

2020 - 2022 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

BHA 0.0	Agency Summary
BOARD OF BEHAVIORAL HEALTH EXAMINERS	
Tobi Zavala, Executive Director	
Board of Behavioral Health Examiners (602) 542-1617	
A.R.S. §§ 32-3251 to 32-3322	

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Numbers of inspections/investigations	661	650	650
Average days to resolve a complaint	211	180	180
Number of complaints received about licensees	156	150	150

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 of Behavioral Health Examiners licenses and biennially renews licensure for approximately 12,900 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.

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

- Objective: 1** FY2020: License Applications completed within 270 days.
FY2021: License Applications completed within 270 days.
FY2022: License Applications completed within 270 days.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Percent of application reviews completed within 180 days	99	99	99
Number of new and existing licenses issued	12,906	13,600	14,500
Administration as a percentage of total cost	4.9	5.0	5.0
Applications received	2,242	2,200	2,200
Individuals licensed	1,940	2,050	2,050

- Objective: 2** FY2020: License Renewals completed within 90 days.
FY2021: License Renewals completed within 90 days.
FY2022: License Renewals completed within 90 days.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Renewals received	4,703	5,200	5,200
Average number of days to renew a license from receipt of application to issuance	8	8	8

- Objective: 3** FY2020: License Verifications completed within 30 days.
FY2021: License Verifications completed within 30 days.
FY2022: License Verifications completed within 30 days.

Performance Measures	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Average number of days to process verifications	4	5	5
Verifications received	313	275	275

- Objective: 4** FY2020: Investigations and Complaints
FY2021: Investigations and Complaints
FY2022: Investigations and Complaints

Agency 5-Year Plan

Issue 1 The increased volume of licensure applications is impacting the processing time from application receipt to license issuance.

Description: In FY18, the Board received 1705 applications, and in FY20 received 2242, which is an increase of 537 applications (31%) in the two year period. The anticipated volume is expected to continue to increase with the Board's changes in 2018 to A.R.S. § 32-3274 which regulates licensure by endorsement, and the Universal Recognition path to licensure passed in Laws 2019, Chapter 55.

Ongoing challenges related to the increased volume:

1. The same number of staff are processing 31% more applications.
2. Increased paperwork, tracking, applicant follow up and incoming phone traffic.
3. Prioritizing different types of applications and those in varying stages in the process is more challenging with the influx.
4. Increased traffic in background investigations.

Solutions:

The Board plans to address these challenges as follows:

1. The Board will continue to streamline application processing through increased use of electronic systems.
2. The Board will maximize existing credentialing staff by restructuring responsibilities by application type and level of complexity.
3. The Board delegated authority to the Executive Director to approve licenses pursuant to Laws 2019, Chapter 195, which allowed the Board to issue licenses biweekly rather than monthly.
4. The Board is continuing to LEAN the application process by eliminating inefficient or redundant procedures.

Issue 2 Continued migration to conducting business electronically

Description: The Board recognizes the need to move to a more paperless environment to assist the public with submitting information to the Board and help staff process incoming work more efficiently.

The Board has moved the licensure renewal process to an electronic platform which integrates the renewal payment and form submission. For the renewals received in FY20, 90% were submitted online which is easier for the licensees and more efficient for staff to receive, process and store the documents electronically.

The Board also converted to email notifications for upcoming license expiration dates which expedited the communication and reduced the costs of production and postage for sending notices via mail.

Solutions:

The Board plans to continue evaluating processes and communication that can be moved to an electronic platform as follows:

1. Using secure email for updates regarding applications, renewals, investigations and public inquiries.
2. Gradually converting forms used by the public to webforms that are submissible online.
3. Using digital signature programs to secure authorization on forms requiring signatures.
4. Improving the Board's digitization of records originally in paper format for archiving according to retention schedules.
5. Continuing to research a replacement for the Board's database which would allow for additional citizen access to conduct business electronically through a public facing portal.
6. Removing notary requirements where it is not specified in the Board's regulations.

Resource Assumptions

	FY2023 Estimate	FY2024 Estimate	FY2025 Estimate
Full-Time Equivalent Positions	17.0	17.0	17.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	1,770.0	1,770.0	1,770.0
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0