BOARD OF PSYCHOLOGY

Overview of Enforcement Activity

License & Registration*	08/09	09/10	10/11	11/12	12/13**
Psychologist	20,307	21,019	21,527	22,020	22,459
Registered Psychologist	324	320	312	320	374
Psychological Assistant	1397	1429	1507	1635	1769
Cases Opened	**08/09**	**09/10**	**10/11**	**11/12**	**12/13****
Complaints Received	786	712	785	747	404
Criminal Conviction Reports Received	72	54	48	70	27
Investigations Opened	93	80	83	107	41
Cases sent to AG/DA	22	39	37	45	28
Filings					
Accusations	8	23	21	27	19
Statement of Issues	9	8	4	4	2
Petition to Revoke Probation	0	0	0	3	1
Petitions to Compel Psych. Exam	0	0	1	1	0
Petitions for Penalty Relief	3	1	0	1	0
Petition for Reinstatement	1	1	0	2	1
Petitions for Reconsideration	0	1	0	0	2
Filing Withdrawals/Dismissals					
Accusations Withdrawn	0	0	2	0	0
Accusations Dismissed	0	1	0	1	1
Statement of Issues Withdrawn	5	0	2	1	0
Citations					
Citations Ordered	5	10	9	18	2
Decisions (Penalty)					
Revocations	1	3	2	4	2
Revocation, Stayed, Probation	7	9	12	11	7
Revocation, Stayed, Probation, Susp.	3	0	0	0	0
Voluntary Surrender	8	3	2	11	7
Reprimands	0	0	1	2	0
ISO/TRO/ASO Ordered	3	4	1	4	3
Statement of Issues-License Denied***	1	1	0	1	0
Statement of Issues-License Granted***	4	5	3	3	3
Petitions for Penalty Relief Denied***	1	0	0	0	0
Petitions for Penalty Relief Granted***	3	1	1	1	1
Petition for Reinstatement Granted***	1	0	0	0	1
Petition for Reinstatement Denied***	0	0	1	1	0
Reconsiderations Denied***	0	0	0	0	1
Reconsiderations Granted***	0	1	0	0	1
Orders Compelling Psych. Exam***	0	0	0	1	0
Other	2	0	2	0	0
Total Decisions	**24**	**21**	**20**	**32**	**19**
Decisions (Violation Type)					
Gross Negligence/Incompetence	5	4	4	3	5
Improper Supervision	0	0	1	0	0
Repeat Negligent Acts	0	0	0	1	0
Self Abuse of Drugs or Alcohol	2	3	3	12	3
Dishonesty/Fraud	0	3	0	2	1
Mental Illness	1	0	0	0	1
Aiding Unlicensed Practice	0	0	0	0	0
General Unprofessional Conduct	1	1	1	0	2
Probation Violation	1	0	0	2	1
Sexual Misconduct	6	1	2	6	4
Conviction of a Crime	7	9	8	5	2
Discipline by Another State Board	1	0	1	1	0
Other	0	0	0	0	0

*Doesn't include cancelled, revoked, or surrendered license/registration

** Numbers from 7/1/2012 thru 01/30/2013

*** Not included in Total Decisions or Violation Type

EXPLANATION OF LANGUAGE

Below are broad, brief descriptions of statistical categories contained in the Board of Psychology's Overview of Enforcement Activity

Cases Opened: This category includes 1) all **complaints** that were received in the fiscal year indicated, regardless of source; 2) all **investigations** that were opened during that fiscal year as a result of a complaint filed with the board, regardless of when the complaint was received; and 3) all cases that were referred, during that fiscal year, to the **Office of the Attorney General or the District Attorney's Office**, regardless of when the complaint was originally received.

Investigation – After "informal" staff review, the complaint is "formally" investigated by in-house staff or by investigators (peace officers) of the Medical Board of California.

Filings:

Accusation – Formal statement of charges against licensee.
Statement of Issues – Formal statement of reasons why an application for license/registration should be denied.
Petition to Compel Psychological - Request to compel licensee to submit a psychological examination.
Petition for Penalty Relief – A process whereby one can petition for reinstatement of their revoked or surrender license or request early termination of probation or modification of a condition of probation.
Petition for Reconsideration – A process whereby one can petition the Board to reconsider a final decision of the Board.
Accusation/Statement of Issues Withdrawn – The formal statement of charges/reasons is withdrawn by the board.
Accusation Dismissed – The case is dismissed after a hearing has been held and the dismissal decision is adopted by the Board.
Statement of Issues – License Granted – After a hearing, or as a result of a settlement, an applicant is granted a license or registration with or without terms and conditions (i.e. probation, coursework).
Petitions for Penalty Relief Granted – A Petition for Reinstatement of a license or registration is granted by the Board, or a Petition for Termination or Modification of Probation is granted by the Board.
Reconsiderations Granted – A Petition for Reconsideration is granted by the Board.

Citations Ordered: This tool is used for various minor violations such as false advertising or misrepresentation. Citations and fines are public information but are not considered to be disciplinary actions.

Decision (Penalty): - This category indicated the actual disciplinary action (penalty) rendered against the licensee or registrant that was ordered by the board in the fiscal year indicated.

Revoked - The license is canceled, voided, rescinded. The right to practice is ended.
Revoked, Stayed, Probation - "Stayed" means the revocation is postponed. Professional practice may continue so long as the licensee complies with specific probationary terms and conditions. Violation of probation may result in the revocation that was postponed.
Suspension - The licensee is prohibited from practicing for a specific period of time.
License Surrender - While charges are still pending, the licensee turns in the license - subject to acceptance by the board. The right to practice is ended.
Reprimands/Reprovals - An option that is most commonly negotiated between the Board, the licensee, and his/her counsel. Such a letter is an option in settlement of an Accusation. Typically, the letter of reprimand or reproval is a viable option if the violations alleged are relatively minor and no patient harm occurred. It includes a summary of the allegations, acknowledges the impropriety of the acts summarized and can include mandated coursework that the licensee must take, cost recovery to the Board for investigation and essentially may include any other term or condition listed in the Board's Disciplinary Guidelines.

ISO – Interim Suspension Order – When a licensee or registrant is required to immediately suspend the practice of psychology. This occurs through the hearing process in cases where the evidence indicates that the licensee is likely to engage in behaviors that present an immediate threat to the public health, safety and welfare.

Other - Includes atypical decisions that do not fall into the above categories.

Decisions (Violation Type): This category indicates each violation that a licensee or registrant committed that resulted in the disciplinary action that was rendered during the fiscal year indicated. These violations are grounds for disciplinary action as found in the *Laws and Regulations Relating to the Practice of Psychology*.

Monthly Enforcement Report to DCA

Board of Psychology 2012-2013

Complaint Intake

Complaints Received by the Program.
Measured from date received to assignment for investigation or closure without action.

Complaints	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Received	54	69	49	62	51	52	47						
Closed	3	18	7	7	1	6	9						
Referred to Investigation	55	49	40	55	52	43	41						
Average Days to Close	4	4	4	3	6	5	4						
Pending	2	3	5	5	3	6	3						

Convictions/Arrest Reports	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Received	1	4	5	6	6	3	2						
Closed	2	5	4	7	5	3	2						
Average Days to Close	8	4	4	3	2	4	5						
Pending	1	0	1	0	1	1	1						

Investigation

Complaints investigated by the program whether by desk investigation or by field investigation.
Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.
If a complaint is investigated by more than one approach (desk, field non-sworn, etc.) then,
categorize it by the last investigator category.

Desk Investigation	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Opened	56	54	44	62	55	44	43						
Closed	58	37	36	52	37	46	58						
Average Days to Complete	27	27	23	26	41	37	32						
Pending	41	57	66	68	82	78	55						

Field Investigation (Non-Sworn)	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Opened													
Closed													
Average Days to Complete													
Pending													

Field Investigation (Sworn)	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Opened	6	3	1	8	11	4	8						
Closed	5	12	7	6	8	7	12						
Average Days to Complete	217	392	524	484	357	273	327						
Pending	82	74	69	71	74	71	67						

All Investigations	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Closed	63	49	43	58	45	53	70						
Average Days to Complete	43	116	105	73	97	68	82						
Pending	123	131	135	139	156	149	122						

Enforcement Actions

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Cases Referred to AG	2	4	1	4	4	4	3						
Cases Pending at AG	42	44	43	44	46	49	47						
SOIs Filed	0	0	1	0	1	0	0						
SOI Withdrawn	0	0	0	0	0	0	0						
SOI Dismissed	0	0	0	0	0	0	0						
SOI Declined	0	0	0	0	0	0	0						
Average Days to Complete SOIs	0	0	0	0	0	0	0						
Accusations Filed	1	3	3	3	2	4	3						
Accusation Withdrawn	0	0	0	0	0	0	0						
Accusation Dismissed	0	0	0	0	1	0	0						
Accusation Declined	0	0	0	0	0	0	0						
Average Days to Complete Accusations	0	0	0	0	1659	0	0						
Proposed/Default Decisions	1	0	0	0	0	0	3						
Stipulations Adopted	1	2	2	3	0	1	1						

Disciplinary Orders	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Final Orders (Proposed Decisions Adopted, Board Decisions, Stipulations)	1	2	2	3	0	1	4						
Average Days to Complete*	759	717	753	1109	0	1177	1036						
Interim Suspension Orders	0	0	1	0	0	1	1						

Citations	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	
Final Citations	0	0	0	1	1	0	0						
Average Days to Complete*	0	0	0	113	595	0	0						

* - The number of days from receipt of complaint to the effective date of the citation or the effective date of the disciplinary order.

Department of Consumer Affairs

Board of Psychology

Performance Measures

Q2 Report *(October - December 2012)*

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

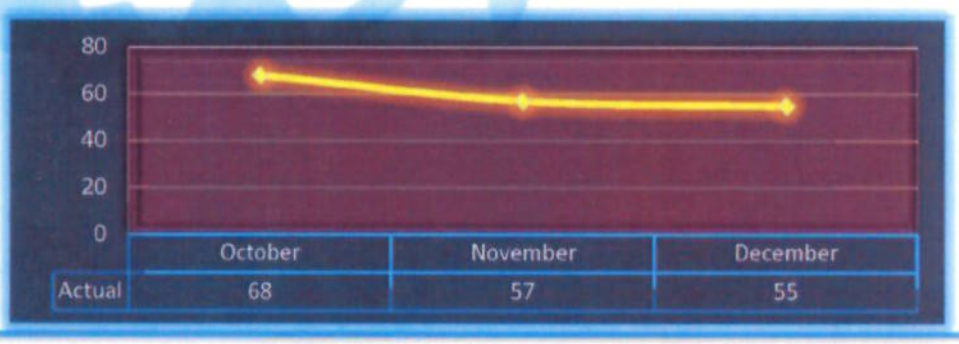
Volume

Number of complaints and convictions received.

Q2 Total: 180

Complaints: 165 Convictions: 15

Q2 Monthly Average: 60



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 9 Days

Q2 Average: 4 Days

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 80 Days

Q2 Average: 58 Days

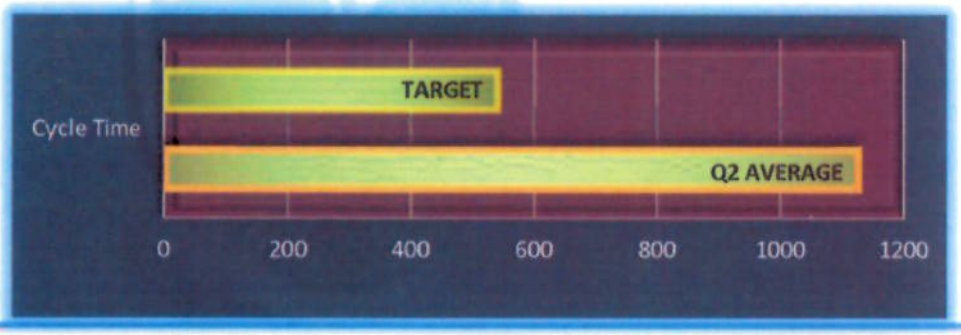
	October	November	December
Target	80	80	80
Actual	40	79	58

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 1,126 Days



Probation Intake

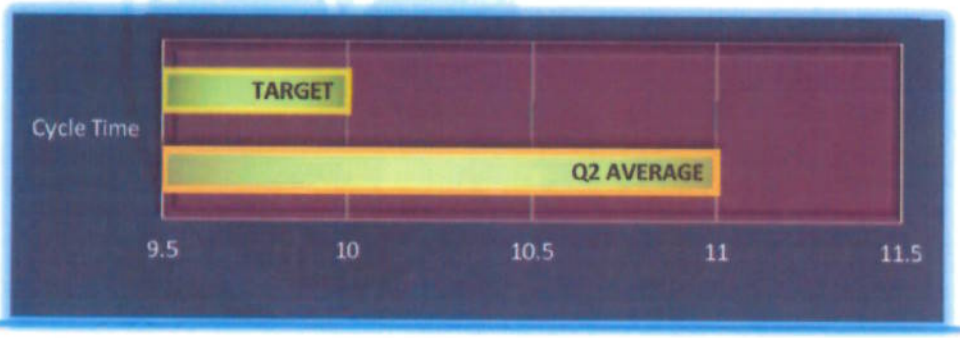
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 7 Days

Q2 Average: 12 Days

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q2 Average: 11 Days