

Attachment 1: Board of Psychology Strategic Plan Update as of January, 2018



| Enter into contract with CPS to review licensing function. | CCC | Q3 2014 | Completed |
|--|-----------|---------|-----------|
| Begin CPS review. | CCC/CPS | Q4 2014 | Completed |
| CPS finalizes review and provides findings to EO. | EO/CPS | Q3 2015 | Completed |
| EO share findings with staff and Board. | EO | Q3 2015 | Completed |
| Implement findings from CPS review. | AEO/LM/LC | Q4 2015 | Completed |
| Incorporate CPS changes on website (if needed). | CCC | Q1 2016 | Completed |
| Update desk procedure manuals based on CPS findings. | L&BC | Q4 2015 | Completed |
| Incorporate CPS changes in BreEZe (if needed). | L&BC | Q4 2015 | Completed |

| Provide weekly updates to EO and AEO regarding licensing processing time statistics. | L&BC | Ongoing | Completed |
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| Present licensing statistics to Board Members at quarterly Board meetings. | LM | Ongoing | Completed |
| Update documents/forms if needed. | L&BC /LM | Ongoing | Completed |
| Create and update desk procedure manuals. | L&BC | Q1 2015 | Completed |

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| Allow online submission of applications through BreEZe. | L&BC | Q3 2015 | Completed |
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| Conduct job analysis and compile justification data to support BCP (CPS report). | L&BC /CCC | Q2 2015 | Completed |
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| Obtain Board approval of BCP concept. | EO/Board | Q3 2015 | Completed |
| Submit BCP concept paper to DCA Budget Office. | CCC/ L&BC | Q3 2015 | Completed |
| Draft and submit BCP to DCA Budget Office. | ASC/ L&BC | Q3 2015 | Completed |
| Obtain DCA Budget Office approval of BCP. | ASC/Budget Office | Q2 2016 | Completed |
| Obtain Agency approval of BCP. | EO/Agency | Q3 2016 | Completed |
| Submit BCP to Department of Finance. | EO | Q3 2016 | Completed |
| Obtain BCP approval from Department of Finance. | EO/DOF/AEO | Q4 2016 | Completed |

| Identify areas where clarification is needed to facilitate licensing process. | L&BC /EO | Q2 2014 | Completed |
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| Create YouTube video outlining the licensing application process. | L&BC /DCA Public Affairs | Q2 2014 | Completed |
| Create a YouTube video providing an overview of licensure as a psychologist. | L&BC /DCA Public Affairs | Q2 2014 | Completed |
| Create YouTube video outlining the psychological assistant application process. | L&BC /DCA Public Affairs | Q4 2014 | Completed |
| Create a YouTube video providing an overview of registration as a psychological assistant. | L&BC /DCA Public Affairs | Q4 2014 | Completed |
| Create a YouTube video providing an overview of the registered psychologist registration process. | L&BC /DCA Public Affairs | Q2 2015 | Completed |
| Create a YouTube video outlining the registered psychologist application process. | L&BC /DCA Public Affairs | Q2 2015 | Completed |
| Create a YouTube video outlining the continuing education process and requirements. | CEC/CSM/DCA Public Affairs | Q4 2016 | Pending Regulatory Change |

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| Post videos on website as they are developed. | CCC | Ongoing | Completed |
| Promote videos in newsletter and social media to licensees. | EO | Ongoing | Completed |
| Ongoing visits to schools to educate students and trainees on licensing process. | L&BC /AEO/EO | Ongoing | Move to Q4 2018 |

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| Identify functionality that is currently not working properly or unavailable in BreEZe. | L&BC | Ongoing as issues arise | Completed |
| Submit a request to change or add functionality in BreEZe. | L&BC | Ongoing as issues arise | Completed |
| Work with BreEZe team to identify which release change or added functionality will occur. | L&BC | Ongoing as issues arise | Completed |
| Submit change or added functionality to Change Control Board (if required). | L&BC | Ongoing as issues arise | Completed |
| Attend Licensing Users Group to collaborate with other RI boards to identify global changes and other problem areas and functionalities. | L&BC /CEC | Monthly | Completed |
| Educate staff on BreEZe changes. | L&BC | Ongoing as issues arise | Completed |

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| Identify deficiencies in customer service. | LM | Ongoing | Completed |
| Identify training needs. | AEO/LM | Ongoing | Completed |
| Schedule training for staff. | L&BC /LM | Ongoing | Completed |
| Establish customer service performance measures. | AEO/ L&BC | Q3 2015 | Completed |

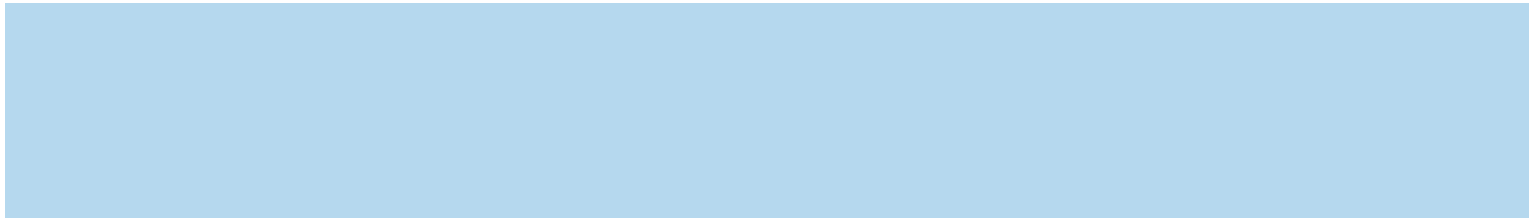
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| Review and amend statutes and regulations regarding requirements to | | | |
| Review and amend statutes regarding exempt settings. | L&BC /CCC | Q1 2017 | Completed |
| Educate staff on any changes to statutes and/or regulations. | LM | Q1 2018 | On Schedule |
| Educate licensees on any changes to statutes and/or regulations. | EO/AEO/CSM | Q1 2018 | On Schedule |

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| Work with DCA to identify a vendor and determine process to produce card. | CCC | Q1 2017 | Completed |
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| Identify statutory and regulatory changes necessary to establish a "Retired" status for licensed psychologists. | AEO/CCC | Q3 2015 | Completed |
| Board ratifies suggested changes. | EO/Board | Q4 2015 | Completed |
| Draft legislation. | EO/AEO/CCC | Q4 2015 | Completed |
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| Create rulemaking packet including initial statement of reason, proposed text and notice. | CCC | Q3 2016 | Move to Q2 2018 |
| Submit regulation package to the Office of Administrative Law. | CCC | Q4 2016 | Move to Q2 2018 |
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| Educate staff on "Retired" status. | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |



| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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| Draft new regulatory language to establish CE/CPD requirements and guidelines and obtain Board Approval. | EO/CCM | Q3 2014 | Completed |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Goal 3: Laws and Regulations

| Continue to develop relationships with professional associations. | AEO/CSM | Ongoing | Completed |
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| Establish stronger relationships with consumer groups. | AEO/CSM | Ongoing | On Schedule |
| Provide legislative updates to staff and Board Members. | CCC | Weekly | Completed |
| Solicit legislative and regulatory input from impacted stakeholders. | EO/AEO/CSM | Ongoing | Completed |
| Provide advocacy letters to the legislature and testifying on bills the Board has taken an official position on. | CSM/EO/AEO | Ongoing | Completed |

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| 3.2 Adopt regulations to clarify and strengthen the Board's position on | | | |
| Examine research and guidelines from other state entities on the emerging field of telehealth. | CCC | Q1 2014 | Completed |
| Establish a BOP telehealth committee. | Board President | Q4 2014 | Completed |
| Coordinate meetings with affected stakeholders to solicit input on regulation development. | EO/CCC | Q1 2016 | Completed |
| Draft new regulatory language to establish telehealth requirements and guidelines and obtain Board Approval. | AEO/CSM | Q1 2016 | Completed |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |



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| Provide newsletter article about Board overview and functionality to increase transparency for stakeholders about the role of the Board. | EPM/EO | Q3 2014 | Completed |
| Create an overview (flowchart) of the enforcement process (complaint, cite and fine and formal disciplinary process) and post on the Board website. | EPM/EO/CCC | Q4 2014 | Completed |

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| Have Enforcement Program Manager present at a Board meeting detailing enforcement process and answering questions from the public, and work with OPA, archive video and have placed on the Board website. | EPM/EO/CCC | Q3 2015 | Completed |
| Create an FAQ page for consumers and licensees about enforcement process and place on Board website. | EPM/EO/CCC | Q3 2015 | Completed |

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| Determine whether the Board has legal authority to issue public reprimands and investigate other board processes for such authority. | EPM | Q4 2014 | Completed |
| If legal authority does not exist, develop a model for the Board. | EPM | Q1 2015 | Determined Unnecessary |
| If legal authority exists, present model to Board for approval. | EPM | Q2 2015 | Determined Unnecessary |
| Determine whether the Board has legal authority to issue a probationary license through a statement of issues and investigate other board processes for such authority. | EPM | Q3 2015 | Completed |
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| Create a probation section on the Board website including quarterly reports and probationer forms. | PC | Q2 2014 | Completed |

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| 4.4 Establish standardized training and educational resources for Expert | | | |
| Establish an annual training schedule for expert reviewers. | EPM/EO | Q4 2014 | Completed |
| Provide all experts with any changes to the Board's disciplinary guidelines and laws and regulations. | EPM/EO | Q1 2015 | Completed |
| Solicit subject matter expert presenters on relevant topics for annual training. | EPM/EO | Q1 2015 | Completed |
| Conduct annual training for expert reviewers. | EPM/EO | Q4 2015 | Completed |
| Archive annual training presentations to use as a training tool for onboarding new Expert Reviewers. | EPM/EO | Q1 2016 | Completed |

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| Investigate HIPAA-compliant technology for use by the probation monitor. | EPM/PC | Q4 2014 | Completed |
| Obtain necessary software/hardware. | EPM/PC/ASC | Q2 2015 | Determined Unnecessary |
| Train staff on the use of new software/hardware. | EPM | Q2 2015 | Determined Unnecessary |
| Implement new software/hardware. | EPM/PC | Q3 2015 | Determined Unnecessary |
| Educate probationers about new probation monitoring procedure. | EPM/PC | Q3 2015 | Determined Unnecessary |

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| Identify functionality that is currently not working properly or unavailable in BreEZe. | EPM/L&BC | Ongoing as issues arise | Completed |
| Submit a request to change or add functionality in BreEZe. | E&BC/PC | Ongoing as issues arise | Completed |
| Work with BreEZe team to identify which release change or added functionality will occur. | EPM/L&BC | Ongoing as issues arise | Completed |
| Submit change or added functionality to Change Control Board (if required). | PC/L&BC | Ongoing as issues arise | Completed |
| Attend Enforcement Users Group to collaborate with other RI boards to identify global changes and other problem areas and functionalities. | EPM/PC | Monthly | Completed |

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| Educate staff on BreEZe changes. | EPM | Ongoing as issues arise | Completed |
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| Enter into contract with CPS to review enforcement function. | ASC | Q3 2014 | Completed |
|--|---------|---------|-----------|
| Begin CPS review. | ASC/CPS | Q4 2014 | Completed |
| CPS finalizes review and provides findings to EO. | EO/CPS | Q3 2015 | Completed |
| EO share findings with staff and Board. | EO | Q3 2015 | Completed |
| Implement findings from CPS review. | EPM | Q4 2015 | Completed |
| Incorporate CPS changes on website (if needed). | ASC | Q1 2016 | Completed |
| Update desk procedure manuals based on CPS findings. | EPM | Q4 2015 | Completed |
| Incorporate CPS changes in BreEZe (if needed) | E&BC/PC | Q4 2015 | Completed |

| Conduct job analysis and compile justification data to support BCP (CPS report). | EPM/ASC | Q4 2015 | Completed |
|--|-------------------|---------|------------------------|
| Obtain Board approval of BCP concept. | EO/Board | Q3 2015 | Determined Unnecessary |
| Submit BCP concept paper to DCA Budget Office. | ASC/EPM | Q3 2015 | Determined Unnecessary |
| Draft and submit BCP to DCA Budget Office. | ASC/EPM | Q3 2015 | Determined Unnecessary |
| Obtain DCA Budget Office approval of BCP. | ASC/Budget Office | Q4 2015 | Determined Unnecessary |
| Obtain Agency approval of BCP. | EO/Agency | Q4 2015 | Determined Unnecessary |
| Submit BCP to Department of Finance. | EO | Q4 2015 | Determined Unnecessary |

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| Obtain BCP approval from Department of Finance. | EO/DOF | Q4 2015 | Determined Unnecessary |
| Obtain legislative approval for BCP. | EO | Q2 2016 | Determined Unnecessary |



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| Develop a communications plan. | EO | Q2 2014 | Completed |
| Present to Board for Board ratification. | EO | Q2 2014 | Completed |
| Implementation of plan. | EO | Ongoing | Completed |

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| Identify outreach opportunities. | EO/AEO/ L&BC / EPM | Ongoing | Completed |
| Work with DCA to approve travel by providing DCA with mission-critical benefits for stakeholders. | EO | Ongoing | Completed |
| Attend outreach events. | EO | Ongoing | Completed |
| Explore methods to expand visibility of Board. | EO/ASC | Ongoing | Completed |

Goal 6: Organizational Effectiveness

| Conduct unit overview at staff meetings to educate staff on different business processes of the Board. | EO | Q1 2014 | Completed |
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| Create an annotated organization chart to educate staff on individual staff expertise/focus. | AEO | Q4 2014 | Completed |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

| Work with SOLID on Customer Service training to enhance professional courtesy to Board stakeholders. | EO | Q1 2014 | Completed |
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| Ensure probationary reports and employees have IDPs on file. | EO | Q4 2014 | Completed |
| Work with Managers/Leads to identify further training needs for staff. | EO | Ongoing | Completed |

| Submit vendor contract to conduct analysis on Board function. | ASC | Q3 2014 | Completed |
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| Obtain DCA approval on contract to perform CPS program analysis. | ASC/DCA | Q3 2014 | Completed |

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| Work with contracted vendor to conduct analysis of Board function. | EO/AEO | Q2 2015 | Completed |
| Review CPS analysis with all staff to address recommendations. | EO/AEO | Q4 2015 | Completed |
| Develop appropriate process improvements based on recommended changes provided by analysis. | EO/AEO/EPM | Q1 2016 | Completed |

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| Review any existing procedure manuals and determine what is currently in place. | AEO/EPM | Q3 2014 | Completed |
| Assign staff to compile desk manual in conjunction with program analysis. | AEO/EPM | Q3 2014 | Completed |
| Unit managers and leads compile division procedure manuals in conjunction with program analysis. | AEO/EPM | Q2 2015 | Completed |
| Pending recommendations from program analysis review and update existing desk and procedure manuals. | AEO/EPM | Q3 2015 | Completed |
| Store updated Board process manual in centralized location at the Board. | AEO/EO | Q4 2015 | Completed |

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| For example, weekly legislative updates. | ASC /EO | Q2 2014 | Completed |
| Develop quarterly EO report to Board to report Licensing and Enforcement stats. | EO/EPM/AEO | Q2 2015 | Not available report in BreZE – EO/Annual Report Data In Lieu of Monthly Report |
| Survey Board Members on Board Member updates/materials and training to determine satisfaction with frequency of information. | EO/EPM | Q1 2016 | Completed |
| Develop Board of Psychology Board Member Orientation Training. | EO/AEO/EPM | Q4 2016 | Completed |

Strategic Plan Legend for Responsibility Column:

AEO - Assistant Executive Officer
CSC - Central Services Coordinator
CEC - Continuing Education and Renewals Coordinator
CSM – Central Services Manager
CPS - Process Mapping Vendor
L&BC - Licensing & BreZE Coordinator
EO - Executive Officer
EPM - Enforcement Program Manager
LM – Licensing Manager
PC - Probation Coordinator