

STATE OF CALIFORNIA
Budget Change Proposal - Cover Sheet
 DF-46 (REV 08/15)

| | | | |
|--|-------------------------------|---------------------------------------|-------------------|
| Fiscal Year 6-17 | Business Unit 1110 1111 | Department Consumer Affairs | Priority No. 1 |
| Budget Request Name 1110-026-BCP-BR-2016-GB 1111 | | Program 1175 - BOARD OF PSYCHOLOGY | Subprogram |

Budget Request Description
 Converting Intermittent Program Technician II to Permanent

Budget Request Summary

The Board of Psychology (Board) requests a 1.0 Program Technician II position to perform increased workload associated with new cashiering and mail processing responsibilities. The Board proposes to redirect \$63,000 in FY 2016-17 and ongoing from its existing Operating Expenses and Equipment budget to its Personal Services budget to fund the requested position.

| | | | |
|---|--|------|--|
| Requires Legislation <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Code Section(s) to be Added/Amended/Repealed | | |
| Does this BCP contain information technology (IT) components? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes, departmental Chief Information Officer must sign.</i> | Department CIO | Date | |
| For IT requests, specify the date a Special Project Report (SPR) or Feasibility Study Report (FSR) was approved by the Department of Technology, or previously by the Department of Finance. <input type="checkbox"/> FSR <input type="checkbox"/> SPR Project No. Date: | | | |

If proposal affects another department, does other department concur with proposal? Yes No
 Attach comments of affected department, signed and dated by the department director or designee.

| | | | |
|--|-----------------|--|-----------------|
| Prepared By <i>[Signature]</i> | Date 8/31/15 | Reviewed By <i>mark m. eto</i> | Date 8/31/15 |
| Department Director <i>Shirley Khew for</i> | Date 8-31-15 | Agency Secretary <i>[Signature]</i> | Date 9-1-15 |

Department of Finance Use Only

Additional Review: Capital Outlay ITCU FSCU OSAE CALSTARS Dept. of Technology

PP Type: Policy Workload Budget per Government Code 13308.05

| | | |
|------|-------------------------------------|---|
| PPBA | Original signed by Jeff Carosone | Date submitted to the Legislature 1-7-16 |
|------|-------------------------------------|---|

Personal Services Details

| | | Salary Information | | | | | | | | |
|---------------------------------|---|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | | Min | Mid | Max | <u>CY</u> | <u>BY</u> | <u>BY+1</u> | <u>BY+2</u> | <u>BY+3</u> | <u>BY+4</u> |
| Positions | | | | | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| | 9928 - Program Techn II (Eff. 07-01-2016) | | | | | | | | | |
| Total Positions | | | | | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| Salaries and Wages | | | | | | | | | | |
| | | CY | BY | BY+1 | BY+2 | BY+3 | BY+4 | | | |
| | 9928 - Program Techn II (Eff. 07-01-2016) | 0 | 37 | 37 | 37 | 37 | 37 | | | |
| Total Salaries and Wages | | \$0 | \$37 | \$37 | \$37 | \$37 | \$37 | | | |
| Staff Benefits | | | | | | | | | | |
| | 5150350 - Health Insurance | 0 | 12 | 12 | 12 | 12 | 12 | | | |
| | 5150500 - OASDI | 0 | 3 | 3 | 3 | 3 | 3 | | | |
| | 5150600 - Retirement - General | 0 | 9 | 9 | 9 | 9 | 9 | | | |
| | 5150800 - Workers' Compensation | 0 | 2 | 2 | 2 | 2 | 2 | | | |
| Total Staff Benefits | | \$0 | \$26 | \$26 | \$26 | \$26 | \$26 | | | |
| Total Personal Services | | \$0 | \$63 | \$63 | \$63 | \$63 | \$63 | | | |

Analysis of Problem

A. Budget Request Summary

The Board of Psychology (Board) requests a 1.0 Program Technician II position to perform increased workload associated with new cashiering and mail processing responsibilities. The Board proposes to redirect \$63,000 in FY 2016-17 and ongoing from its existing Operating Expenses and Equipment budget to its Personal Services budget to fund the requested position.

B. Background/History *(Provide **relevant** background/history and provide program resource history. Provide workload metrics, if applicable.)*

The Board dates back to 1958 when the first psychologists were certified in the state. The Board exists to protect the health, safety, and welfare of consumers of psychological services with integrity, honesty, and efficiency.

The Board accomplishes its mission by working to ensure that psychologists provide consumers appropriate and ethical psychological services and do not exploit consumers by abusing the power advantage inherent in any psychotherapeutic relationship. The Board regulates psychologists, psychological assistant, and registered psychologists and works to ensure that those entering the profession of psychology possess minimal competency to practice psychology independently and safely. The Board's enforcement efforts are focused on protecting a vulnerable consumer population from exploitative, unscrupulous, and/or otherwise incompetent licensed psychologists.

Resource History
(Dollars in thousands)

| Program Budget | PY - 4 | PY - 3 | PY - 2 | PY - 1 | PY | CY |
|-------------------------|---------------|---------------|---------------|---------------|-----------|-----------|
| Authorized Expenditures | \$3,834 | \$4,266 | \$4,390 | \$4,525 | \$4,669 | \$4,863 |
| Actual Expenditures | \$2,713 | \$3,145 | \$3,178 | \$3,506 | \$4,482 | \$4,863 |
| Revenues | \$3,473 | \$3,612 | \$3,669 | \$3,888 | \$4,110 | \$3,885 |
| Authorized Positions | 16.3 | 17.5 | 17.5 | 17.3 | 20.3 | 20.3 |
| Filled Positions | 12.5 | 12.1 | 14.2 | 14.2 | 20.3 | 20.3 |
| Vacancies | 3.8 | 5.4 | 3.3 | 3.1 | 0.0 | 0.0 |

Workload History

| Workload Measure | PY - 4 | PY - 3 | PY - 2 | PY - 1 | PY | CY |
|-------------------------|---------------|---------------|---------------|---------------|-----------|-----------|
| Applications Received | 2,833 | 2,506 | 2,378 | 2,598 | 2,521 | 2,500 |
| Online Applications | N/A | N/A | N/A | N/A | 236 | 392 |

C. State Level Considerations

The mission of the Board, as defined in its 2014/18 Strategic Plan, is to advance quality psychological services for Californians by ensuring ethical and legal practice and supporting the evolution of the profession. The Board of Psychology protects and advocates for Californians by promoting the highest professional standards through its licensing, regulation, legislation, enforcement, continuing education, and outreach programs. In order to carry out its mission, the Board must be able to ensure efficient and effective enforcement processed for the safety of consumers.

Justification

The following information is based on a recent independent, third-party classification review and assessment of staffing and workload levels conducted by CPS HR Consulting.

Analysis of Problem

Full-Time Program Technician II:

The PT II incumbent spends 90% of her time in critical activities such as opening and distributing mail to staff, creating folders for new applicants, entering new applicant transactions into BreEZe, logging in fee checks, and responding to emails and telephone inquiries.

Additionally, the PT II processes incoming applications and building the physical file for all applicants who apply online. This is a new option for applicants and currently 50% of applicants per month utilize this method to submit applications to the Board (36% since the option became available in November 2014). This is a new method of receiving applications and a task that the Board did not do previously.

The new BreEZe system has also increased processing times. The Legacy system provided several automated functions that are not available in BreEZe and are now manually performed by the PTII (i.e.; approval to take the CPLEE, updating applicant information, transferring of fees, checking the Entity numbers, creating the on-line applications, etc.)

Failure to convert the part-time PT II position to a full-time position could result in the Board becoming backlogged and unable to meet its mandated consumer protection mission.

E. Outcomes and Accountability *(Provide summary of expected outcomes associated with Budget Request and provide the projected workload metrics that reflect how this proposal improves the metrics outlines in the Background/History Section.)*

The proposal will result in a more timely distribution of mail, processing of payments and initial applications. The increase in online applications is expected to continue, but with a full-time PT II this will be absorbed with no delays in processing or lengthening of processing times.

| Workload Measure | 2014-2015 | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Applications Received | 2,500 | 2,500 | 2,500 | 2,500 | 2,500 | 2,500 |
| Online Applications | 392 | 1,225 | 1,500 | 1,750 | 1,875 | 2,000 |

F. Analysis of All Feasible Alternatives

Alternative #1: Approve the change of the PT II in the licensing unit from permanent intermittent to full-time to adjust for the processing of mail and cashiering by the Board. The Board proposes to redirect \$63,000 in FY 2016-17 and ongoing from its Operating Expenses and Equipment budget to its Personnel Services budget to fund this position.

Pro: There would be no delays in processing mail, payments and initial applications.

Con: Not approving the PT II full-time would place a strain on the Board's licensing unit with delays in processing mail and cashiering. These delays increase the time it takes to process renewals and initial applications.

Alternative #2: Augment the Board's budget by \$63,000 in FY 2016-17 and ongoing to convert the PT II in the licensing unit from permanent intermittent to full-time.

Pro: There would be no delays in processing mail, payments and initial applications.

Con: Although this alternative addresses the PT II's ongoing workload, it is not fiscally appropriate because the Board is able to absorb the costs of this position within its existing resources.

Analysis of Problem

Alternative #3: Approve the change of the PT II in the licensing unit from permanent intermittent to a 0.5 PT II position.

Pro: This alternative would reduce the processing times of mail, payments and initial applications.

Con: This alternative is not feasible because a 0.5 position will not address the ongoing workload associated with processing mail and cashiering.

Alternative #4: Status Quo – continue to expect the Board to address the insurmountable workload and increasing processing times with existing resources.

Pro: Will not require a funding and personnel augmentation to handle the support workload associated with the processing of mail, payments and initial applications.

Con: This alternative presents a high risk in that any media exposure of the Board's processing times will reflect negatively on the Board, the Department of Consumer Affairs, and ultimately, the State of California. Workload and processing times would continue to increase with no other solution.

G. Implementation Plan

Upon approval and effective July 1, 2016, the Board will implement the necessary steps to initiate the recruitment for the approved position.

H. Supplemental Information *(Describe special resources and provide details to support costs including appropriate back up.)*

None

I. Recommendation

The Board recommends Alternative #1. This is the only viable alternative that will enable the Board to address the increases in licensing population. A full-time PT II will aid the Board in processing mail and cashiering in a timely manner and will help reduce application and renewals processing times

Board of Psychology

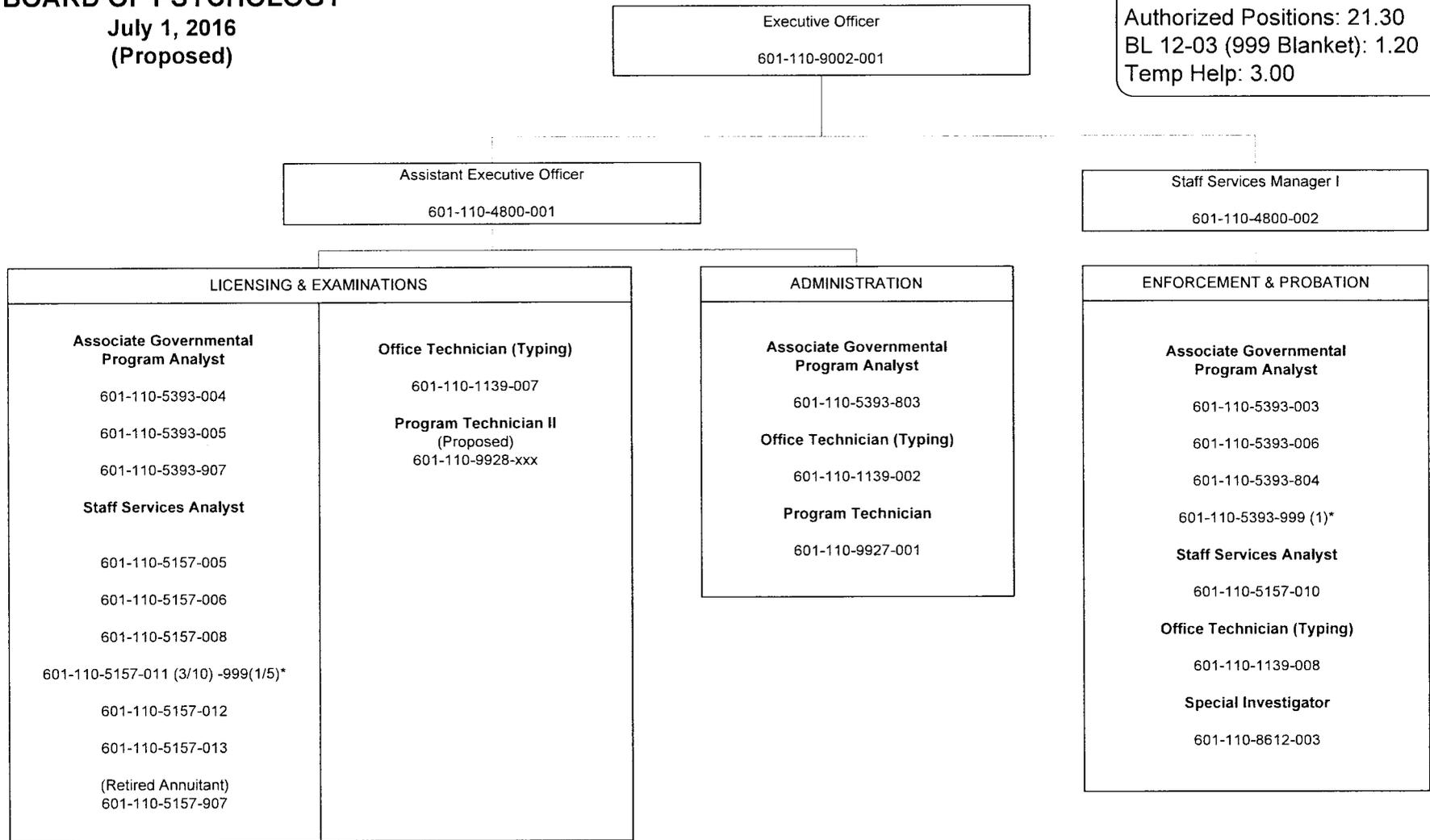
Workload for (1.0) Program Technician II Permanent Intermittent to full time
 Working Title: Licensing Program Technician II

| Duties | No, of times performed annually | Amount of time to perform once (in hours) | Total time (year) |
|--|---------------------------------|---|-------------------|
| Process all new applications (Locate any existing folders that contain previous applications, Pull folders and record on App Log, Date stamp all folders and create new folder for first time applicants, Send email to applicant verifying receipt of application, Distribute folders to assigned analyst). | 2,500 | 0.15 | 375.00 |
| Respond to email inquiries | 220 | 0.05 | 11.00 |
| Respond to phone calls | 1,000 | 0.05 | 50.00 |
| Meetings | 50 | 1.00 | 50.00 |
| Mail Processing, Sorting, and Distribution | 220 | 2.50 | 550.00 |
| Cashiering Logs/ and BreEZe Entry | 220 | 2.50 | 550.00 |
| Review Paperwork | 220 | 0.50 | 110.00 |
| Filing | 1,000 | 0.50 | 500.00 |
| | | | |
| | | | |
| | | | |
| Totals: | | | |
| | | Hours/Year | 2,196.00 |
| | | PY= | 1.25 |

**DEPARTMENT OF CONSUMER AFFAIRS
BOARD OF PSYCHOLOGY**

**July 1, 2016
(Proposed)**

Proposed
FY 2016-2017
Authorized Positions: 21.30
BL 12-03 (999 Blanket): 1.20
Temp Help: 3.00



Executive Officer or Designee

Date

* = Reduced Time Base of position effective 7/1/2012, due to Budget Letter 12-03.

NOTE: All positions are CORI designated.

Personnel Analyst

Date

0310 - Psychology

Analysis of Fund Condition

8/27/2015

(Dollars in Thousands)

2015-16 Budget Act w/ 2014-15 Actuals and Program Tech II Conversion BCP

| | ACTUAL 2014-15 | Budget Act CY 2015-16 | BY 2016-17 | BY + 1 2017-18 |
|---|-------------------|--------------------------------|---------------|-------------------|
| BEGINNING BALANCE | \$ 5,609 | \$ 5,213 | \$ 4,419 | \$ 9,849 |
| Prior Year Adjustment | \$ 42 | \$ - | \$ - | \$ - |
| Adjusted Beginning Balance | \$ 5,651 | \$ 5,213 | \$ 4,419 | \$ 9,849 |
| REVENUES AND TRANSFERS | | | | |
| Revenues: | | | | |
| 125600 Other regulatory fees | \$ 107 | \$ 107 | \$ 107 | \$ 107 |
| 125700 Other regulatory licenses and permits | \$ 669 | \$ 669 | \$ 669 | \$ 669 |
| 125800 Renewal fees | \$ 3,226 | \$ 3,273 | \$ 3,273 | \$ 3,273 |
| 125900 Delinquent fees | \$ 14 | \$ 14 | \$ 14 | \$ 14 |
| 141200 Sales of documents | \$ 1 | \$ 1 | \$ 1 | \$ 1 |
| 142500 Miscellaneous services to the public | \$ - | \$ - | \$ - | \$ - |
| 150300 Income from surplus money investments | \$ 14 | \$ 13 | \$ 11 | \$ 28 |
| 160400 Sale of fixed assets | \$ - | \$ - | \$ - | \$ - |
| 161000 Escheat of unclaimed checks and warrants | \$ 3 | \$ - | \$ - | \$ - |
| 161400 Miscellaneous revenues | \$ - | \$ - | \$ - | \$ - |
| Totals, Revenues | \$ 4,034 | \$ 4,077 | \$ 4,075 | \$ 4,092 |
| Transfers from Other Funds | | | | |
| GF Loan Repayment Per Item 1450-011-0310 BA of 2002 | \$ - | \$ - | \$ 3,800 | \$ 1,200 |
| GF Loan Repayment Per Item 1110-011-0310 BA of 2008 | \$ - | \$ - | \$ 2,500 | \$ - |
| Transfers to Other Funds | | | | |
| GF Loan Per Item 1450-011-0310 BA of 2002 | \$ - | \$ - | \$ - | \$ - |
| GF Loan Per Item 1110-011-0310 BA of 2008 | \$ - | \$ - | \$ - | \$ - |
| Totals, Revenues and Transfers | \$ 4,034 | \$ 4,077 | \$ 10,375 | \$ 5,292 |
| Totals, Resources | \$ 9,685 | \$ 9,290 | \$ 14,794 | \$ 15,141 |
| EXPENDITURES | | | | |
| Disbursements: | | | | |
| 0840 FSCU (State Operations) | \$ - | \$ - | \$ - | \$ - |
| 8880 FISC (State Operations) | \$ 4 | \$ 8 | \$ - | \$ - |
| 1110 Program Expenditures (State Operations) | \$ 4,468 | \$ 4,863 | \$ 4,945 | \$ 4,744 |
| Program Technician II Conversion BCP | \$ - | \$ - | \$ - | \$ - |
| Total Disbursements | \$ 4,472 | \$ 4,871 | \$ 4,945 | \$ 4,744 |
| FUND BALANCE | | | | |
| Reserve for economic uncertainties | \$ 5,213 | \$ 4,419 | \$ 9,849 | \$ 10,397 |
| Months in Reserve | 12.8 | 10.7 | 24.9 | 25.8 |