

SYA 0.0	Agency Summary
BOARD OF PSYCHOLOGIST EXAMINERS	
Heidi Herbst Paakkonen, Executive Director	
Board of Psychologist Examiners (602) 542-3018	
A.R.S.§§ 32-2061 et seq.	

Mission:

To protect the health, safety, and welfare of the public by regulating the professions of psychology and behavior analysis.

Description:

The State Board of Psychologist Examiners licenses and regulates professionals to practice in the fields of psychology and behavior analysis. The Board accepts complaints against licensees, investigates the allegations associated with the complaints, and administratively adjudicates the complaints. The Board provides information to the public concerning the lawful practice of psychology and behavior analysis.

◆ **Goal 1** To protect the public from unqualified practitioners of behavior analysis by efficiently processing applications for licensure to determine if statutory requirements have been met.

- Objective:** 1 FY2021: To continue to administratively and substantively process applications for licensure of behavior analysts in less than 120 days pursuant to A.A.C.R4-26-417(A).
- FY2022: To continue to administratively and substantively process applications for licensure of behavior analysts in less than 120 days pursuant to A.A.C.R4-26-417(A).
- FY2023: To continue to administratively and substantively process applications for licensure of behavior analysts in less than 120 days pursuant to A.A.C.R4-26-417(A).

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Number of applications received for initial behavior analyst licensure	160	175	180
Number of new behavior analyst licenses issued	138	150	160
Average number of days to process a behavior analyst initial application for licensure	54	35	30
Number of behavior analyst licensees (active/inactive)	652	630	650
Explanation:	FY 2014 was the first year for this performance measure		

◆ **Goal 2** To protect the public from incompetent practitioners of behavior analysis and unprofessional/unethical conduct through timely investigation and adjudication of behavior analysis-related complaints.

- Objective:** 1 FY2021: To notify behavior analysts of a complaint no more than 120 days after the information is received, pursuant to A.R.S. 32-2091.09(A)
- FY2022: To notify behavior analysts of a complaint no more than 120 days after the information is received, pursuant to A.R.S. 32-2091.09(A)
- FY2023: To notify behavior analysts of a complaint no more than 120 days after the information is received, pursuant to A.R.S. 32-2091.09(A)

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Number of behavior analysis-related complaints received	8	12	15
Number of behavior analyst-related complaints resolved	11	15	15
Average number of days to resolve a behavior analyst-related complaint	128	120	120
Average number of days taken to notify a behavior analyst of a complaint	1	5	3
Explanation:	FY 2014 was the first year for this performance measure		

◆ **Goal 3** To protect the public from unqualified practitioners of psychology by efficiently processing applications for licensure to determine if statutory and rule requirements

have been met.

- Objective:** 1 FY2021: To continue administratively and substantively processing applications in less than 120 days pursuant to A.A.C. R4-26-208, Table 1.
- FY2022: To continue administratively and substantively processing applications in less than 120 days pursuant to A.A.C. R4-26-208, Table 1.
- FY2023: To continue administratively and substantively processing applications in less than 120 days pursuant to A.A.C. R4-26-208, Table 1.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Number of applications received for initial psychologist licensure	620	235	400
Explanation:	FY 2020's total did not include the temporary emergency license applications. The adjusted total is 425.		
Number of new psychologist licenses issued	541	320	330
Explanation:	116 regular and temporary licenses and 425 temporary emergency (COVID) licenses.		
Number of licensees (active/inactive)	2905	2900	2950
Explanation:	Value represents both psychologists and behavior analysts.		
Average number of days to administratively process a psychologist application for licensure (from receipt to substantive review)	42	30	30
Average number of days to substantively process a psychologist application for licensure (from administrative completion to Board adjudication and/or issuance of license)	19	25	19

◆ **Goal 4** To protect the public from incompetent practitioners of psychology and unprofessional/unethical conduct through timely investigation and adjudication of psychology-related complaints.

- Objective:** 1 FY2021: To notify psychologists of a complaint or claim, no more than 120 days after the information is received, pursuant to A.R.S. § 32-2081.E.
- FY2022: To notify psychologists of a complaint or claim, no more than 120 days after the information is received, pursuant to A.R.S. § 32-2081.E.
- FY2023: To notify psychologists of a complaint or claim, no more than 120 days after the information is received, pursuant to A.R.S. § 32-2081.E.

2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Number of investigations	40	75	75
Explanation: Includes non-jurisdictional complaints and complaints against alleged title-violators			
Number of complaints opened concerning psychologists	25	40	40
Explanation: Number of complaints opened concerning psychologists			
Number of psychology-related complaints received involving unlicensed practitioners/title violators/non-jurisdictional issues	36	20	20
Number of psychology-related complaints resolved at the Complaint Screening Committee level	9	10	10
Average days from date a psychology-related complaint is opened to resolution at Complaint Screening Committee	108	100	100
Number of psychology-related complaints resolved at the Board level through Board actions	11	20	20
For psychology-related complaints referred to the full Board, average days from receipt of complaint to Board resolution/Board action	77	125	125
Explanation: Does not include complaints dismissed at the Complaint Screening Committee level.			
Number of disciplinary actions taken against psychologists	12	12	12
Explanation: Number of disciplinary actions taken against psychologists			
Number of non-disciplinary/rehabilitative actions taken against psychologists	4	10	10
Total number of dismissed psychology-related complaints	10	15	15
Average days taken to notify a psychologist of a complaint	1	5	5
Number of claims received against psychologists	9	20	20
Explanation: FY 2016 was the first year for this performance measure			
Number of claims against psychologists that have completed the review process	1	15	15
Explanation: FY 2016 was the first year for this performance measure			
Number of reviewed claims opened as complaints	2	5	5
Explanation: FY 2016 was the first year for this performance measure			
Average days taken to notify a psychologist of a claim. This is when the claim is resolved.	38	40	40
Explanation: FY 2016 was the first year for this performance measure			

◆ **Goal 5** To protect the public through the auditing of continuing education hours of psychologists to ensure licensees are kept apprised of current standards of practice.

Objective: 1 FY2021: Every other year, after each license renewal cycle, to conduct an audit of continuing education hours of at least 4.5% of active psychologist licensees.
 FY2022: Every other year (odd years) 4.5% of active licensees will be selected for audit of continuing education hours.
 FY2023: An audit will be conducted on at least 4.5% of the active psychologist licensees and behavior analysts who renewed in the previous 2 year renewal cycle.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Percent of audited licensees in compliance with continuing education requirements	0	95	0
Explanation: Audit is conducted every even-numbered fiscal year, based on renewals received during previous fiscal year.			

◆ **Goal 6** To encourage public input regarding the Board's performance through customer surveys.

Objective: 1 FY2021: To maintain the customer satisfaction rating on a scale of 1-8, at a 7 or better.
 FY2022: To maintain the customer satisfaction rating on a scale of 1-8, at a 7 or better.

FY2023: To maintain the customer satisfaction rating on a scale of 1-8, at a 7 or better.

Performance Measures	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
Customer satisfaction rating (scale 1-8)	7.8	7.4	7.4

AGENCY SUMMARY

Program: SYA 0.0 BOARD OF PSYCHOLOGIST EXAMINERS
Director: Heidi Herbst Paakkonen, Executive Director
Phone: Board of Psychologist Examiners (602) 542-3018
Statute: A.R.S.§§ 32-2061 et seq.

Mission:

To protect the health, safety, and welfare of the public by regulating the professions of psychology and behavior analysis.

Description:

The State Board of Psychologist Examiners licenses and regulates professionals to practice in the fields of psychology and behavior analysis. The Board accepts complaints against licensees, investigates the allegations associated with the complaints, and administratively adjudicates the complaints. The Board provides information to the public concerning the lawful practice of psychology and behavior analysis.

◆ **Goal:** 1 To protect the public from unqualified practitioners of behavior analysis by efficiently processing applications for licensure to determine if statutory requirements have been met.

Objectives: 1 2021 Obj: To continue to administratively and substantively process applications for licensure of behavior analysts in less than 120 days pursuant to A.A.C.R4-26-417(A).
 2022 Obj: To continue to administratively and substantively process applications for licensure of behavior analysts in less than 120 days pursuant to A.A.C.R4-26-417(A).
 2023 Obj: To continue to administratively and substantively process applications for licensure of behavior analysts in less than 120 days pursuant to A.A.C.R4-26-417(A).

Performance Measures:

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of applications received for initial behavior analyst licensure	137	150	160	175	180
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of new behavior analyst licenses issued	99	130	138	150	160
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of days to process a behavior analyst initial application for licensure number for FY18 was reviewed and correct number was 37	20	25	54	35	30
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of behavior analyst licensees (active/inactive) FY 2014 was the first year for this performance measure	486	550	652	630	650

◆ **Goal:** 2 To protect the public from incompetent practitioners of behavior analysis and unprofessional/unethical conduct through timely investigation and adjudication of behavior analysis-related complaints.

Objectives: 1 2021 Obj: To notify behavior analysts of a complaint no more than 120 days after the information is received, pursuant to A.R.S. 32-2091.09(A)
 2022 Obj: To notify behavior analysts of a complaint no more than 120 days after the information is received, pursuant to A.R.S. 32-2091.09(A)
 2023 Obj: To notify behavior analysts of a complaint no more than 120 days after the information is received, pursuant to A.R.S. 32-2091.09(A)

Performance Measures:

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of behavior analysis-related complaints received	8	10	8	12	15
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of behavior analyst-related complaints resolved	6	10	11	15	15
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of days to resolve a behavior analyst-related complaint	82	120	128	120	120
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of days taken to notify a behavior analyst of a complaint FY 2014 was the first year for this performance measure	2.6	5	1	5	3

◆ **Goal:** 3 To protect the public from unqualified practitioners of psychology by efficiently processing applications for licensure to determine if statutory and rule requirements have been met.

Objectives: 1 2021 Obj: To continue administratively and substantively processing applications in less than 120 days pursuant to A.A.C. R4-26-208, Table 1.
 2022 Obj: To continue administratively and substantively processing applications in less than 120 days pursuant to A.A.C. R4-26-208, Table 1.
 2023 Obj: To continue administratively and substantively processing applications in less than 120 days pursuant to A.A.C. R4-26-208, Table 1.

Performance Measures:

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of applications received for initial psychologist licensure	234	225	620	235	400
				FY 2020's total did not include the temporary emergency license applications. The adjusted total is 425.					
2	<input type="checkbox"/>	<input type="checkbox"/>	QL	Number of initial applications for psychologist licensure withdrawn	2	4	1	3	3
3	<input type="checkbox"/>	<input type="checkbox"/>	OP	Number of pending initial applications for psychologist licensure	16	20	73	50	50
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of new psychologist licenses issued	132	130	541	320	330
				116 regular licenses and 425 temporary emergency (COVID) licenses.					
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of licensees (active/inactive)	2,438	2,500	2905	2900	2950
				Value represents both psychologists and behavior analysts.					
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of days to administratively process a psychologist application for licensure (from receipt to substantive review)	15	15	42	30	30
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of days to substantively process a psychologist application for licensure (from administrative completion to Board adjudication and/or issuance of license)	25	25	19	25	19

◆ **Goal:** 4 To protect the public from incompetent practitioners of psychology and unprofessional/unethical conduct through timely investigation and adjudication of psychology-related complaints.

- Objectives:**
- 1 2021 Obj: To notify psychologists of a complaint or claim, no more than 120 days after the information is received, pursuant to A.R.S. § 32-2081.E.
 - 2022 Obj: To notify psychologists of a complaint or claim, no more than 120 days after the information is received, pursuant to A.R.S. § 32-2081.E.
 - 2023 Obj: To notify psychologists of a complaint or claim, no more than 120 days after the information is received, pursuant to A.R.S. § 32-2081.E.

Performance Measures:

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of investigations	67	70	40	75	75
				The number presented is the total number of psychology-related complaints received, including non-jurisdictional complaints and alleged title violations					
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of complaints opened concerning psychologists	46	45	25	40	40
				Number of complaints opened concerning psychologists					
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of psychology-related complaints received involving unlicensed practitioners/title violators/non-jurisdictional issues	10	15	36	20	20
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of psychology-related complaints resolved at the Complaint Screening Committee level	10	10	9	10	10
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average days from date a psychology-related complaint is opened to resolution at Complaint Screening Committee	85	100	108	100	100
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of psychology-related complaints resolved at the Board level through Board actions	10	20	11	20	20
				Includes all actions taken at Board level (dismissals, non-disciplinary, disciplinary)					
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	For psychology-related complaints referred to the full Board, average days from receipt of complaint to Board resolution/Board action	130	150	77	125	125
				The measure does not include complaints dismissed at the Complaint Screening Committee level.					
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of disciplinary actions taken against psychologists	3	8	12	12	12
				Number of disciplinary actions taken against psychologists					
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of non-disciplinary/rehabilitative actions taken against psychologists	10	5	4	10	10
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Total number of dismissed psychology-related complaints	21	20	10	15	15

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average days taken to notify a psychologist of a complaint FY 2014 was the first year for this performance measure	2	10	1	5	5
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of claims received against psychologists FY 2016 was the first year for this performance measure	10	15	9	20	20
13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of claims against psychologists that have completed the review process FY 2016 was the first year for this performance measure	10	15	1	15	15
14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of reviewed claims opened as complaints FY 2016 was the first year for this performance measure	3	3	2	5	5
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average days taken to notify a psychologist of a claim. This is when the claim is resolved. FY 2016 was the first year for this performance measure	30	50	38	40	40

◆ **Goal:** 5 To protect the public through the auditing of continuing education hours of psychologists to ensure licensees are kept apprised of current standards of practice.

Objectives: 1 2021 Obj: Every other year, after each license renewal cycle, to conduct an audit of continuing education hours of at least 4.5% of active psychologist licensees.
2022 Obj: Every other year (odd years) 4.5% of active licensees will be selected for audit of continuing education hours.
2023 Obj: An audit will be conducted on at least 4.5% of the active psychologist licensees and behavior analysts who renewed in the previous 2 year renewal cycle.

Performance Measures:

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input type="checkbox"/>	<input type="checkbox"/>	EF	Psychologists audited for compliance with continuing education requirements of A.A.C. R4-26-207. Audit is conducted every even-numbered fiscal year, based on renewals received during previous fiscal year.	87	0	90	0
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of audited licensees in compliance with continuing education requirements Audit is conducted every even-numbered fiscal year, based on renewals received during previous fiscal year.	100	0	95	0
3	<input type="checkbox"/>	<input type="checkbox"/>	OC	An continuing education audit will be performed on 4.5% of the actively licensed behavior analysts. Audit is conducted every even-numbered fiscal year, based on renewals received during previous fiscal year.	19	0	20	0

◆ **Goal:** 6 To encourage public input regarding the Board's performance through customer surveys.

Objectives: 1 2021 Obj: To maintain the customer satisfaction rating on a scale of 1-8, at a 7 or better.
2022 Obj: To maintain the customer satisfaction rating on a scale of 1-8, at a 7 or better.
2023 Obj: To maintain the customer satisfaction rating on a scale of 1-8, at a 7 or better.

Performance Measures:

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction rating (scale 1-8)	7.4	7.4	7.8	7.4

Budget Related Performance Measures

State Board of Psychologist Examiners

Agency:	0.0 BOARD OF PSYCHOLOGIST EXAMINERS
Contact:	Heidi Herbst Paakkonen, Executive Director (602) 542-3018
2nd Contact:	Heidi Herbst Paakkonen, Executive Director (602) 542-3018
Statute:	A.R.S.§§ 32-2061 et seq.

ML	Budget	Type	Performance Measure	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction rating (scale 1-8)	7.4	7.4	7.8	7.4	7.4
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of investigations Includes non-jurisdictional complaints and complaints against alleged title-violators	67	70	40	75	75

Revised Performance Measure Descriptions

The following performance measures are budget related. Unlike non-budget related performance measures, agencies can't change the last published description themselves. Therefore, they've entered a revised description which should be reviewed. If appropriate, update the performance measure's description with the agency's revised description in OSPB's "centralized" AZIPS. Be sure your team leader, OSPB management and JLBC have approved of the change, since this will be published. This report checks for revisions across all agencies. Please communicate with the agency about the outcome of their request to add, change or delete performance measures and/or their descriptions.

Agency: SYA State Board of Psychologist Examiners

Program: 0 Board of Psychologist Examiners

Subprogram: 0 Board of Psychologist Examiners

Goal: 3 To protect the public from unqualified practitioners of psychology by efficiently processing applications for licensure to determine if statutory and rule requirements have been met.

Objective: 1 To continue processing applications in an average of 38 days or less.

Performance Measure Last Published Description & Agency's Revised Description

**PM
Type**

Original: 5 Number of licensees (active/inactive)

OP

Revised: 5 The agency would like to revise the measure description to read: "Number of psychologist licensees (active/inactive)". This revision is requested to clarify that the measure depicts only the number of psychologist licensees (i.e. it does not include behavior analyst licensees). This measure (3.5) has always depicted psychologist licensees only. However, with the addition of behavior analysis as a second profession that the agency licenses, revising the measure as above will ensure that the reader understands what the measure represents.

Goal: 4 To protect the public from incompetent practitioners of psychology and unprofessional/unethical conduct through timely investigation and adjudication of psychology-related complaints.

Objective: 1 To continue resolving complaints in an average of 120 days or less.

Performance Measure Last Published Description & Agency's Revised Description

**PM
Type**

Original: 1 Number of investigations

IP

Revised: 1 The agency would like to revise the measure description to read: "Number of psychology-related complaints received". This revision is requested to clarify that the number reflects the number of psychology-related complaints received (i.e.: requested investigations). This measure (4.1) has always depicted psychology-related complaints only. However, with the addition of behavior analysis as a second profession that the agency regulates, revising the measure as above will ensure that the reader understands what the measure represents. The word "complaints" is substituted for the word "investigations", to more accurately describe the measure.

Agency 5-Year Plan

Issue 1 A number of agency operating costs have either increased beginning in FY22, or are projected to increase in FY23. Most of the expenses are a function of the substantial increases in the number of licensees regulated. While most of the individual increases, in and of themselves, do not have a significant adverse impact to the agency's operating budget, the cumulative impact will strain its resources beginning July 1, 2022 such that difficult expense reductions will need to be executed, potentially hindering public protection in the process.

Description: Since FY17, the agency has entered into an interagency service agreement (ISA) with the Office of the Attorney General for purposes of ensuring a dedicated Assistant Attorney General's legal services at the level of 0.13 of an FTE, or 204.88 hours per year. However, the actual hours logged by the AAG over the two most recent fiscal years were more were twice the amount the current ISA covers and are at the level of a 0.30 FTE:

Fiscal Year	ISA Compensated Hours	Actual Hours	Difference in Hours
2020	204.88	505.70	300.82
2021	204.88	492.70	287.12

To close this gap and to adequately fund the actual level of legal services used by the agency, a modification to the FTE must be made to raise it from 0.13 FTE to a 0.30 FTE. This table illustrates this adjustment in terms of cost:

0.30 Legal Services FTE (actual annual utilization)	\$48,300
0.13 Legal Services FTE (currently funded)	\$21,100
REQUIRED ADJUSTMENT	\$27,200

Additionally, the following operating costs have increased effective with FY21:

Cost Description	FY21	FY22	Difference
Risk Management Annual Premium	\$2,000	\$2,500	\$500
Arizona Financial Information System (AFIS) Usage	\$1,400	\$1,700	\$300
PSYPACT (Interstate Compact) Fee for Participating Jurisdictions	\$ 0	\$1,850	\$1,850
Adobe Software	\$200	\$350	\$150
Postage Costs	\$1,000	\$1,200	\$200
TOTAL	\$3,000		

The agency requires an appropriation adjustment totaling \$30,200 in order to effectively address both the cost increases, as well as actual

Solutions:

The agency requires an appropriation adjustment totaling \$30,200 in order to effectively address both the cost increases, as well as actual costs incurred, for professional and operating services.

Issue 2 A funding increase to expand an existing position currently at a 0.5 FTE to a 0.75 FTE is required to support the newly added responsibilities associated with the intake, review, and processing of registrations to the Out-of-State Telehealth Practice Registry ("Registry") established by HB 2454 Telehealth; health care providers; requirements and chaptered at A.R.S. §36-3606 Interstate telehealth services; registration; requirements; venue; exceptions.

Description: In response to the COVID-19 pandemic, pursuant to A.R.S. §32-3124. Temporary licensure; rules; fee; applicability, from April 1, 2020 through August 20, 2021 the agency issued 617 temporary emergency licenses to out-of-state psychologists and behavior analysts, permitting them to deliver their services into Arizona through telehealth. The temporary emergency licenses are active until the date Governor Doug Ducey lifts the state of emergency he declared in response to the COVID pandemic. Once the emergency is lifted, many of the 617 temporary emergency license holders will likely need to continue providing psychological and behavior analytic services to their clients located in Arizona, and to do so will apply to the Registry for authorization to continue their practice and service delivery into this state.

The temporary emergency licenses require only minimal application requirements:

- A completed 1-page application (no fee)
- Copy of a government-issued identification document featuring a photograph
- Written verification of licensure in all other jurisdictions where licensure is held reflecting no unresolved complaints, or license suspensions or revocations
- The Board has delegated the responsibility to the Executive Director of approving temporary emergency licenses to qualified applicants

By contrast, the Registry establishes considerably more requirements for agency staff to process, and for the substantive review to be conducted:

- A completed application packet
- Payment of the Registry fee
- Evidence of professional liability insurance coverage to include coverage for telehealth services provided in Arizona
- Proof of designation of a duly appointed statutory agent for service of process in Arizona
- Verification of license to practice in other jurisdictions that is substantially similar to a license issued in Arizona to a comparable health care provider, and is not subject to any past or pending disciplinary proceedings in any jurisdiction
- Consent to Arizona's jurisdiction for any disciplinary action or legal proceeding related to the health care provider's acts or omissions
- An annual update to the registration
- An annual report with the number of patients served in Arizona and the total number and type of encounters in Arizona for the preceding year
- Preparation of the file and the annual updates to the Application Review Committee or the Committee on Behavior Analysts, and to the Arizona Board of Psychologist Examiners for substantive review and approval or denial

The Joint Legislative Budget Committee prepared a fiscal note for HB 2454 Telehealth; health care providers; requirements. The fiscal note states "We assume each Arizona regulatory board would set a fee sufficient to cover the costs associated with the registration and oversight of out-of-state providers. Some regulatory boards may require additional appropriations to utilize the fee revenue, but we cannot estimate this amount in advance." Without such an appropriation increase to sustain the cost of the additional required personnel:

- Registry applicants will experience delays in the processing, review, and issuance of their practice permissions
- Service delivery interruptions will leave patients and clients temporarily without critical behavioral and mental health services
- Investigations into unprofessional conduct on the part of Registrants will be slow to progress, presenting a risk to the health, safety, and welfare of the public.

Solutions:

The agency requires an additional 0.25 FTE and associated funding as outlined below to assume the responsibility of processing the Registry applications and for preparing them for substantive review by the Application Review Committee, the Committee on Behavior Analysts, and the Board.

The solution is to expand the existing 0.5 FTE position to a 0.75 FTE. This position is a Licensing Specialist who possesses the fundamental knowledge, skills and abilities to complete Registry application intake, and to process and prepare for substantive review the Registry applications.

HB 2454 Telehealth; health care providers; requirements included a provision that agencies implementing the Registry may execute an exempt rulemaking for purposes of establishing the application fees and time frames. Effective September 1, 2021, A.A.C. R4-26-108 Fees and Charges at (B) for psychologists and also R4-26-402. Fees and Charges at (B) for behavior analysts establish that "Under the specific authority provided by A.R.S. § 36-3606(A)(3), the Board establishes and shall collect the following fee to register as an out-of-state health care provider of telehealth services: \$600." The revenue (90%) collected from these fees will fund the costs of implementing and operating the Registry that are outlined below.

Fiscal Impact:

Personal Services – Additional 0.25 FTE\$ 13,000
 Employee Related Expenses\$ 5,460
 Other Operating Expenses (postage, data storage, communications, etc.)\$ 1,500
 TOTAL\$ 19,960

Resource Assumptions

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
Full-Time Equivalent Positions	4.8	5.0	5.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	560.0	565.0	570.0
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0