

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 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).
 FY2024: 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 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of applications received for initial behavior analyst licensure	293	300	300
Number of new behavior analyst licenses issued	209	225	225
Explanation:	200 regular licenses and 9 temporary emergency (COVID) licenses.		
Average number of days to process a behavior analyst initial application for licensure	37	35	35
Number of behavior analyst licensees (active/inactive)	794	850	900
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 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)
 FY2024: 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 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of behavior analysis-related complaints received	6	10	15
Number of behavior analyst-related complaints resolved	2	10	15
Average number of days to resolve a behavior analyst-related complaint	132	120	120
Average number of days taken to notify a behavior analyst of a complaint	1	3	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 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.
 FY2024: 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 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of applications received for initial psychologist licensure	347	185	185
Explanation:	FY 2020's total did not include the temporary emergency license applications. The adjusted total is 425.		
Number of new psychologist licenses issued	231	100	100
Explanation:	69 regular licenses and 162 temporary emergency (COVID) licenses.		
Number of active licensees.	3586	2900	2900
Explanation:	2072 regular psychologist, 25 temporary psychologist, 728 emergency temporary (COVID) psychologist, 720 behavior analyst, 41 temporary emergency (COVID) behavior analyst		
Average number of days to administratively process a psychologist application for licensure (from receipt to substantive review)	43	40	40
Average number of days to substantively process a psychologist application for licensure (from administrative completion to Board adjudication and/or issuance of license)	20	19	20

◆ **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 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.
 FY2024: 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 - 2024 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Number of investigations	39	50	55
Explanation: Includes non-jurisdictional complaints and complaints against alleged title-violators			
Number of complaints opened concerning psychologists	34	40	45
Explanation: Number of complaints opened concerning psychologists			
Number of psychology-related complaints received involving unlicensed practitioners/title violators/non-jurisdictional issues	22	20	20
Number of psychology-related complaints resolved at the Complaint Screening Committee level	10	10	10
Average days from date a psychology-related complaint is opened to resolution at Complaint Screening Committee	103	100	100
Number of psychology-related complaints resolved at the Board level through Board actions	14	15	20
For psychology-related complaints referred to the full Board, average days from receipt of complaint to Board resolution/Board action	183	180	180
Explanation: Does not include complaints dismissed at the Complaint Screening Committee level.			
Number of disciplinary actions taken against psychologists	10	12	12
Explanation: Number of disciplinary actions taken against psychologists			
Number of non-disciplinary/rehabilitative actions taken against psychologists	2	5	5
Total number of dismissed psychology-related complaints	12	15	18
Average days taken to notify a psychologist of a complaint	1	5	5
Number of claims received against psychologists	8	15	20
Explanation: FY 2016 was the first year for this performance measure			
Number of claims against psychologists that have completed the review process	7	10	12
Explanation: FY 2016 was the first year for this performance measure			
Number of reviewed claims opened as complaints	4	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.	43	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 FY2022: 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.
 FY2023: Every other year (odd years) 4.5% of active licensees will be selected for audit of continuing education hours.
 FY2024: 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 2022 Actual	FY 2023 Estimate	FY 2024 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 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.

FY2024: To maintain the customer satisfaction rating on a scale of 1-8, at a 7 or better.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Customer satisfaction rating (scale 1-8)	7.4	7.4	7.5

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 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).
 2024 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 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of applications received for initial behavior analyst licensure	160	175	293	300	300
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of new behavior analyst licenses issued 200 regular licenses and 9 temporary emergency (COVID) licenses.	138	150	209	225	225
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	54	35	37	35	35
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	652	630	794	850	900

◆ **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 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)
 2024 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 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of behavior analysis-related complaints received	8	12	6	10	15
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of behavior analyst-related complaints resolved	11	15	2	10	15
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of days to resolve a behavior analyst-related complaint	128	120	132	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	1	5	1	3	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 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.
 2024 Obj: To continue administratively and substantively processing applications in less than 120 days pursuant to A.A.C. R4-26-

Performance Measures:

ML	Budget	Type		FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of applications received for initial psychologist licensure	620	235	347	185	185
				The numbers are considerably higher than estimated due to the interest in temporary emergency license in response to the COVID-19 state of emergency.					
2	<input type="checkbox"/>	<input type="checkbox"/>	QL	Number of initial applications for psychologist licensure withdrawn.	1	3	1	2	2
3	<input type="checkbox"/>	<input type="checkbox"/>	OP	Number of pending initial applications for psychologist licensure.	73	50	96	80	80
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of new psychologist licenses issued	541	320	231	100	100
				69 regular licenses and 162 temporary emergency (COVID) licenses.					
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of active licensees.	2905	2900	3586	2900	2900
				2072 regular psychologist, 25 temporary psychologist, 728 emergency temporary (COVID) psychologist, 720 behavior analyst, 41 temporary emergency (COVID) behavior analyst					
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)	42	30	43	40	40
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)	19	25	20	19	20

◆ **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 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.
 2024 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 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate	
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of investigations	40	75	39	50	55
				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	25	40	34	40	45
				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	36	20	22	20	20
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of psychology-related complaints resolved at the Complaint Screening Committee level	9	10	10	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	108	100	103	100	100
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Number of psychology-related complaints resolved at the Board level through Board actions	11	20	14	15	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	77	125	183	180	180
				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	12	12	10	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	4	10	2	5	5

				FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate	
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Total number of dismissed psychology-related complaints	10	15	12	15	18
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	1	5	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	9	20	8	15	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	1	15	7	10	12
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	2	5	4	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	38	40	43	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	2022 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. 2023 Obj: Every other year (odd years) 4.5% of active licensees will be selected for audit of continuing education hours. 2024 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 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 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. However, the agency transitioned to a new database and management system in FY 2022 which as of August 2022 is not yet configured to facilitate continuing education audits. The agency will resume the audits once the system requirements are enabled.	0	90	0	100	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. However, the agency transitioned to a new database and management system in FY 2022 which as of August 2022 is not yet configured to facilitate continuing education audits. The agency will resume the audits once the system requirements are enabled.	0	95	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. However, the agency transitioned to a new database and management system in FY 2022 which as of August 2022 is not yet configured to facilitate continuing education audits. The agency will resume the audits once the system requirements are enabled.	0	20	0	30	0
◆ Goal:	6	To encourage public input regarding the Board's performance through customer surveys.							
Objectives:	1	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. 2024 Obj: 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 2022 Actual	FY 2023 Estimate	FY 2024 Estimate	
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction rating (scale 1-8)	7.8	7.4	7.4	7.4	7.5

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 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	QL	Customer satisfaction rating (scale 1-8)	7.8	7.4	7.4	7.4	7.5
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of investigations Includes non-jurisdictional complaints and complaints against alleged title-violators	40	75	39	50	55

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 active licensees.

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 Forensic Psychologist Expert Witness Consulting Fees

Description: Agency Mission

The mission of the Arizona Board of Psychologist Examiners is to protect the health, safety, and welfare of Arizona citizens by licensing and regulating the professions of Psychology and Behavior Analysis.

Related Agency Goal

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

Problem to be Solved

The American Psychological Association (APA) defines forensic psychology as a specialized area of practice characterized by activities primarily intended to provide professional psychological expertise within the judicial and legal systems. Forensic psychologists are tasked with creating relevant, accurate and credible data and conclusions that inform legal arguments and judicial decision-making. This specialty area of practice is frequently used in highly contentious civil court proceedings (particularly, personal injury suits, persons subject to civil commitment, parties to child custody cases, litigants in workers' compensation suits, individuals seeking or contesting the need for guardianship and individuals being assessed for disability). Forensic psychologists' expertise is also frequently sought in the criminal justice system for defendants raising issues such as competency to stand trial, insanity, diminished capacity, sentencing considerations or juvenile waiver, defendants adjudicated as incompetent to stand trial and in need of treatment to help restore competence, defendants acquitted by reason of insanity and in need of treatment to help progress through secure hospitalization and reintegrate safely into the community and also in high-stakes criminal.

Given the nature of their work, forensic psychologists are frequent subjects of complaints filed with the Arizona Board of Psychologist Examiners ("Board"). A review of the previous two years of complaints finds the following included allegations of unprofessional conduct where forensic psychological services were concerned:

- FY21 - 8 out of 19 complaints (42%)
- FY22 - 11 out of 32 complaints (34%)
- FY23 – thus far, 3 out of 5 complaints (60%)

Like other health care provider regulatory boards (e.g. medicine, dentistry, nursing, allied health) the Board has found it essential to engage external experts to review certain complaints for purposes of providing highly informed recommendations to the Board relative to whether or not the standard of care was met by the complaint respondent. Given the high-stakes nature of forensic psychology, and a high magnitude of court records involved, a typical expert external review is \$2,500-3,000. The Board's current appropriation accommodates only two or potentially three such reviews per year. The Agency projects receipt of eight or more such complaints annually going forward; accordingly, the Board will continue to triage which cases are assigned to an expert for review, and which cases do not. In doing so, the Board's ability to protect the public is hindered.

Solutions:

Proposed Solution & Advancing the Agency's Mandate

The proposed solution is to request an on-going funding increase of \$12,500 to adequately support the cost of seeking standard-of-care reviews by external forensic psychologist experts. This appropriation increase will ensure the Board is appropriately informed when reviewing and adjudicating complaints. The additional funding will also enable the Board to make prompt adjudication decisions with respect to its statutory responsibility to protect the public while also ensuring regulation is not a barrier to the delivery of critical forensic psychological services in Arizona.

Alternatives to the Proposed Solution

In the absence of this additional resource, the Board's ability to provide clinically appropriate and accurate complaint resolution will be diminished. Additionally, the Board's ability to deliver high quality customer service and prompt complaint resolution will be adversely impacted. The only alternative option available to the Board is to hire a forensic psychologist on a part-time basis, but this is a cost-prohibitive solution.

Impact of Not Funding This Issue

If this issue is not funded, the Board expects the timeliness of adjudicating complaints to be adversely impacted. Additionally, the integrity of the Board's investigations will be challenged to the extent that the public will be at risk for harm.

One-time or Ongoing Funding Request

As indicated above, to achieve this solution, we request the authority to use \$12,500 in on-going funds from the Arizona Board of Psychologist Examiners Fund (SY2058) each fiscal year.

Fiscal Impact:

Forensic Psychologist Expert Witness Consulting Fees

5 reports @ \$2,500
TOTAL \$ 12,500

Issue 2 Assistant Attorney General Interagency Service Agreement Increase

Description: Agency Mission

The mission of the Arizona Board of Psychologist Examiners is to protect the health, safety, and welfare of Arizona citizens by licensing and regulating the professions of Psychology and Behavior Analysis.

Related Agency Goal

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

Problem to be Solved

Since Fiscal Year 2017, the Arizona Board of Psychologist Examiners ("Board") has entered into an interagency service agreement (ISA) with the Attorney General's Office ("AGO") for purposes of ensuring the provision of dedicated Assistant Attorney General's ("AAG") legal services. With the passage of the General Appropriations Act for Fiscal Year 2023, the Board has secured approval to increase the ISA for AAG services from 0.13 to 0.30 FTE. The same legislation approved a 10% pay increase for AGO employees however, it did not provide any increased funding in Fiscal Year 2023 for the const increase to the Board's ISA with the AGO. This means the ISA in Fiscal Year 2023 is underfunded by \$3,800.

Solutions:

Proposed Solution & Advancing the Agency's Mandate

For Fiscal Year 2024, the AGO has advised the Board that it will be imperative to submit a legislative budget request to cover the AAG 10% cost increase in order to maintain its ISAs at the existing level. To achieve this solution, the Board requests an on-going funding increase of \$3,800 to adequately fund the cost of AAG legal services (\$3,000 for personal services plus \$700 for employee related expenses (ERE). Please see attached supporting documentation issued to the Board by the AGO.

Alternatives to the Proposed Solution

In the absence of this additional resource, the Board will have to request the AGO modify the ISA to revert back to a level of AAG legal services that is insufficient to meet the Board's needs.

Impact of Not Funding This Issue

If this issue is not funded, the Board expects the timeliness of adjudicating complaints to be adversely impacted. Additionally, the integrity of the Board's investigations will be challenged to the extent that the public will be at risk for harm.

One-time or Ongoing Funding Request

As indicated above, to achieve this solution, we request the authority to use \$3,800 in on-going funds from the Arizona Board of Psychologist Examiners Fund (SY2058) each fiscal year.

Fiscal Impact:

Assistant Attorney General Interagency Service Agreement Increase – Personal Services	\$ 3,100
Assistant Attorney General Interagency Service Agreement Increase – ERE	\$ 700
TOTAL	\$ 3,800

Resource Assumptions

	FY2025 Estimate	FY2026 Estimate	FY2027 Estimate
Full-Time Equivalent Positions	4.5	4.5	4.5
General Fund	0.0	0.0	0.0
Other Appropriated Funds	666.8	666.8	666.8
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0