ENFORCEMENT COMMITTEE
STRATEGIC PLAN PROGRESS REPORT

ENF-1 Ensure timely and accurate response to complaints.

Manage each stage of the complaint process within mandated timeframes.

August 2009: Board reviewed processing times for prior seven years. Staff is working with DCA on New Enforcement Model.

November 2009: The Board approved the use of a new mail vote ballot to streamline the voting process.

February 2010: Enforcement processing guidelines were implemented to establish expected processing times for specific procedures. Board reviewed the Consumer Protection Enforcement Initiative.

December 2010: The Board reviewed complaint processing performance measures which reflect that goals are met for complaint intake and desk investigations. The Board is monitoring formal investigations and discipline to ensure further processing time reductions. Ms. Kirchmeyer reported that performance measures are posted on DCA's web site, and that statistics would be available on-line for the volume of complaints received and the length of time it takes to process.

Notify complainants in a timely manner of each significant stage in the administrative process

August 2009: Completed.

ENF - 2 Enable greater access of information concerning Board enforcement actions on the BOP website.

Enhance information technology (IT) programs to include information regarding enforcement

August 2009: The Board approved posting all enforcement actions on the BOP website. Completed.

Attend relevant conferences regularly, returning to the Board with information concerning advances in enforcement processes.

Ongoing

Make disciplinary documents available for download from the BOP website.

August 2009:The Board approved posting all enforcement actions on the BOP website. Copies of all disciplinary documents are available on our website under the License Verification option. Completed.

ENF- 3 - Continue Monitoring Program of those on probation, including office visits and follow-up.

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

August 2009:Completed

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

August 2009:Completed

ENF- 4 Review and monitor Expert Reviewer Program.

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

December 2010: The Board reviewed DCA's directive requiring contracts for all expert consultants. Board staff will begin working with DCA to initiate contracts for all expert consultants.

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

April 2010: Expert Reviewer Training held

Maintain an updated Expert Reviewer Matrix.

Completed.

ENF- 5 Maintain disciplinary guidelines.

Review of BOP Disciplinary Guidelines.

August 2010: The Board began reviewing proposed changes to the Discipline Guidelines. The changes include incorporating the Uniform Standards Related to Substance Abuse.

December 2010: The Board reviewed proposed changes and recommended further revisions to the Discipline Guidelines.

February 2011: The Board adopted proposed changes to the Discipline Guidelines and directed staff to set the matter for public hearing.

ENF- 6 Ensure transparency and equity in Board enforcement actions.

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

November 2009: The Board revised and implemented a user friendly consumer complaint form.

Inform and educate psychologists and consumers about trends in enforcement complaints and disciplinary actions.

Ongoing