

**2019 - 2021 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

BHA 0.0	<b>Agency Summary</b>
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	

<b>Performance Measures</b>	FY 2019 Actual	FY 2020 Estimate	FY 2021 Estimate
Numbers of inspections/investigations	695	650	650
Average days to resolve a complaint	165	180	180
Number of complaints received about licensees	154	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 licenses and biennially renews licensure for approximately 11,525 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** FY2019: License Applications completed within 270 days.  
FY2020: License Applications completed within 270 days.  
FY2021: License Applications completed within 270 days.

<b>Performance Measures</b>	FY 2019 Actual	FY 2020 Estimate	FY 2021 Estimate
Percent of application reviews completed within 180 days	99	99	99
Number of new and existing licenses issued	11,525	12,100	12,600
Administration as a percentage of total cost	3.6	4.9	4.9
Applications received	2,003	2,000	2,000
Individuals licensed	1,581	1,600	1,600

- Objective: 2** FY2019: License Renewals completed within 270 days.  
FY2020: License Renewals completed within 90 days.  
FY2021: License Renewals completed within 90 days.

<b>Performance Measures</b>	FY 2019 Actual	FY 2020 Estimate	FY 2021 Estimate
Renewals received	4,465	5,200	5,040
Average number of days to renew a license from receipt of application to issuance	7	8	8

- Objective: 3** FY2019: License Verifications completed within 30 days.  
FY2020: License Verifications completed within 30 days.  
FY2021: License Verifications completed within 30 days.

<b>Performance Measures</b>	FY 2019 Actual	FY 2020 Estimate	FY 2021 Estimate
Average number of days to process verifications	3	5	5
Verifications received	249	255	255

- Objective: 4** FY2019: Investigations and Complaints  
FY2020: Investigations and Complaints  
FY2021: 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 FY17, the Board received 1476 applications, and in FY19 received 2003, which is an increase of 527 applications (36%) 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 36% 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 is hiring additional staff members in credentialing and investigations.
2. The Board will continue to streamline application processing through increased use of electronic systems.
3. The Board will maximize existing credentialing staff by restructuring responsibilities by application type and level of complexity.
4. The Board delegated authority to the Executive Director to approve licenses pursuant to Laws 2019, Chapter 195, which means license issuance does not have to wait for a monthly Board meeting, and can occur more frequently.
5. The Board is working 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 2019, 85% 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.

The Board has been evaluating other forms and documents utilized in the Agency and how they can be converted to be digital and/or interactive.

**Solutions:**

The Board plans to continue evaluating other areas of the Agency 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.

## Resource Assumptions

	FY2022 Estimate	FY2023 Estimate	FY2024 Estimate
<b>Full-Time Equivalent Positions</b>	17.0	17.0	17.0
<b>General Fund</b>	0.0	0.0	0.0
<b>Other Appropriated Funds</b>	1,770.0	1,770.0	1,770.0
<b>Non-Appropriated Funds</b>	0.0	0.0	0.0
<b>Federal Funds</b>	0.0	0.0	0.0