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mn.gov/boards/psychology/

AT A GLANCE

In FY2016, the Board of Psychology:

- Maintained an active registry of 3,852 psychologists
- Received 186 number of applications for licensure.
- Licensed 107 psychologists.
- Screened education and admitted 168 applicants to the national licensure examination.
- Screened education and admitted and administered the Professional Responsibility Examination to 165 applicants.
- Received 287 complaints alleging violations of the Psychology Practice Act, or laws and statutes the Board is authorized to enforce.
- Hosted 21 educational training sessions or seminars to educate licensees on the practice of psychology and the ethical standards required.

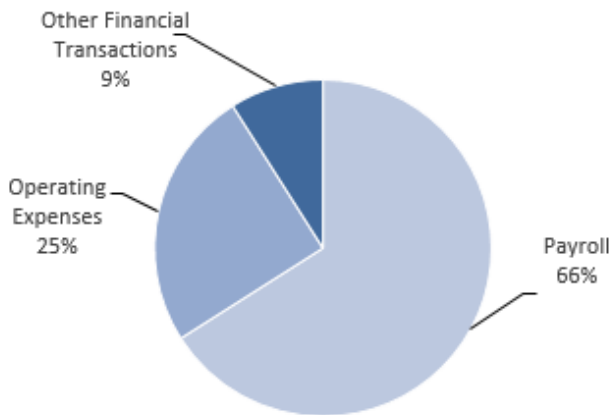
PURPOSE

The mission of the Minnesota Board of Psychology is to protect the public through licensure, regulation and education to promote access to safe, competent, and ethical psychological services. The Board ensures psychologists have the minimum training, education, and experience to practice psychology. The Board receives, investigates, and resolves complaints on psychologists. The Board offers educational conferences, seminars, and trainings to educate psychologists on the rules and laws governing their practice.

The Board contributes to the statewide outcomes of: **All Minnesotans have optimal health and people in Minnesota are safe.**

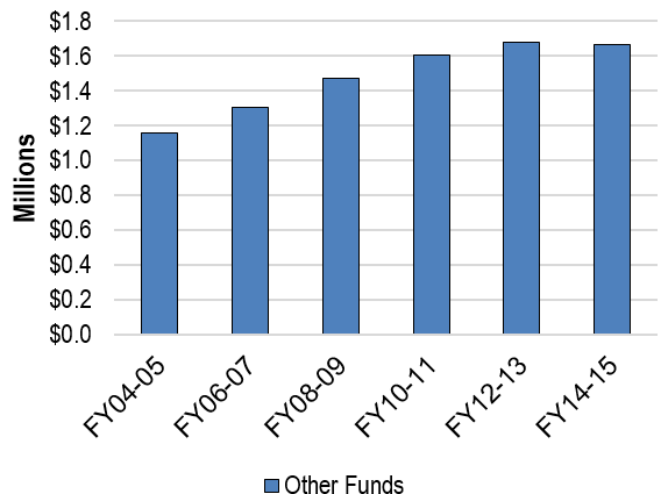
BUDGET

**Spending by Category
FY 15 Actual**



Source: BPAS

Historical Spending



Source: Consolidated Fund Statement

The Board is funded by licensure fees. Minnesota Statutes section 214.06, subdivision 1(a) compels the Board to collect fees in the amount sufficient to cover direct and indirect expenditures. Funds are deposited as non-dedicated revenue into the state government special revenue fund. From this fund, the Board receives a direct appropriation to pay for agency expenses such as salaries, rent, costs associated with disciplinary/contested cases and operating expenditures. It also pays statewide indirect costs through an open appropriation. The Board receives no general fund dollars.

In addition to Board operations, licensure fees fund activities that support multiple boards and/or other agencies, including the Administrative Services Unit, Health Professionals Services Program, Office of the Attorney General for legal services, and the Criminal Background Check Program.

STRATEGIES

To accomplish its mission, the Board of Psychology uses the following strategies:

Administrative Strategies

- Research best practices for regulatory bodies to support agency decision-making.
- Analyze the organization and allocate resources according to mission and vision on an ongoing basis.
- Use communication tools to improve and maintain communication internally and externally.
- Ensure continuous professional development for staff and Board members.
- Use technology effectively to support licensure, complaint resolution, and educational responsibilities.
- Build connections with stakeholders through educational offerings, direct stakeholder meetings, and a social media communication plan.
- Educate stakeholders by sponsoring continuing education seminars, workshops, and developing and distributing educational materials on the minimum standard of acceptable and prevailing practice in psychology.

Licensure Strategies

- Review applications for licensure to ensure proper educational, training, and experience requirements are met prior to issuing a license.
- Review applicants' background information and histories to determine moral fitness for the practice of psychology.

Regulatory Strategies

- Investigate and resolve complaints regarding the conduct of applicants or licensees in the field of psychology.
- Issue discipline or corrective action to deter future misconduct, to rehabilitate and educate, to recoup costs, or to put the public on notice of a licensee's problematic conduct.
- Educate applicants and licensees on the most frequently occurring ethical pitfalls within the practice of psychology and the Board's complaint resolution process.

RESULTS

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	Number of complaints received	157	287	FY2015 FY2016
Quantity	Number of investigations opened	142	245	FY2015 FY2016
Quantity	Number of investigations closed without disciplinary action.	137	147	FY2015 FY2016
Quantity	Number of investigations closed with corrective or disciplinary action.	9	3	FY2015 FY2016
Quantity	Number of applications for licensure approved	126	107	FY2015 FY2016
Quantity	Number of applications for professional responsibility examination received	242	165	FY2015 FY2016

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	Number of applications for professional responsibility examination approved	239	165	FY2015 FY2016
Quantity	Number of applications for licensure approved	126	107	FY2015 FY2016
Quantity	Number of applications for national examination received	224	168	FY2015 FY 2016
Quantity	Number of applications for national examination approved	222	168	FY2015 FY2016
Quantity	Number of educational programming events conducted	13	21	FY2015 FY2016

Minnesota Statutes Section 148.88 to 148.98 (<https://www.revisor.mn.gov/statutes/?id=148.88>) and Minnesota Rules Chapter 7200.0100 through 7200.6105 (<https://www.revisor.mn.gov/rules/?id=7200>) serve as the legal authority for the Minnesota Board of Psychology

Expenditures By Fund

	Actual	Actual	Actual	Estimate	Forecasted Base		Governor's Recommendation	
	FY14	FY15	FY16	FY17	FY18	FY19	FY18	FY19
1201 - Health Related Boards	784	881	835	1,011	901	901	1,237	1,257
2000 - Restrict Misc Special Revenue	0	0	4	9	6	6	6	6
Total	784	881	838	1,020	907	907	1,243	1,263
<i>Biennial Change</i>				194		(44)		648
<i>Biennial % Change</i>				12		(2)		35
<i>Governor's Change from Base</i>								692
<i>Governor's % Change from Base</i>								38

Expenditures by Program

Program: Psychology Board of	784	881	838	1,020	907	907	1,243	1,263
Total	784	881	838	1,020	907	907	1,243	1,263

Expenditures by Category

Compensation	576	583	636	702	664	684	829	869
Operating Expenses	206	269	202	315	240	220	411	391
Other Financial Transactions	1	29	1	3	3	3	3	3
Total	784	881	838	1,020	907	907	1,243	1,263
Full-Time Equivalents	9.3	8.7	8.7	9.2	8.8	8.8	10.8	10.8

1201 - Health Related Boards

	Actual	Actual	Actual	Estimate	Forecast Base		Governor's Recommendation	
	FY14	FY15	FY16	FY17	FY18	FY19	FY18	FY19
Balance Forward In	0	112	0	110	0	0	0	0
Direct Appropriation	892	907	874	884	884	884	1,220	1,240
Open Appropriation	0	0	17	17	17	17	17	17
Net Transfers	0	(42)	53	0	0	0	0	0
Cancellations	0	96	0	0	0	0	0	0
Expenditures	784	881	835	1,011	901	901	1,237	1,257
Balance Forward Out	108	0	110	0	0	0	0	0
<i>Biennial Change in Expenditures</i>				181		(44)		648
<i>Biennial % Change in Expenditures</i>				11		(2)		35
<i>Gov's Exp Change from Base</i>								692
<i>Gov's Exp % Change from Base</i>								38
Full-Time Equivalents	9.3	8.7	8.7	9.2	8.8	8.8	10.8	10.8

2000 - Restrict Misc Special Revenue

	Actual	Actual	Actual	Estimate	Forecast Base		Governor's Recommendation	
	FY14	FY15	FY16	FY17	FY18	FY19	FY18	FY19
Balance Forward In	0	0	0	3	0	0	0	0
Receipts	0	0	6	6	6	6	6	6
Expenditures	0	0	4	9	6	6	6	6
Balance Forward Out	0	0	3	0	0	0	0	0
<i>Biennial Change in Expenditures</i>				12		0		0
<i>Biennial % Change in Expenditures</i>						(1)		(1)
<i>Gov's Exp Change from Base</i>								0
<i>Gov's Exp % Change from Base</i>								0

Psychology, Board of

FY18-19 Biennial Budget Change Item

Change Item Title: Small Agency Operating Increase

Fiscal Impact (\$000s)	FY 2018	FY 2019	FY 2020	FY 2021
General Fund				
Expenditures	0	0	0	0
Revenues	0	0	0	0
Other Funds				
Expenditures	36	53	56	56
Revenues	0	0	0	0
Net Fiscal Impact = (Expenditures – Revenues)	36	53	56	56
FTEs				

Recommendation:

The Governor recommends \$89,000 in FY 2018-19 and \$112,000 in FY 2020-21 from the state government special revenue fund to support increasing operating and salary costs. This recommendation will allow the board to maintain current administrative support and service levels to the public. The amount recommended in FY 2018-19 represents a 5% increase to the board's base funding.

Rationale/Background:

- Salary increases: The Board anticipates salary increases per year.
- Annual rent increases: The Board needs to meet the costs of the rent increase based on additional space and lease amount.
- Employee development: The Board is comprised of 8 FT staff members and 1 PT staff member. There is a variety of tenure among staff members and all warrant further training to optimize their job performance. This will strengthen their support of the thirteen board members, licensees and the public.
- Board member travel: The rural distribution of several current board members' workplaces requires longer distances for travel to these conferences and Board meetings. This increase will cover Board member reimbursement for travel to meet their expected roles as Board members. Additionally, Board members are expected to learn best practices for Boards by attending out of state training provided by the Association of State and Provincial Psychology Boards, and those travel costs have increased.

The Board is entirely fee supported and receives no General Fund dollars to provide all services. Fees must be collected to cover direct and indirect expenditures, deposited as non-dedicated revenue into the State Government Special Revenue Fund (SGSRF). The board collects sufficient revenue to cover all expense and this change item increase.

Proposal:

Small Agency Increase:	FY2018	FY2019	FY2020	FY2021
Salary increases & insurance costs	\$24,923.70	\$41,646.69	\$45,000	\$45,000
Rent increases	\$1,212	\$1,212	\$1,212	\$1,212
Employee development \$200 X 7 FTE = \$1,400	\$1,400	\$1,400	\$1,400	\$1,400
Travel for board members 10 board meetings per year, 6 complaint resolution committee I meetings per year, 6 complaint resolution committee II meetings per year for 3 board members, 2 out of state conferences per year. Staff travel in and out of state for meetings with other governmental agencies and professional associations have also increased.	\$8,500	\$8,500	\$8,500	\$8,500
Total	\$36,035.70	\$52,758.69	\$56,112.00	\$56,112.00

Results:

The increase will allow the Board to meet salary, rent, employee development, and Board Member travel and increases, thereby maintaining service levels to the public. The increase in funds budgeted for expense reimbursement will allow board members to attend the number of complaint resolution committee conferences required by the Board's increased in workload. These funds will also support continuous improvement and provide foundational training for Board members to meet their statutory obligations.

The Boards mission is to protect the public through licensure, regulation and education to promote access to safe, competent and ethical psychological services. These activities contribute to the statewide outcomes that people in Minnesota are safe and have optimal health, and have access to efficient and accountable government services. This recommendation allows the Board to continue its mission of public protection and meet its core initiatives.

Type of Measure	Name of Measure	Previous	Current	Dates
Quantity	Number of licensees	3,768	3,835	FY15 & FY16
Quantity	Number of complaints filed	249	444	FY15 & FY16
Quality	Days from complaint receipt to complaint resolution	76.6 days	126 days	FY15 & FY16
Results	Percent of complaints resulting in corrective action or discipline	6.8%	2.7%	FY15 & FY16
Quantity	Professional firm renewals online	0	186	FY15 & FY16

Statutory Change(s):

No statutory change is required.

Psychology, Board of

FY18-19 Biennial Budget Change Item

Change Item Title: Information Technology Services and Database Maintenance

Fiscal Impact (\$000s)	FY 2018	FY 2019	FY 2020	FY 2021
General Fund				
Expenditures	0	0	0	0
Revenues	0	0	0	0
Other Funds				
Expenditures	115	115	115	115
Revenues	0	0	0	0
Net Fiscal Impact = (Expenditures – Revenues)	115	115	115	115
FTEs	0	0	0	0

Recommendation:

The Governor recommends \$230,000 biennially from the state government special revenue fund for increasing information technology costs not previously paid for with base funding resources. Expenses included in this proposal include:

- MN.IT Rates: \$13,000.00
- Switch Cost: \$2,472.00
- Database Maintenance: \$100,000.00

The amount recommended represents a 13% increase to the board's base biennial appropriation.

Rationale/Background:

- MN.IT Services consolidation plan includes moving state agency data to the State's enterprise data center and providing managed hosting services.
- This proposal reflects the Board of Psychology portion of the shared Switch costs of \$2,472.00 which is managed by the MN.IT central data center and quoted by MN.IT.
- The Board of Psychology served as the pilot agency for the statewide e-licensing database project. The Board launched the system in 2015 using Salesforce and BasicGov. The Board's former IT budget totaled \$44,000 per year prior to this database implementation. The Board participated as a pilot agency as a collaborative effort to meet its own IT needs improving public protection, but also to provide a template and system applicable to other state agencies in accordance with a plan for enterprise IT services. The Board is faced with an increase in its IT costs associated with its IT budget maintenance that exceeds its current base funding.

The Board is entirely fee supported and receives no General Fund dollars to provide all services. Fees must be collected to cover direct and indirect expenditures, deposited as non-dedicated revenue into the State Government Special Revenue Fund (SGSRF). The board collects sufficient revenue to cover all expense and this change item increase.

Proposal:

This recommendation represents an increase in appropriation to cover the costs of maintenance and operation of the database system developed over the past two years as well as other IT costs. The Board will work to support the use of this system as the state e-licensing solution for other state agencies. This would allow the Board to share the ongoing maintenance costs and have additional boards join in the platform.

Database and Licensure System:	FY2018	FY2019
Maintenance to licensure system	\$100,000	\$100,000
MN.IT Switch Cost	\$2,472	\$2,472
MN.IT Service Rates	\$13,000	\$13,000
Total	\$115,472	\$115,472

Results:

A new and completed database system with scheduled maintenance in place that will continue to increase functionality and efficiencies for staff members and the public.

The Board implemented the e-licensing database in 2015 which offers online services for all of the Board's stakeholders for all services rendered by the Board including applications for examination, licensure, emeritus registration, professional firm registration and more. The Board added online services for updating stakeholder contact information, for ordering license verifications for credentialing purposes, for submitting data requests, all with the addition of online payment via credit card or ACH.

The Board's former processes were entirely manual including the use of paper applications and daily check and case processing. The adoption rate for users of the Board's online system is nearing 100% for all offered services. Users report increased ease and efficiency in completing board processes. License renewals that used to take a minimum of one week to process are now completed entirely by the licensee in less than 5 minutes with the license automatically issued electronically at the completion of the process. License verifications that took on average 3 weeks to process for health credentialing entities are now processed electronically entirely by the user in less than 20 minutes with the data delivered electronically immediately upon receipt of payment.

The implementation of online services and the new database for the Board is new, but provides an incredible value to the Board's stakeholders. The process is simple, efficient, and cost-effective. Moreover, it allows the Board to improve processes and performance in a manner that meets the expectations of Minnesota citizens with respect to electronic access to government.

Statutory Change(s):

No statutory changes.

Psychology, Board of

FY18-19 Biennial Budget Change Item

Change Item Title: Increased Staffing

Fiscal Impact (\$000s)	FY 2018	FY 2019	FY 2020	FY 2021
General Fund				
Expenditures	0	0	0	0
Revenues	0	0	0	0
Other Funds				
Expenditures	140	143	147	147
Revenues	0	0	0	0
Net Fiscal Impact = (Expenditures – Revenues)	140	143	147	147
FTEs	2	2	2	2

Recommendation:

The Governor recommends \$283,000 in FY 2018-19 and \$294,000 in FY 2020-21 from the state government special revenue fund to hire two additional staff essential to maintaining services levels to licensees and the public. The amount recommended in FY 2018-19 represents a 16% increase to the board's base funding.

Rationale/Background:

- **Office & Administrative Specialist:** The Office & Administrative Specialist position has been vacant within the Licensure unit for several years as a cost saving measure. The work of the licensure unit has increased significantly resulting in increased administrative duties. There is an increased expectation and standard of the Board to work with stakeholders on their applications, postdoc information, supervision and requirements for licensure.
- **State Program Administrator – Compliance:** The current case load demands on the Board exceed the staffing capacity of one full-time investigator and one customer services specialist intermediate. The Board has operated with two positions in this unit for more than ten years. The Board has experienced a significant increase in the number of complaints and investigations needed to protect the health, safety and welfare of the citizens of the State of Minnesota under its jurisdiction. Based on the increased number of complaints the board has received the Board needs to add two new positions. Of note, this unit reviewed and processed over 440 complaints in FY2016 as compared to FY2010 where the unit reviewed and processed 261 complaints. This demonstrates a 68% increase in the number of cases investigated and managed by the Board's compliance unit over a 6-year period of time. The Board has leveraged efficiencies attained through technology, but these no longer meet the resultant increased work load.
- **Position Reallocations:** The work of the Board has changed in recent years; it is more complicated, requires greater problem-solving skills and a higher level of subject matter expertise work is expected of staff. This would include a review of job description, potential salary increases for exiting employees and opportunities for advancement.

The Board is entirely fee supported and receives no General Fund dollars to provide all services. Fees must be collected to cover direct and indirect expenditures, deposited as non-dedicated revenue into the State Government Special Revenue Fund (SGSRF). The board collects sufficient revenue to cover all expense and this change item increase.

Proposal:

- **Office & Administrative Specialist:** The Office & Administrative Specialist will carry out internal administrative responsibilities, participate in the Application Review Committee with Board Members, external trainings and work with other state agencies to improve processes. This position will report to the Assistant Executive Director.
- **State Program Administrator – Compliance:** The State Program Administrator – Compliance will work with the compliance unit to assist with day to day administrative tasks. This position will write inquiry letters, answer phone calls from stakeholders and general public, follow up with individuals via phone or email, plan and coordinate educational events and attend Complaint Resolution Committee I and II meetings with Board Members. This position will report to the Assistant Executive Director.

Additional Staff:	FY2018	FY2019	FY2020	FY2021
Office & Administrative Specialist	\$65,000	\$67,000	\$68,000	\$68,000
State Program Administrator – Compliance	\$75,000	\$76,000	\$79,000	\$79,000
Total	\$140,000	\$143,000	\$147,000	\$147,000

Results:

The ability to hire additional staff will allow the Board to meet the increased demands of the agency. The addition of these two positions to the Compliance Unit will mean:

- Complaints are reviewed in a shorter timeline than current staffing levels allow;
- Investigations are completed by staff members with focused subject matter expertise;
- Investigations increase in efficiency as administrative tasks are allocated appropriately and high level staff members are assigned to complex investigations.
- Respondents in the investigative process are provided with more personalized service than current staffing levels allow;
- Investigations are more in-depth than current staffing levels allow.
- For internal investigations, complaint processing timelines are managed more efficiently as cases are prioritized between two Compliance Unit staff members instead of over 300 cases being processed by one internal investigator.
- Agency staff retention will improve as workloads decrease to manageable levels.
- Agency staff retention creates a more cost-effective agency by reducing costs associated with onboarding, re-training, professional development, and the loss of subject matter expertise with a high level of institutional knowledge.

Statutory Change(s):

None required.

Psychology, Board of

FY18-19 Biennial Budget Change Item

Change Item Title: Educational Programing

Fiscal Impact (\$000s)	FY 2018	FY 2019	FY 2020	FY 2021
General Fund				
Expenditures	0	0	0	0
Revenues	0	0	0	0
Other Funds				
Expenditures	45	45	45	45
Revenues	0	0	0	0
Net Fiscal Impact = (Expenditures – Revenues)	45	45	45	45
FTEs	0	0	0	0

Recommendation:

The Governor recommends \$90,000 biennially from the state government special revenue fund for educational programming of the board, hosting conferences and continuing education seminars, developing outreach materials, educational distributions, and for providing information regarding the regulation of the practice of psychology in the State of Minnesota. The amount recommended represents a 5.1% increase to the board's base funding.

Rationale/Background:

The Board's educational programming is a responsive action to focus groups conducted of licensed psychologist and general board stakeholders who request educational programming sponsored by the Board. Historically, the Board took a reactive approach to regulation and beginning in 2010 to present has shifted to a proactive regulatory strategy. Ensuring that proper educational information is provided and distributed ensures open access to tools that will allow graduate students, applicants, and licensees to practice at the minimum standard of acceptable and prevailing practice. The Board's educational programming also serves as an open forum providing direct access to the public to Board members and staff who can answer questions and serve as a resource in complex ethical situations.

The indicator for this proposal is an increased understanding of the rules of conduct by graduate students, applicants, and licensees. The Board has received extensive qualitative feedback regarding the positive impact of its educational programming.

The Board is entirely fee supported and receives no General Fund dollars to provide all services. Fees must be collected to cover direct and indirect expenditures, deposited as non-dedicated revenue into the State Government Special Revenue Fund (SGSRF). The board collects sufficient revenue to cover all expense and this change item increase.

Proposal:

The proposal is for an increase to the Board's appropriation to fund educational programming. Over the past two years the Board has grown its educational programming, but lacks the funds to sustain the program at this time. The Board offers free training and education to those seeking to be licensed psychologists. The Board provides in-person training and education to licensees serving as supervisors for licensure as well as applicants within the licensure process to provide guidance and support for an efficient and timely process. Assuming the Board's appropriation is granted the Board intends to engage in the following:

Continuing Education Programming

It is the statutory responsibility of the Board of Psychology to "educate the public about the requirements for licensing of psychologists...and about the rules of conduct, to enable the public to file complaints against applicants or licensees who may have violated the Psychology Practice Act." Minn. Stat. 148.905, Subd. 1(8).

In FY15 and FY16, the Board struggled to meet its target goal to host 1-2 continuing education conferences. Board conferences are 1 day in duration, and typically require 6 staff and 3-5 board members to accomplish. Board conferences are educational offerings to licensed psychologists or Board stakeholders that address issues central to the practice of psychology. Without an increase in appropriation this critical programming will not be able to continue. The State of Minnesota benefits from this educational programming. One example includes the Board's FY16 conference which focused on "The Mental Health Workforce Plan" for the State of Minnesota. Through this offering, the Board engaged HealthForce Minnesota leaders, licensees, providers of mental health services, and interested persons engaged in the challenge of improving access to safe, competent and ethical psychological services in the State of Minnesota. Moreover, educational programming of the Board provides a platform for advancing the overall interests of the State in addressing mental health workforce shortages predicted to negatively impact the health care system here in Minnesota.

Costs estimated for the continuing educational conference(s) would include: venue costs, speakers, supplies, technology provisions, and outreach material/advertising, as well as staff and Board member time to execute the event. The estimated total for this portion of the proposal is: \$15,000.00

Public Education and Stakeholder Outreach: Café Conference

The Board is committed to open and transparent communication in accordance with its stated values, as well as simplification, and stakeholder outreach and education. These half-day open conference forums are intended for licensees, the public, and other interested individuals. The forums provided direct access to subject matter experts on identified topics as well as Board members and staff to interact with participants. The evaluations from the Board's February 25, 2016 from attendees of a café conference on clinical supervision and the law, were extremely positive and included the following feedback to the Board:

- "Thank you! It is so helpful to have these substantive trainings."
- "Excellent Presenter. More on supervision."
- "I enjoyed this café and appreciated all the information we received. So, I'm excited to see more of these."
- "This workshop was especially helpful in that it provided essential information...."
- "Very useful to hear from the source."
- "Outstanding, especially considering the detail of the [supervision] contract; very impressive presentation!"
- "Thank you for a very informative and helpful presentation."
- "Thank you!"
- "Thank you for your patient and thorough responses to our many questions."
- "This was excellent. Thank you."
- "This was a fabulous presentation. [Staff member] is a great presenter and very knowledgeable on this topic and issue...Record this in the future. I think other providers could benefit from watching this presentation."

Costs estimated for the Psychology café conference offerings would include: venue, speakers, staff travel expense reimbursement, lodging as needed, material/advertising, supplies, technology provisions, outreach material (print and electronic) at approximately: \$5,000.00

Educational Materials

The Board is committed to developing various modes of transmitting information to the public on critical issues pertaining to the receipt and provision of psychological services. In FY14 and FY15 the Board did a direct mailer to all licensed psychologists. This mailer was an educational folder containing frequently asked questions and resources for licensees in navigating the Board's new administrative rules. The Board also invested in educational outreach equipment, signage, nametags, and exhibit materials to participate in the Minnesota Psychological Association (MPA)'s conference. The Board also series of six e-learning modules accessible on its website to assist applicants and licensees in preparing to take the Board's professional responsibility examination (PRE). This e-learning module addresses several key ethical concerns in the practice of psychology. The Board invested in a communication consultant and developed a strong communications plan which included the launch of the Board's Twitter account. The Board has effectively used Twitter to build an audience and to distribute key Board information.

Costs estimated for the development of educational materials (including technology exploration) would include: printing, mailing, copying, creating, drafting, electronic access, website modifications, e-tools, pamphlet, brochure and educational material design, and staff time at approximately: \$15,000.00.

Board Member Training and Educational Programming

The Board wishes to support educational programming for those willing to serve on the Board in FY18 and FY19. This proposal would include Board member training and educational programming. This would address annual planning by Board members which would require an additional meeting to review and consider the Board’s strategic plan and annual vision. If granted this would also serve to improve Board member onboarding, orientation, training, and offerings to promote excellence in regulatory service. The estimated costs for Board member training and educational programming include: Board member travel expenses (mileage, meal reimbursement in accordance with the Commissioner’s Plan), limited speaker fees, venue, and staff time to execute at approximately \$10,000.00.

Results:

Type of Measure	Name of Measure	Previous	Current	Dates
Quantity	Number of CE Events Held	0	9	06/13/2013 08/22/2013 09/19/2013 01/30/2014 03/27/2014 04/12/2014 05/15/2014 08/12/2014 09/25/2014
Quality	Was overview informative and helpful?	0	180-YES	06/13/2013 08/22/2013 09/19/2013 01/30/2014 03/27/2014 04/12/2014 05/15/2014 08/12/2014
Quality	Was the objective met: Identifying practical applications of board administrative rules relating to the practice of psychology ?	0	155 Strongly Agree 25 Agree	06/13/2013 08/22/2013 09/19/2013 01/30/2014 03/27/2014 04/12/2014 05/15/2014 08/12/2014
Quality	Was the objective met to learn the Board of Psychology Complaint Process?	0	175 Strongly Agree 5 Agree	06/13/2013 08/22/2013 09/19/2013 01/30/2014 03/27/2014 04/12/2014 05/15/2014 08/12/2014

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quality	Was the objective met to assist you in navigating the licensure process?		180 Strongly Agree	06/13/2013 08/22/2013 09/19/2013 01/30/2014 03/27/2014 04/12/2014 05/15/2014 08/12/2014

Existing Program Evaluation

The Board utilized evaluation forms for its continuing education programming in from FY14 through FY16. The performance measures for the CE Conference hosted on May 15, 2014, the Board asked: (1) How prepared and knowledgeable of the topic was each presenter; (2) How relevant and useful was the topic presented?; (3) How effective was the format of each presentation?; (4) What other formats would you suggest for future Board sponsored continuing education activities?. For each of the Board’s “café conference” style presentations we measure the following: (1) Was today’s introduction/overview of the Café conference informative and helpful in explaining the format for the conference? (2) Please indicate if you thought the following objectives were met: (a) Learning the Board of Psychology complaint process; (b) Understanding the roles within the complaint process; (c) Understanding your responsibility as a licensee when resolving ethical issues with the Board; (3) Staff for the panel discussion were knowledgeable and prepared to answer your questions; (4) Would you recommend the Café conference to a colleague?; (5) What did you like or dislike about Café conference?; (6) Which conference format would you prefer for future conferences sponsored by the Board?; and (7) What kinds of topics would you like to see covered at future Board sponsored conferences?

Once the evaluations on continuing education programming are collected, they are reviewed by Board staff and Board members who identify areas of improvement and modify the program accordingly.

Sample of the Qualitative Feedback from 2014-2015 Board educational programming:

- Everyone was so approachable and transparent.
- Really liked the informational approach
- Interesting, fast-paced, participant driven
- “I like the new direction, feels like the Board is supportive now and not adversarial.”
- Informative, useful, welcoming, presenters were well-prepared
- Great training, would love it if all licensees could attend.
- The “ask me anything” feel was greatly appreciated.
- Very open and helpful, I got the information I needed.
- “Just want to let you know how much I appreciate the Board changes it is much less intimidating, and welcoming, transparent, and communicative.”
- I appreciated the access to different specialties within the Board.

Statutory Change(s):

The proposal will not require a statutory change.