are required to submit this statement to the Fair Political Practices Commission each year. Additionally, Board members are required to complete ethics training every two years.

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EXECUTIVE OFFICER

The BOP appoints an Executive Officer as its administrator who serves to carry out the mission of the BOP to protect consumers of psychological services in California. The Executive Officer oversees the Board's staff and ensures that all of its programs function efficiently and effectively.

FUNDING

The BOP is funded through license, application, and examination fees. The Board receives General Fund monies from the State of

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Psychologist

An individual who is licensed as a *Psychologist* may practice psychology independently. To become licensed, one must possess a doctoral degree in psychology, must have successfully completed 3,000 hours of qualifying supervised professional experience, pass the national Examination for Professional Practice in Psychology (EPPP), and pass the California Psychology Supplemental Examination (CPSE) and pay the required fee. Applicants who have been licensed in another state, Canadian province, or U.S. territory for at least five years, including applicants who hold a Certificate of Professional Qualification (CPQ) issued by the Association of State and Provincial Psychology Boards (ASPPB), are credentialed as a Health Service Provider in Psychology by the National Register of Health Service Providers in Psychology, or who are certified by the American Board of Professional Psychology, are not required to take the EPPP or the CPSE. These applicants must take and pass the California Psychology Law and Ethics Examination (CPLEE). A Psychologist must complete 36 hours of approved continuing education every two years and pay the required fee.

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Psychological Assistant

Psychological Assistant is a training category for unlicensed individuals who are registered to a Psychologist or to a board certified Psychiatrist as an employee to provide limited psychological services under direct supervision. A psychological assis max of 72 months

To register as a Psychological Assistant ~~an~~ individual must possess at least a qualifying master's degree.

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Registered Psychologists

- Registered Psychologists are permitted to function at non-profit community agencies which receive at least 25 percent of their funding from some governmental source. Registered Psychologists may not function outside of this restricted and specifically defined setting. Registered Psychologists must possess a doctoral degree which meets licensure requirements and must have completed at least 1,500 hours of qualifying supervised professional experience. The registration shall be in effect for 30 months from the time of registrationa and shall not be renewed. Registered psychologist shall at all times be

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VISION

Ensuring Excellence in Psychological Services for all Californians

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MISSION

The Board of Psychology (BOP) protects and advocates for Californians by promoting the highest professional standards through its licensing, regulation, legislation, enforcement, continuing education, and outreach programs.

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VALUES

Board Of Psychology CODE

- Be responsive
- Outreach and education
- Protect the public

- Commitment to transparency
- Outstanding service
- Diversity awareness
- Ethical practice of psychology

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GREEN STATEMENT re: environment

- The Board makes efforts to operate in an environmentally responsible manner in order to reduce the Board's "carbon footprint" during all phases of operation.

GOALS

Credentials and Licensing:

Ensure the professional qualifications and competence of all applicants and licensees.

Examination:

Ensure a valid and reliable examination process to assess professional knowledge.

Enforcement:

Provide public protection against the negligent,

incompetent, unethical, unlicensed or unlawful

activities related to the practice of psychology.

Continuing Education:

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GOALS

Legislation and Regulation :

Promote legislation and develop regulations that advance the ethical and competent practice of psychology in order to protect consumers of psychological services.

Education and Outreach:

Provide critical information to all Californians regarding

purpose and functions of the Board, evolving practice of psychology, and relevant and emerging issues in the field of psychology.

Board Operations:

Utilize effective, efficient, and innovative business

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Credentials and Licensing:

- **Ensure the professional qualifications and competence of all applicants and licensees.**

Outcome: Qualified licensees.

The BOP ensures that those entering the profession of psychology are competent to practice psychology independently pursuant to Section 101.6 of the California Business and Professions Code. This is achieved by requiring applicants for licensure to possess a qualifying doctorate degree, by requiring the completion of a minimum of 3,000 hours of qualifying supervised professional experience, by examination, and by taking additional coursework on mandated topics.

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Credentials and Licensing:

- **L-1**
  Ensure accurate and timely processing of all applications.
  Activities:
  Monitor weekly licensing reports to address any potential backlog.

Credentials and Licensing:

- **L-2**
  Review qualifications for licensure.

Activities:
Ensure regulations concerning licensure are clear, properly defined, up to date and reflect current professional standards.

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Credentials and Licensing:

- **L-3**
  Clearly communicate the required qualifications for licensure through publications, web updates and outreach.

Activities:

Develop outreach programs for Board members and Executive Staff to speak at schools and professional associations regarding qualifications and process of licensure.

Regularly update information regarding licensure.

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Credentials and Licensing:

- **L-4**
  Enhance communication for all applicant and consumer inquiries.

Activities:

Maximize use of Internet and other technology to provide relevant and timely information to consumers, trainees, applicants, licensees, and registrants.

Attend relevant conferences regularly, returning to the Board with information concerning advances in national licensing trends, technology.

Conduct survey to evaluate applicant satisfaction with licensing process.

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Credentials and Licensing:

L-4 (continued)

Monitor weekly statistics report in order to ensure timely web updates.

Maximize use of most current and available DCA information technology to provide secure and applicant-friendly upgrades for licensing, verification and processing.

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Credentials and Licensing:

- L-5
- Ensure competent oversight of supervised professional experience.

Activity

Develop mechanism to establish standards regarding supervision and training.

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Examinations:

Ensure a valid and reliable examination process to assess professional knowledge.

Outcome: A valid and reliable examination process

The Board requires that each license applicant takes the national Examination for Professional Practice in Psychology (EPPP) and any qualifying California Examination. All required examinations must be passed before a license can be issued. The Board collaborates with the Office of Professional Examination Services (OPES) to ensure that the Board's licensing examinations comply with Section 139 of the Business and Professions Code.

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Examinations:

- **X-1**

  Monitor examination pass rates monthly.

  Activities:

  Evaluate and report to the Board any trends or issues regarding the administration and statistical interpretations concerning required examination passing rates and passing scores.

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Examinations:

- **X-2**

  Utilize advances in computer technology for administering exams

Activities:

Work with examination vendors to administer and secure the Board's examinations.

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Examinations:

- **X-3**

  Develop and maintain up-to-date California psychology examinations.

Activities:

Consult with the Office of Professional Examination Services (OPES) using their knowledge of testing to update examinations.

Coordinate with (OPES) to review content areas of the California examinations, as they

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Examinations:

- **X-4**

  Update current examinations with content that is relevant to the practice of psychology.

Activities:

Work with the Office of Professional Examination Services (OPES) to contribute to examination databases for the broad range of psychological disciplines and services.

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Enforcement:

- **Provide public protection against the negligent, incompetent, unethical, unlicensed and/or unlawful activities related to the practice of psychology.**

Outcome: Increased public protection

The BOP's enforcement program is focused on protecting consumers of psychological services from exploitive, incompetent or potentially dangerous licensees or from unlicensed individuals. The BOP investigates and responds to consumer complaints. Complaints may be dismissed or result with a letter of education, Citations and Fine, or disciplinary action, including reprimand, probation, suspension, or revocation. By law, proven sexual misconduct with a client will result in mandatory license revocation.

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Enforcement:

- **ENF-1**
  Ensure timely and accurate response to complaints.

  Activities:

  Manage each stage of the complaint process within mandated timeframes.

  Notify complainants in a timely manner of each significant stage in the administrative process. (i.e. complaint received, investigation initiated, case closure, transmittal to DAG, Accusation filed, Decision rendered).

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Enforcement:

- **ENF-2**
  Continue Probation Monitoring Program.

  Activities:

  Ensure that a Board representative meets with new probationers within 30 days of the effective decision date to fully explain the terms of probation.

  Ensure that all active probationers are interviewed each year to confirm compliance with all terms of probation.

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Enforcement:

- **ENF-3**

  Review and monitor Expert Reviewer Program.

  Activities:

  Assess Expert Reviewer Program for validity, training requirements and quality.

  Ensure at least one Expert Reviewer Training Session per calendar year in both northern and southern California.

  Maintain an updated Expert Reviewer Matrix incorporating the new contracting process.

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Enforcement:

- **ENF-4**

  Maintain disciplinary guidelines.

  Activities:

  Review and revise BOP Disciplinary Guidelines.

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Enforcement:

- **ENF-5**
  Ensure transparency and equity in Board enforcement actions.

Activities:

Review and update enforcement policies and procedures on a regular basis.

Periodic report on Cite and Fine statistics to the BOP.

Enforcement:

- ENF-5 (cont)

Inform and educate psychologists, psychology faculty, internship training projects, students consumers about trends in enforcement complaints and disciplinary actions.

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Continuing Education:

Ensure a framework of relevant continuing education for Psychologists.

Outcome: Competent psychologists

The law requires that licensees complete 36 hours of continuing education every two years prior to license renewal. The BOP ensures compliance with required training in any specifically mandated topic areas.

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Continuing Education:

- **CE-1**
  Develop cohesive continuing education guidelines.

Activities:

Conduct annual review of continuing education guidelines and revise as needed.

Monitor, review and report to the Board on emerging issues in the practice of psychology that impact continuing education.

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Continuing Education:

- **CE-2**

  Ensure licensee compliance with continuing education requirements.

Activities:

Monitor CE compliance of licensees by monitoring non-compliance reports issued by the MCEP Accrediting Agency. Once the new CE regulations become effective, monitor compliance through conductive and directed random audits. □

Develop means to educate psychologi regarding new continuing education

Legislation and Regulation:

- Advocate and promote legislation and develop regulations that advance the ethical and competent practice of psychology in order to protect consumers of psychological services.

Outcome: Current and relevant laws and regulations that advance the competent practice of psychology.

The BOP is committed to being proactive in anticipating major changes to legislation and regulations. To this end, the BOP will keep abreast of changes in the practice of psychology which may affect consumers of psychological services and ensure that the Psychology Licensing Law and the BOP's regulations are current and relevant.

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Regulation and Legislation:

- **RL-1**

  Review statutes and regulations for possible revisions to implement of legislative intent.

Activities:

Conduct ongoing review of laws and regulations, including periodic comprehensive reviews.

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Legislation and Regulation:

- **RL-2**

  Monitor national trends in legislation and regulation to evaluate impact on consumers and the practice of psychology in California.

Activities:

Attend relevant conferences and provide the Board with relevant information concerning advances in national processes in regulations, technology and regulatory updates.

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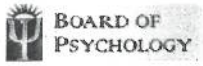
Legislation and Regulation:

- **RL-3**

  Evaluate legislation affecting the practice of psychology.

Activities:

Implement Board procedures to comply with review process.



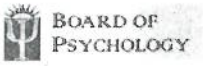
Regulation and Legislation:

- **RL-4**

  Advocate for legislation increasing consumer protection.

Activities:

Review current laws and proposed legislation to identify method and means to increase consumer protection.



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Education and Outreach:

- **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 BOP.**

Outcome: Increased public awareness

Every contact to or from the BOP is an opportunity to communicate and achieve the Board's mission. The BOP is committed to making information available to consumers, licensees, registrants, applicants, students and other stakeholders, through its website, brochures, press releases, on-line verification of licensure and registration, and its on-line newsletter, the *BOP Update*. The BOP educates the profession on the latest regulatory and legislative changes through its website and through speaking engagements at educational institutions, professional associations and other organizations. Every BOP publication is distributed to libraries throughout the state and is available for use to the public at no

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Education and Outreach:

- **EO-1**
  Publish the "BOP Update"

  Activities:

  Provide electronic version of the "BOP Update" on the BOP website.

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Education and Outreach:

- **EO-2**
  Use electronic and Internet media for gathering and disseminating information to consumers, licensees, applicants, registrants and stakeholders.

Activities

Executive Officer will post information and comments in an "EO Corner" on the BOP website within the online BOP update.

Use multiple means to emphasize Board information to consumers

Make all BOP publications available on the BOP website.

Conduct satisfaction surveys relevant to functioning of the BOP.

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Education and Outreach:

- **EO-3**
  Increase visibility and awareness of the BOP's functions and activities.

Activities:

Collaborate with DCA and other boards to dispense BOP brochures at statewide and regional events.

Attend, sponsor and participate in conferences, events and workshops.

Present information about licensing and other BOP activities at training institutions.

Invite faculty, students, trainees and licensees to BOP meetings.

Offer continuing education for attendance and participation at relevant Board events.

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Education and Outreach:

- **EO-3 Continued**

Utilize Board Members for outreach and representation to professional organizations and training programs.

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Education and Outreach:

- **EO-4**

Provide information to Psychologists and trainees about opportunities to offer psychological services to underserved communities.

Activities:

Collaborate with professional organizations and community leaders to offer events which focus on the psychological needs of underserved communities.

Post on the BOP website a list of related service opportunities.

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Education and Outreach:

- **EO-6**

Inform key stakeholders about the role, activities and purpose of the BOP.

Activities:

Develop a strategy to inform the DCA, Governor, and key legislators about the role and importance of the Board to consumer protection. (Prior to Sunset Review of 2013)

Inform the media of relevant BOP activities.

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Offer expertise to stakeholders on issues within the

Board Operations:

- **Utilize effective, efficient, and innovative business practices in order to provide excellent service to the public.**

Outcome: A highly effective, efficient, and innovative organization.

The BOP strives to improve organizational performance through operational efficiency, upgraded technologies and enhanced staff development. Organizational performance improvement includes increased accountability, quantifiable performance measures, and ongoing assessment of business processes and the development of a proactive plan, which assesses [illegible] and potential changes in the business environm[illegible]

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Board Operations:

- **BO-1**

  Achieve state of the art information technology systems.

Activities:

Integrate systems for tracking and reporting information.

Monitor and apply technological advances to Board operations.

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Board Operations:

- **BO-2**

  Improve efficiency of Board operations.

Activities:

Improve staff performance through the performance review process.

Develop an Experience of Work (EOW) Survey for Board of Psychology employees regarding their work experience on the Board of Psychology to provide feedback for management.

Monitor and update as necessary the performance review process for the Executive Officer.

Develop and publish an administrative board manual.

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Licensing Performance Measures:

- Processing times
- Weekly desk reports and Lead Coordinator assessments
- Peer and quality review
- Number and nature of telephone calls and e-mails to the BOP from applicants and initial licensees/registrants
- Board Feedback
- Public Feedback
- Survey Results: Application Process
- E-mail correspondence returns

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Examinations Performance Measures:

- Efficiency in examination scheduling and license issuance
- Number and nature of telephone calls and e-mails to the BOP from applicants and initial licensees/registrants
- Public feedback
- Board Recommendations
- Survey Results: Examination Process

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Enforcement Performance Measures:

- Number of complaints filed, investigations opened, Accusations filed, Decisions rendered and citations issued
- Timeframes for in-house resolution
- Timeframe for total time of enforcement process
- Number of repeat actions for unlicensed activities and formerly disciplined licensees/registrants
- Vertical Investigation resolution times
- Survey results
- Complainant feedback
- Board recommendations

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Continuing Education Performance Measures:

- Number of continuing education deficient licensees
- Number of consumer complaints involving alleged incompetence
- Number of complaints by continuing education providers and participants
- Number and nature of telephone calls and e-mails to the Board for general information

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Legislation and Regulation Performance Measures:

- Clarity in definition of the practice of psychology (i.e. General Applied Psychology)
- Clarity, transparency and consistency in interpretation of regulations for all stakeholders
- Address issues raised in disciplinary proceedings

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Education and Outreach Performance Measures:

- Number of Consumer Events attended
- Number of Professional events attended
- Representation to National Organizations by Board Members and Executive Staff
- Number and nature of telephone calls and e-mails to the Board for general information

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