

# 2019-21 GOVERNOR'S BUDGET Mental Health Regulatory Agency

Board of Psychology

Board of Licensed Professional Counselors and Therapists

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# Mission, Goals, & Historical Perspective

## Board of Psychology

Promote, preserve, and protect the public health and welfare by ensuring the ethical and legal practice of psychology.

## Board of Licensed Professional Counselors and Therapists

Protect the health and well-being of Oregon citizens by setting a strong, ethical standard of practice through the regulation of Licensed Professional Counselors and Licensed Marriage and Family Therapists

# Mission, Goals, & Historical Perspective

- **PUBLIC PROTECTION-** Mental health services; vulnerable populations
- Customer Service- Accurate and timely
- Maximize Efficiency- Board Collaboration

# Mission, Goals, & Historical Perspective

- **BOP/BLPCT Inter-Agency Agreement (“Pilot Project”): 2013 - 2018**
  - Shared management staff and resources as feasible
  - Boards retain separate identity, funding, and operations
  - Maintain independence and confidentiality of investigative, licensing and regulatory functions
- **Mental Health Regulatory Agency (HB 2319): 2018 – Current**
  - Increase Administrative Efficiency
  - Maintain OBPE & OBLPCT Independence as Health Regulatory Boards
  - Simplify Accounting Processes
  - Streamline Operations

# Performance and Outcome Measures: BLPCT

Report Year	GOAL	2011	2012	2013	2014	2015	2016	2017	2018	2019
Data Collection Period		1/1/10 to 12/31/10	1/1/11 to 12/31/11	1/1/12 to 12/31/12	1/1/13 to 12/31/13	1/1/14 to 12/31/14	1/1/15 to 12/31/15	1/1/16 to 12/31/16	1/1/17 to 12/31/17	1/1/18 to 12/31/18
1 - Percent of complaints presented to the Board within 90 days of receipt of complaint.	85	14	13	14	DNA	19	21	29	10	TBD
2 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.										
Accuracy	75	85	88	91	93	90	74	84	84	87
Availability of Information	75	77	79	83	84	82	69	78	75	83
Expertise	75	88	91	91	94	90	84	86	87	90
Helpfulness	75	83	87	90	88	86	77	85	86	85
Overall	75	84	85	90	90	85	71	81	83	85
Timeliness	75	84	83	90	88	84	61	78	79	82
3 - BOARD BEST PRACTICES - Percent of total best practices met by the Board.	100	80	90	93	DNA	85	88	99	98	TBD

# Performance and Outcome Measures: BOP

Report Year	GOAL	2011	2012	2013	2014	2015	2016	2017	2018	2019
Data Collection Period		1/1/10 to 12/31/10	1/1/11 to 12/31/11	1/1/12 to 12/31/12	1/1/13 to 12/31/13	1/1/14 to 12/31/14	1/1/15 to 12/31/15	1/1/16 to 12/31/16	1/1/17 to 12/31/17	1/1/18 to 12/31/18
1 - RESIDENCY SUPERVISION – Percent of supervisors and residents who rate supervision process as “good” or “excellent” as effective preparation for competent and ethical professionals.	95	97	DNA	DNA	DNA	98	94	95	96	TBD
2 - EXAMINATION – Percent of examiners and examinees who rate the board-administered exam as “good” or “excellent” as an effective screen for competent and ethical professionals.	90	97	DNA	DNA	DNA	82	79	86	80	
3 - CONTINUING EDUCATION– Percent of continuing education reports that meet requirements at first review.	90	99	100	DNA	81	76	43	81	51	TBD
4 - COMPLAINT INVESTIGATIONS – Percent of uncontested case consumer complaint investigations completed within six months. *	80	73	62	63	67	63	59	66	17	TBD

# Performance and Outcome Measures: BOP

Report Year	GOAL	2011	2012	2013	2014	2015	2016	2017	2018	2019
Data Collection Period		1/1/10 to 12/31/10	1/1/11 to 12/31/11	1/1/12 to 12/31/12	1/1/13 to 12/31/13	1/1/14 to 12/31/14	1/1/15 to 12/31/15	1/1/16 to 12/31/16	1/1/17 to 12/31/17	1/1/18 to 12/31/18
5 - CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: Overall, Timeliness, Accuracy, Helpfulness, Expertise, Availability of Information.										
Accuracy	75	83	82	77	80	85	79	79	82	84
Availability of Information	75	79	77	80	78	78	73	75	80	74
Expertise	75	85	87	83	84	87	79	83	84	86
Helpfulness	75	80	82	82	84	89	81	82	82	82
Overall	75	78	80	80	80	83	76	78	79	75
Timeliness	75	81	78	79	82	83	79	78	76	77
6 - BOARD BEST PRACTICES - Percent of total best practices met by the Board. The data is derived from paper-pencil surveys completed by Board members.										
	100	100	DNA	DNA	DNA	100	100	100	99	TBD

# Performance and Outcome Measures: Proposed for MHRA (Aligned KPMs)

- 1- CUSTOMER SERVICE – Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” (Goal = 75).
- 2 - BOARD BEST PRACTICES- Percent of total best practices met by the Board (Goal = 85).
- 3 - TIMELY INVESTIGATIONS- Percent of complaints presented to the Board within 120 days of receipt (Goal = 75).
- 4 - EFFICIENT APPLICATION PROCESSING- Average number of calendar days from completed license application file to application approval (Goal = 15).



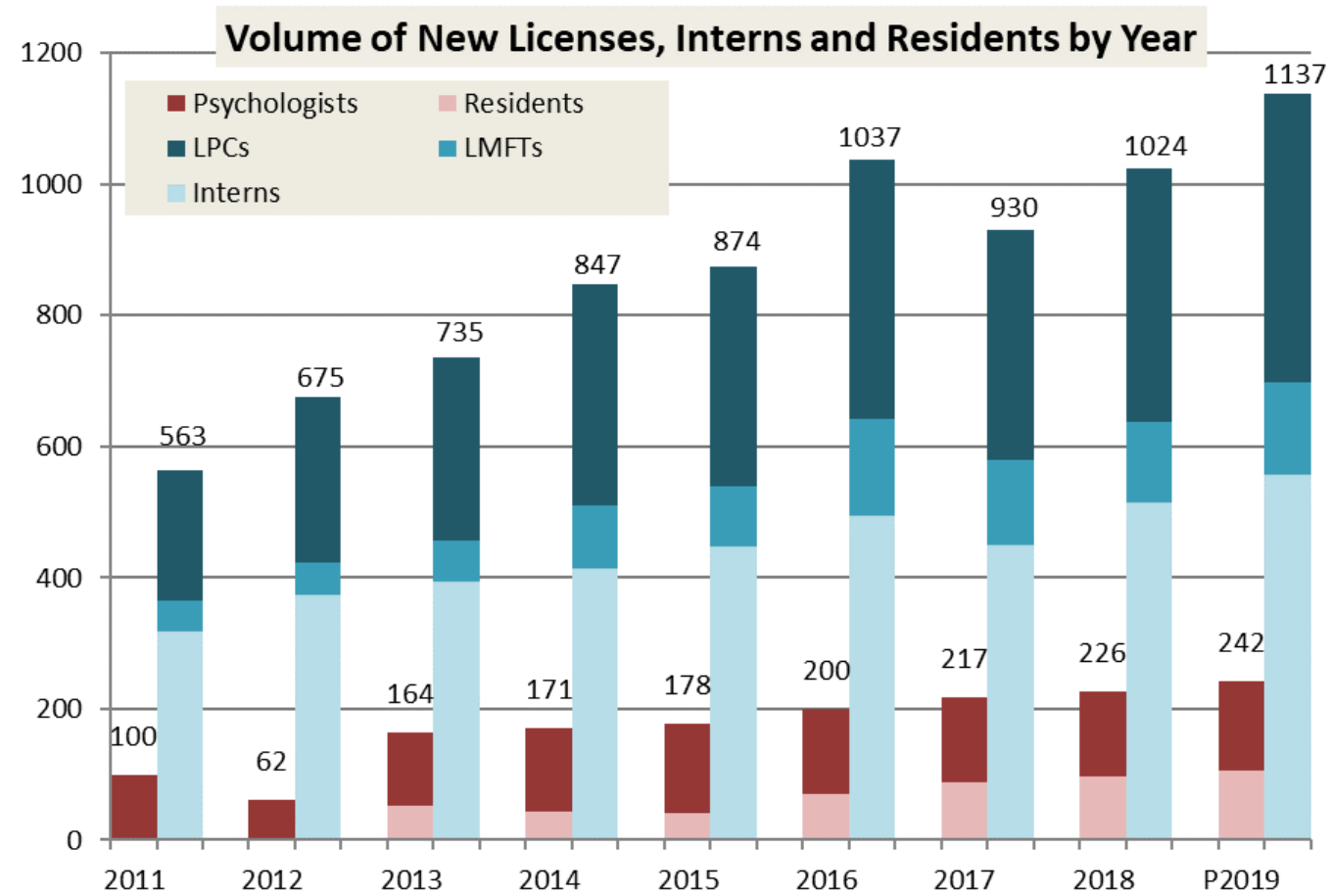
# Program Summary

- Licensing
  - Determine qualifications for licensure (education, exam, experience)
  - Issue and renew licenses
  - Continuing education
  - Forms, fees, and consumer outreach
- Compliance
  - Code of Ethics / Statutes / Administrative Rules
  - Investigate complaints (unethical / unprofessional / unlicensed practice)
  - Board review and vote on enforcement action
  - Settlements / Contested Case Hearings / Appeals

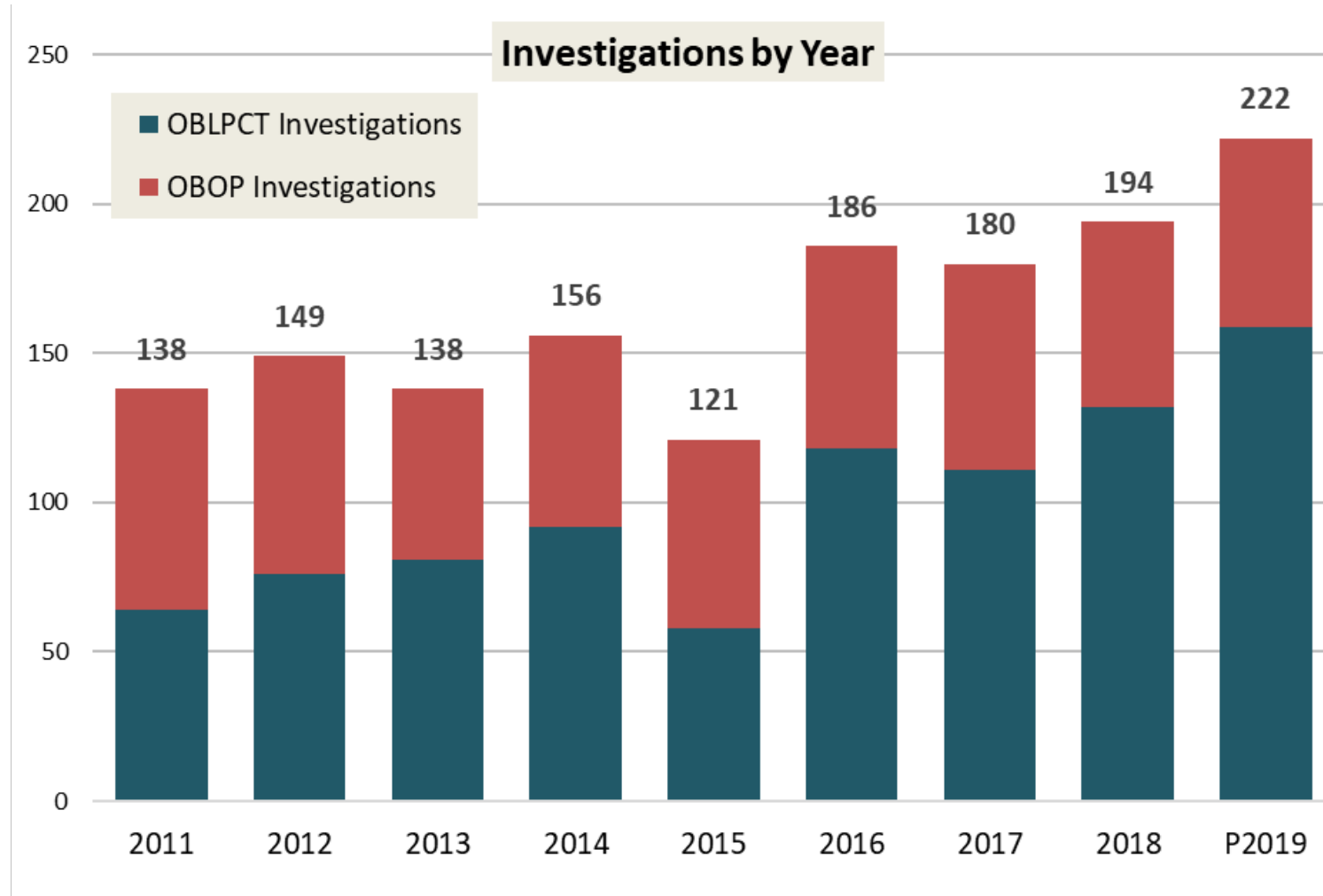
# Program Summary

<b>Year End 2018</b>		
<b>Board</b>	<b>License Type</b>	<b>Count</b>
Board of Psychology	Psychologists	2,027
	Psychologist Associates	29
	Residents	113
Board of Licensed Professional Counselors and Therapists	Licensed Professional Counselors	3,470
	Licensed Marriage and Family Therapists	998
	Registered Interns	1,376
<b>TOTAL:</b>		<b>8,013</b>

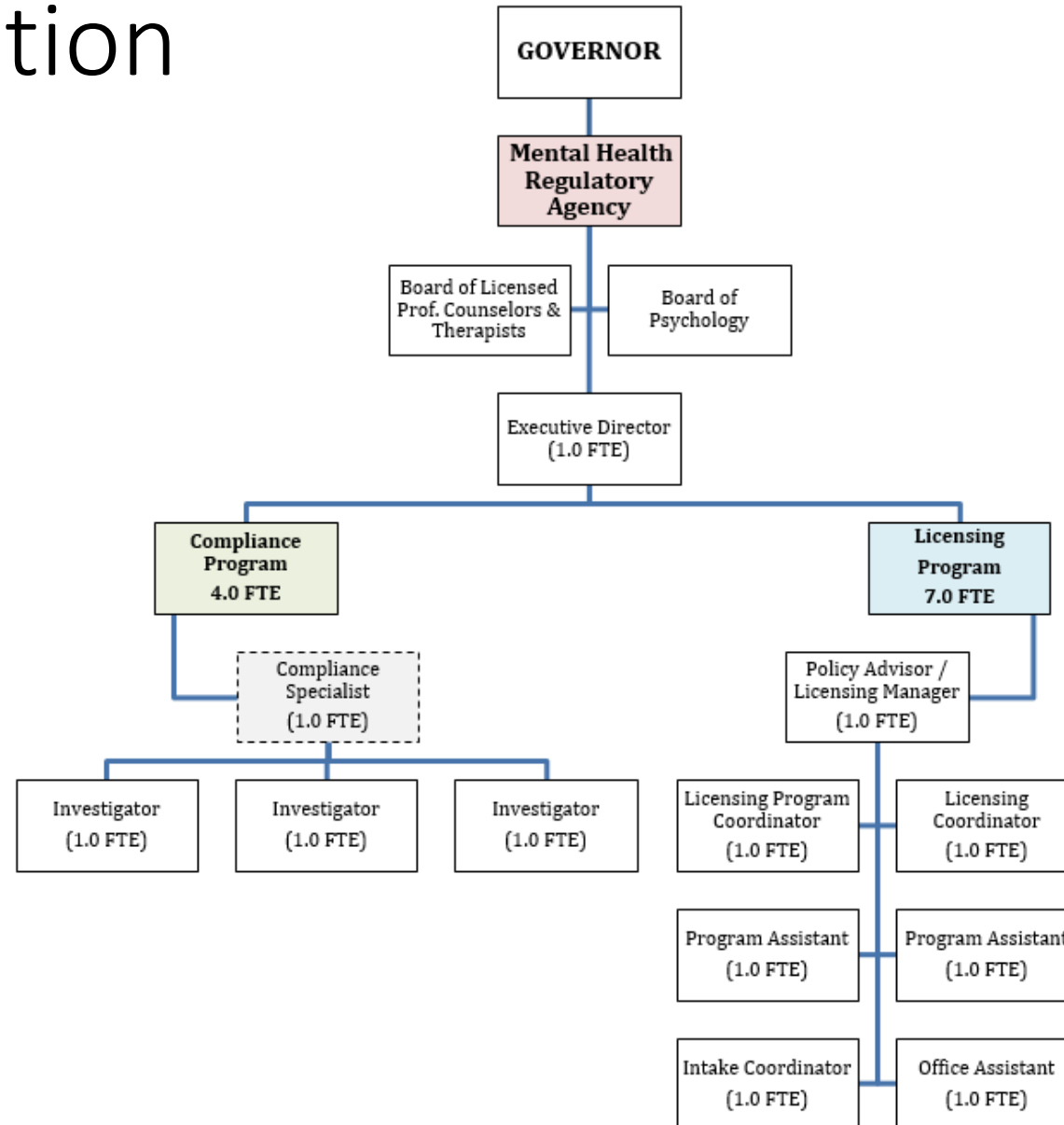
# Program Summary



# Program Summary



# Organization



# Budget Drivers, Risks & Environmental Factors

- 100% Other Funds. Major drivers:
  - Personal Services: Staffing (55%)
  - Attorney General Legal Costs (9%)
  - Professional Services (9%)
- Risks:
  - Case Fluctuation
  - Limited Staffing & Impact of Turnover
- Environmental Factors
  - 10-year average annual growth in new licenses issued: **9.4%**
  - 10-year average annual growth in new investigations: **9.3%**

# Major Changes: Past 6 Years

- 2013-15
  - Significant Executive Director turnover (6 Directors)
  - Pilot Project; shared management
- 2015-17
  - Pilot Project continued
  - Significant work towards plan for merger; MHRA concept development
- 2017-19
  - MHRA established (2018)
  - Continued work towards implementation and streamlining of operations
  - New database

# Program Improvements

- Actions Taken

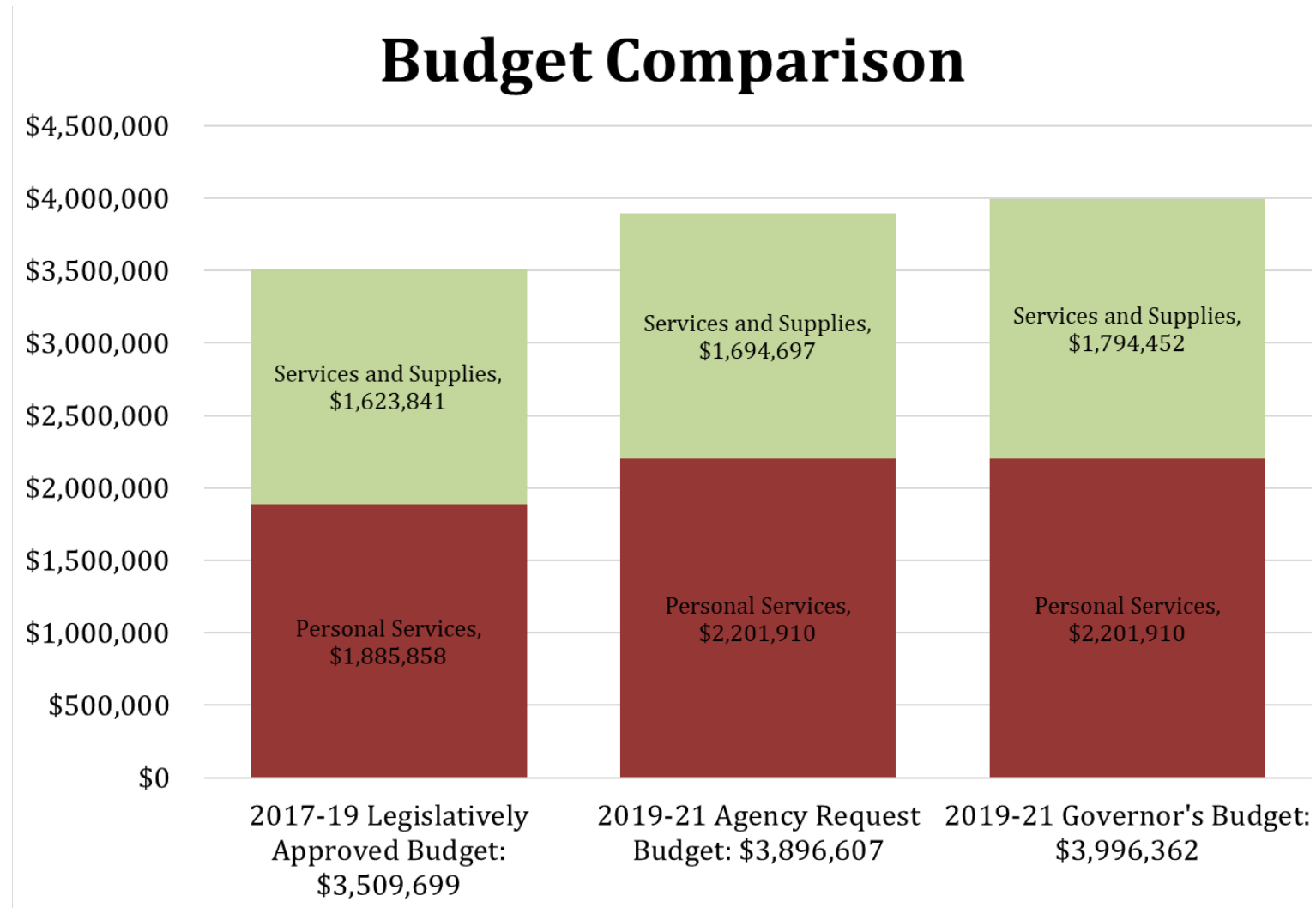
- Creation of Mental Health Regulatory Agency (HB 2319)
- Improved/Aligned Policies & Procedures

- Actions Planned

- Continue to Maximize Efficiencies
- Permanent Restructure of Compliance Section (Compliance Specialist)
- New Database
- Online Applications and Renewals



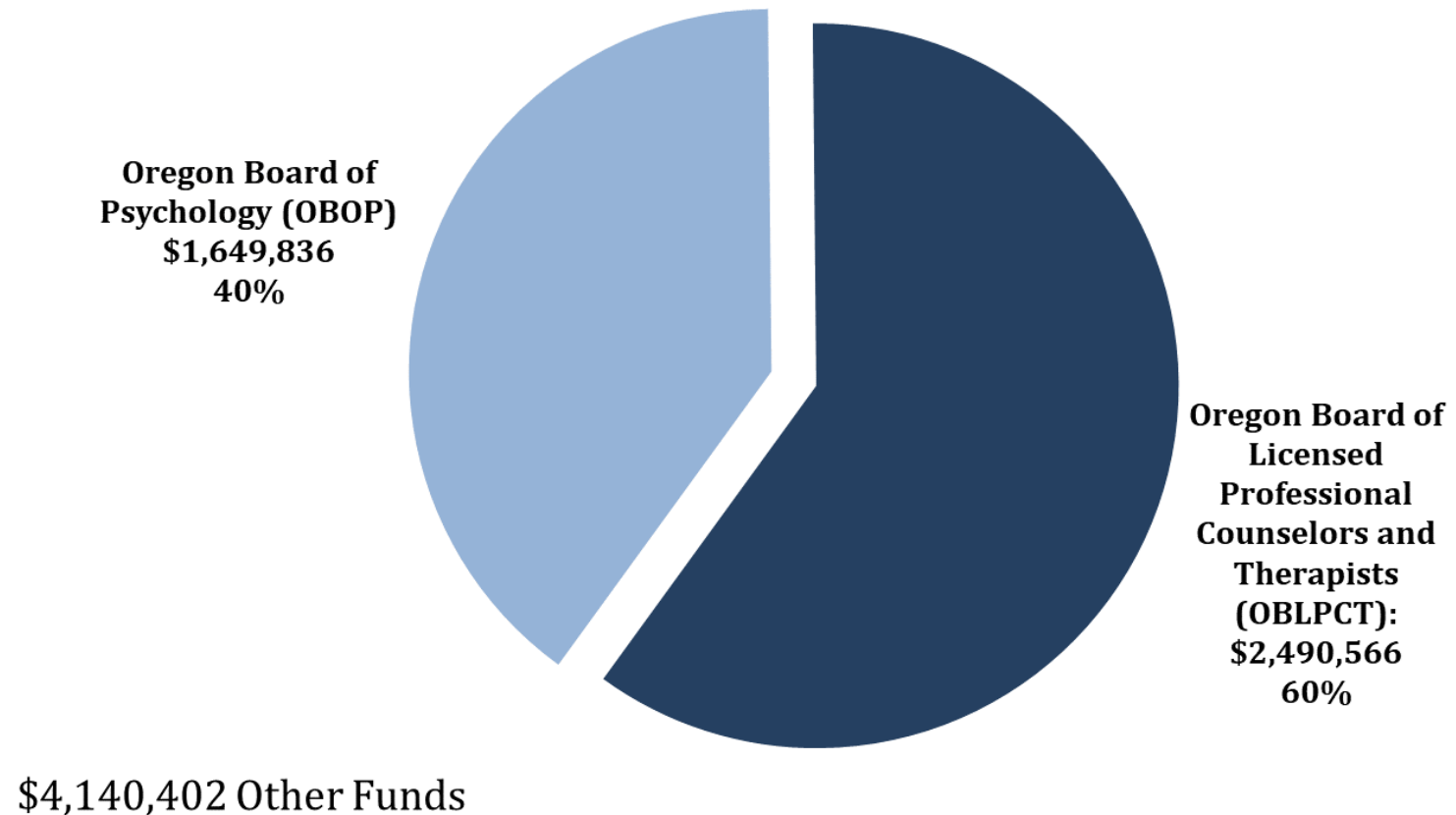
# Major Budget Information



# Major Budget Information

## Revenue

2019-21 Governor's Budget



# Major Budget Information: POP #101

## **Create a Compliance Specialist 2 Position**

- Limited Duration Position since February 2018
- Support New Agency Structure
- Oversee Caseload, Lead Investigative Team, Enforce Sanctions
- Address Current Backlog
- Support Continued Growth in Investigations
- Timeliness, Oversight & Accountability
- Cost Avoidance: Timely, Through, Legally Defensible Investigations

# Compliance Specialist 2 Duties

- Compliance Enforcement (70%)
  - Impose Sanctions, track and enforce disciplinary compliance
  - Prepare letters, collections notices, and compliance agreements.
  - Manage compliance cases from initial investigation to proposed disciplinary action, contested case hearing, and appellate review.
  - Provide oral and written testimony as necessary during contested case hearings and appeals.
  - Track complaints and develop reports; Report final adverse licensure actions to the National Practitioner Databank (NPDB).
  - Serve as agency Law Enforcement Data Systems (LEDS) representative. Ensure agency compliance with the Criminal Justice Information System (CJIS) security policies and procedures.
  - Monitor collection of civil penalties. Track delinquent accounts.
- Investigations / Case Management (25%)
  - Evaluate complaints submitted to the Board to identify legal issues and determine jurisdiction.
  - Prioritize caseload and assign cases to investigative staff; Monitor the work of investigative staff.
- Other Compliance Duties (5%)

# Conclusion

- This Governor's Budget and HB 2319 constitute the Boards' plan for a permanent collaborative solution, as requested.
- This comprehensive plan has been thoroughly researched and vetted through a transparent process.
- We are hopeful that we will continue to receive support as we strive to achieve excellence in our service to Oregonians.

Questions?