



Board of Psychology

2024-2028 Strategic Plan

Adopted March 1, 2024

Prepared by:

SOLID Planning Solutions

Department of Consumer Affairs

Table of Contents

Board Members..... 3

Board of Psychology..... 4

Message from the President 5

Board Mission, Vision, and Values 6

Goal 1: Licensing..... 7

Goal 2: Continuing Professional Development (CPD) 8

Goal 3: Policy and Advocacy 9

Goal 4: Enforcement 10

Goal 5: Outreach and Communication 11

Goal 6: Board Operations..... 12

Strategic Planning Process..... 13

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Board of Psychology

About the Board

The California Board of Psychology (Board) regulates psychologists and registered psychological associates, psychological testing technicians, and in 2025 will also add research psychoanalysts, and student research psychoanalysts to its regulated population. Only licensed psychologists can practice psychology in California. Registered psychological associates are employed to provide psychological services under the primary supervision of a qualified licensed psychologist. Psychological testing technicians perform their services under the supervision of a licensed psychologist. Research psychoanalysts and student research psychoanalysts engage in psychoanalysis as an adjunct to teaching, training, or research and will receive primary supervision from a licensed psychologist.

With the Certification Act of 1958, the psychology profession became regulated in California. While the Certification Act protected the title "psychologist," it did not take into consideration the interests of the consumers of psychological services. Later, the regulation of the profession evolved when the California Legislature recognized the potential for consumer harm by those practicing psychology and shifted the focus of the regulation of the profession to protection of the public.

This redirection resulted in legislation in 1967 that protected the "psychologist" title, defined the practice, and required licensure in order to practice legally. During these early licensing days, the Board was an "examining committee" under the jurisdiction of what was then the Division of Allied Health Professions of The Board of Medical Quality Assurance (BMQA). During the 1970s, the Psychology Examining Committee gradually became more independent and began taking responsibility for its own operations, including the authority to adopt regulations and administrative disciplinary actions without the endorsement of BMQA. The Psychology Examining Committee officially became the Board of Psychology in 1990 (Assembly Bill 858, Margolin, 1989). Over the past several decades, there have been amendments to the licensing law that have enhanced the Board's ability to protect the public through appropriate discipline of those licensees who violate the licensing law.

The Board consists of nine members (five licensed psychologists and four public members) who are appointed to the Board for four-year terms. Each member may serve a maximum of two full terms. The five licensed members and two of the public members are appointed by the Governor. One public member is appointed by the Senate Rules Committee, and one public member is appointed by the Speaker of the Assembly.

Message from the President

As President of the California Board of Psychology, it is a privilege to introduce the 2024-2028 Strategic Plan. I would like to express appreciation for the work and contribution of all Board members, staff, and stakeholders in developing our current Strategic Plan, which includes several areas for increased emphasis moving forward.

The Board will continue its primary focus on the following areas: Protecting the health, safety, and welfare of consumers; advocating for the highest principles of professional psychological service; and providing the best available information on current trends in psychological service options.

Additional areas of focus will include: continue to focus on reducing paperwork processing times, greater transparency about the disciplinary process, and additional outreach to licensees, stakeholders, and the public; continued involvement in the legislative process with proactive involvement on issues affecting the Board and psychology; supporting continuing professional development; and always understanding the value of providing excellent customer service.

In addressing these areas, the Board of Psychology intends to protect and empower the consumers of psychological services while advocating for the highest standards for, and the continuing competency of the profession.

I would like to thank the readers of the Strategic Plan for helping to achieve our goals and look forward to our continued communications over the next five years.

Lea Tate, PsyD
President
California Board of Psychology

Board Mission, Vision, and Values

Mission

The Board of Psychology protects consumers of psychological services by licensing psychologists and associated professionals, regulating the practice of psychology, and supporting the ethical evolution of the profession.

Vision

A healthy California where our diverse communities enjoy the benefits of the highest standard of psychological services.

Values

- Collaboration
- Commitment
- Customer Service
- Diversity, Equity, Inclusion, and Belonging
- Ethics
- Transparency

Goal 1: Licensing

The Board establishes pathways to obtain and maintain a license to provide psychological and associated services in California.

- 1.1 Reduce the processing time for the initial review and licensure of new psychologists and psychological associates.
- 1.2 Pursue adequate staffing to improve the quality and consistency of customer service and the processing time for applications.
- 1.3 Establish a pathway for the new licensing types to provide a smooth, transparent implementation process.
- 1.4 Promote the use of electronic processes in licensing to increase efficiencies and improve responsiveness.

Goal 2: Continuing Professional Development (CPD)

The Board ensures that licensees maintain competency to practice psychology in California.

- 2.1 Refine communication channels to ensure that licensees receive clear and timely updates on the new CPD guidelines.

Goal 3: Policy and Advocacy

The Board advocates statutory and implements regulatory changes that assist the Board in protecting consumer health and safety, while facilitating access to psychological and associated services.

- 3.1 Communicate the Board's stance on the Psychology Interjurisdictional Compact (PSYPACT) to explain the consumer protection challenges PSYPACT poses.
- 3.2 Seek partnerships to help advance the Board's legislative goals.
- 3.3 Monitor and prepare for the changing landscape of psychology to protect consumers and promote safe practices.

Goal 4: Enforcement

The Board investigates complaints and enforces the laws governing the practice of psychology and associated services in California.

- 4.1 Improve communication to licensees involved in the enforcement process.
- 4.2 Expand licensee and consumers' understanding of the enforcement process to reduce confusion, provide better customer service, and improve relationships with stakeholders.
- 4.3 Provide complaint filing instructions and forms in multiple languages to maximize accessibility and make the complaint process more inclusive.
- 4.4 Build a larger pool of enforcement subject matter experts to increase knowledge of specialties and reduce turnaround times for enforcement cases.

Goal 5: Outreach and Communication

The Board engages and educates consumers, licensees, students, and other stakeholders about the practice of psychology and associated services and the laws that govern them.

- 5.1 Educate the public about the differences between psychologists and other health care professionals to increase clarity regarding the different roles and to better inform consumers.
- 5.2 Increase access to the Board's informational materials.
- 5.3 Increase Board and staff attendance and engagement at events to elevate the Board's accessibility.
- 5.4 Expand the Board's outreach efforts by using a variety of communication methods.
- 5.5 Increase communication regarding the Board's objectives and achievements.

Goal 6: Board Operations

Board members and staff work together to maintain the resources necessary to implement the Board's mission.

- 6.1 Establish an onboarding process for new licensees to increase understanding of the Board's role and strengthen relations.

Strategic Planning Process

To understand the environment in which the Board operates as well as identify factors that could impact the Board's success in carrying out its regulatory duties, the Department of Consumer Affairs' SOLID Planning Unit (SOLID) conducted an environmental scan of the Board's internal and external environments by collecting information through the following methods:

- Phone/online interviews with board members and executive leadership during August and September of 2023.
- Online surveys with board management and staff, as well as external stakeholders, during the month of September 2023.

The most significant themes and trends identified from the environmental scan were discussed by board members, board leadership and staff, and members of the public during a strategic planning session facilitated by SOLID on December 7th and 8th of 2023. This information guided the Board in the development of its strategic objectives outlined in this 2024-2028 strategic plan.

Board of Psychology

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Strategic plan adopted on March 1, 2024

This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the Board of Psychology on December 7th and 8th of 2023. Subsequent amendments may have been made after the adoption of this plan.



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