

Agency Summary

BOARD OF BEHAVIORAL HEALTH EXAMINERS

Tobi Zavala, Executive Director
Phone: (602) 542-1617
A.R.S. §§ 32-3251 to 32-3322

Mission:

To establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work, and substance abuse counseling, and to regulate the practice of licensed behavioral health professionals for the protection of the public.

Description:

The Board licenses and biennially renews licensure for approximately 10,000 behavioral health professionals, requiring these professionals to meet minimum standards of education, experience, and competency, as measured by examination. The Board also receives and investigates complaints, takes necessary disciplinary action, and responds to inquiries from consumers regarding the licensure status and complaint history of individual behavioral health professionals.

Funding:

| | <u>FY 2017 Actual</u> | <u>FY 2018 Estimate</u> | <u>FY 2019 Estimate</u> |
|------------------------------|-----------------------|-------------------------|-------------------------|
| General Funds | 0.0 | 0.0 | 0.0 |
| Other Appropriated Funds | 1,542.0 | 1,777.8 | 2,300.8 |
| Other Non Appropriated Funds | 0.0 | 0.0 | 0.0 |
| Total Funding | 1,542.0 | 1,777.8 | 2,300.8 |
| FTE Positions | 17.0 | 17.0 | 17.0 |

5 Year Plan

Issue 1 Continued implementation of statutory and rule changes that became effective on November 1, 2015.
Description Laws 2013, Chapter 242 and Laws 2015, Chapter 154 represented the most sweeping legislative changes to behavioral health licensing since licensure was implemented in 2004.

Ongoing challenges related to the implementation:

1. Development of new processes and procedures for staff, committees, and for Board to align with statutory changes.
2. Increased volume in applications due to change in curriculum requirements.
3. Increased need for ongoing communication to applicants and licensees regarding new statutes/rules.
4. Increased traffic on an already antiquated database.

Solutions:

The Board plans to address these challenges as follows:

1. The Board will continue to provide regular training on new processes and procedures to staff, committees, and Board members.
2. The Board will continue to streamline application processing through increased use of electronic systems and maximizing staff resources.
3. The Board will continue to utilize the website to communicate updates due to statute/rule changes when possible, and also utilize direct mail or email to keep those regulated by the Board up to date.
4. The Board plans to have an updated licensing solution which offers much more online functionality for applicants and licensees as well as being an integrated database for staff use.

Issue 2 Continued reductions to the timeframe to process complaints.

Description The Board’s only finding in the 08/31/2012 Performance Audit and Sunset Review by the Auditor General’s office was that the Board should resolve complaints within 180 days of receipt. The Board’s average resolution time frame in the report was 248 days.

The average complaint resolution time frame for fiscal year 2017 was 199 days which represents a decrease of 20% from the Auditor General's report.

Solutions:

The Board has made reducing the complaint processing time frame a priority and will continue to follow the recommendations set forth in the 08/12 Audit Report including:

1. Screening out complaints that do not require investigation.
2. Prioritizing complaints on the basis of risk.
3. Determining investigative staffing needs and hiring and retaining appropriate investigative staff.
4. Streamlining investigative processes.
5. Delegating administrative investigative tasks to support staff.

Resource Assumptions

| | FY2020 Estimate | FY2021 Estimate | FY2022 Estimate |
|---------------------------------------|-----------------|-----------------|-----------------|
| Full-Time Equivalent Positions | 17.0 | 17.0 | 17.0 |
| General Fund | 0.0 | 0.0 | 0.0 |
| Other Appropriated Funds | 1,777.8 | 1,777.8 | 1,777.8 |
| Non-Appropriated Funds | 0.0 | 0.0 | 0.0 |
| Federal Funds | 0.0 | 0.0 | 0.0 |

- ◆ **Goal 1** To improve agency operations to ensure equitable, consistent, and timely enforcement of statutes and rules regulating behavioral health professionals.

| Performance Measures | FY 2016 Actual | FY 2017 Estimate | FY 2017 Actual | FY 2018 Estimate | FY 2019 Estimate |
|---|---------------------------|-----------------------------|---------------------------|-----------------------------|-----------------------------|
| Percent of application reviews completed within 180 days | 98 | 98 | 99 | 99 | 99 |
| Number of new and existing licenses issued | 10226 | 10300 | 10626 | 10626 | 10626 |
| Administration as a percentage of total cost | 3.6 | 3.6 | 3.0 | 3.6 | 3.6 |
| Applications received | 1511 | 1511 | 1476 | 1500 | 1500 |
| Individuals licensed | 1157 | 1157 | 1329 | 1350 | 1350 |
| Renewals received | 4550 | 4000 | 3910 | 4600 | 4000 |
| Average number of days to renew a license from receipt of application to issuance | 11 | 10 | 6 | 6 | 6 |
| Average number of days to process verifications | 9 | 7 | 8 | 8 | 8 |
| Verifications received | 216 | 230 | 285 | 255 | 255 |
| Numbers of inspections/investigations | 439 | 450 | 534 | 500 | 500 |
| Average days to resolve a complaint | 269 | 220 | 199 | 199 | 199 |
| Number of complaints received about licensees | 133 | 130 | 147 | 147 | 147 |