

## Agency Summary

### Board of Psychologist Examiners

Heidi Herbst Paakkonen, Executive Director

Phone: 6025423018

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.

#### Agency Summary: (\$ Thousands)

Program	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
► Licensing and Regulation	519.8	443.7	488.3
► Behavior Analyst	112.6	196.3	315.0
<b>Agency Total:</b>	<b>632.4</b>	<b>640.0</b>	<b>803.3</b>

#### Funding:

	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
General Fund	-	-	-
Other Appropriated Funds	632.4	640.0	803.3
Other Non-Appropriated Funds	-	-	-
<b>Total Funding</b>	<b>632.4</b>	<b>640.0</b>	<b>803.3</b>

<b>FTE Positions</b>	<b>4.5</b>	<b>4.5</b>	<b>5.5</b>
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## 5 Year Plan

**Issue 1** Behavior Analyst Investigations Demand Exceed Current Staffing Capacity

**Description:** In order to fulfill its statutory mandate to protect the health, safety, and welfare of Arizona citizens by licensing and regulating the professions of Psychology and Behavior Analysis, the Board must identify and leverage new resources to conduct timely and thorough investigations of a dramatically increasing volume of behavior analyst complaints.

Data trends tracked and analyzed by the Arizona Board of Psychologist Examiners find the following with respect to licensure application volume, average number of licensees, and investigations:

- From FY17 to FY23, the number of applications for licensure has increased by about 600%
- From FY14 to FY23, the average number of licensees has increased by about 625%
- From FY14 to FY23, the number of investigations has increased by 2,500%
- From FY22 to FY23, the number of investigations has increased by 400%

Accordingly, the Board's data reflects an increase in the number of days required investigate behavior analyst complaint allegations and to bring investigative reports to the first level of review – the Committee on Behavior Analysts (CBA):

- Average number of days from complaint receipt to CBA review for FY22: 132
- Average number of days from complaint receipt to CBA review for FY23: 164
  - A 25% increase in the average number of days in a single year
  - The average number of days is forecasted to increase to 205 in FY24

### Solutions:

The agency requires an additional Investigator who is dedicated solely to conducting all behavior analyst investigations and to preparing investigative reports for review by the CBA and the Board. This requirement is being submitted as a FY25 Funding Issue.

### Issue 2 Resuming Continuing Education Audits Requires Technology Driven Efficiency Solution

**Description:** In order to fulfill its statutory mandate to protect the health, safety, and welfare of Arizona citizens by licensing and regulating the professions of Psychology and Behavior Analysis, the Board must implement a continuing education information management system solution that enables compliance reporting and auditing.

The Board's limited personnel resources, along with an extended and complex transition from its former licensing management system to the current platform, have necessitated a temporary pause in conducting continuing education compliance audits. The currently staffing level is insufficient to resume the previously used procedures, and higher stakes business functions with associated deadlines (investigations and applications processing) cannot be paused or re-prioritized in order to accommodate continuing education compliance audits. Acknowledging the significant level of effort as well as the costs (paper, printing, and postage) involved in conducting audits by mail, the Board identified the need to leverage an efficient technology-driven solution to resume and to facilitate the process from reporting to verification to compliance or deficiency notification.

### Solutions:

In FY24, the Board will implement the CE Broker system (<https://www.cebroke.com/>) .

Licensees shall record their completed continuing education activities, upload their activity completion documentation, track their compliance status, and report completed activities through CE Broker.

The Board shall use CE Broker to verify (audit) that licensees have completed their requirements. The Board will have on-demand and real-time access to the completed activities in licensees' accounts eliminating the wait for records to be transferred or submitted. The implementation of the CE Broker platform will significantly reduce labor costs, and eradicate the audit costs associated with paper, printing and postage.

There is no fiscal impact or Funding Issue associated with this solution.

### Issue 3 Complete Configuration and Deployment of All Unfinished Licensing Management System Modules

**Description:** In order to fulfill its statutory mandate to protect the health, safety, and welfare of Arizona citizens by licensing and regulating the professions of Psychology and Behavior Analysis, the Board must compel the licensing management system development team to complete the development, configuration, and deployment of the the Investigations module. This currently incomplete module (which will include both Complaints and Claims processing) is currently on hold while the development team devotes all of its available resources to completing system development and migration for all other other Arizona regulatory boards making this transition.

### Solutions:

Board staff has gathered and transferred the requirements necessary for the configuration of the Investigations module to the licensing management system development team. The module configuration is tentatively slated to begin in September or October of 2023. It will be incumbent on Board staff to prioritize active and timely participation in the process and execute the tasks for which we are responsible (identifying missed requirements, testing, feedback provision, etc.).

### Resource Assumptions

	FY 2026 Estimate	FY 2027 Estimate	FY 2028 Estimate
<b>Full-Time Equivalent Positions</b>	5.5	5.5	5.5
<b>General Fund</b>	-	-	-
<b>Other Appropriated Funds</b>	765,700.0	765,700.0	765,700.0
<b>Non-Appropriated Funds</b>	-	-	-
<b>Federal Funds</b>	-	-	-

- ◆ **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.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Number of behavior analyst licensees (active/ inactive)	794	850	964	950	950
Number of applications received for initial behavior analyst licensure	293	300	410	350	350
Number of new behavior analyst licenses issued	209	225	195	225	225
Average number of days to process a behavior analyst initial application for licensure	37	35	47	42	42

- ◆ **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.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Number of behavior analysis-related complaints received	6	10	25	30	35
Number of behavior analyst-related complaints resolved	2	10	23	27	30
Average number of days taken to notify a behavior analyst of a complaint	1	3	9	10	2
Average number of days to resolve a behavior analyst-related complaint	132	120	184	250	150

- ◆ **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.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Number of active licensees.	3,586	2,900	2,562	2,100	2,100
Number of applications received for initial psychologist licensure	347	185	207	225	225
Number of new psychologist licenses issued	231	100	96	110	115
Average number of days to administratively process a psychologist application for licensure (from receipt to substantive review)	43	40	42	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	7	15	15

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

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Number of investigations	39	50	49	55	55
Number of complaints opened concerning psychologists	34	40	35	40	40

Total number of dismissed psychology-related complaints	12	15	17	15	15
Number of non-disciplinary/rehabilitative actions taken against psychologists	2	5	4	5	5
Number of disciplinary actions taken against psychologists	10	12	2	8	10
Number of psychology-related complaints resolved at the Complaint Screening Committee level	10	10	16	15	15
Number of psychology-related complaints resolved at the Board level through Board actions	14	15	13	18	18
Number of psychology-related complaints received involving unlicensed practitioners/title violators/non-jurisdictional issues	22	20	5	10	10
Number of claims received against psychologists	8	15	9	15	15
Number of reviewed claims opened as complaints	4	5	5	6	6
Number of claims against psychologists that have completed the review process	7	10	9	13	13
Average days taken to notify a psychologist of a claim. This is when the claim is resolved.	43	40	38	40	40
Average days taken to notify a psychologist of a complaint	1	5	3	3	3
Average days from date a psychology-related complaint is opened to resolution at Complaint Screening Committee	103	100	135	200	100
For psychology-related complaints referred to the full Board, average days from receipt of complaint to Board resolution/Board action	183	180	193	200	180

- ◆ **Goal 5** To protect the public through the auditing of continuing education hours of psychologists and behavior analysts to ensure licensees maintain knowledge of current standards of practice.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Psychologists audited for compliance with continuing education requirements of A.A.C. R4-26-207.	-	100	-	100	100
Behavior Analysts audited for compliance with continuing education requirements of A.A.C. R6-26-409.	-	-	-	-	-
Percent of audited licensees in compliance with continuing education requirements	-	95	-	100	100

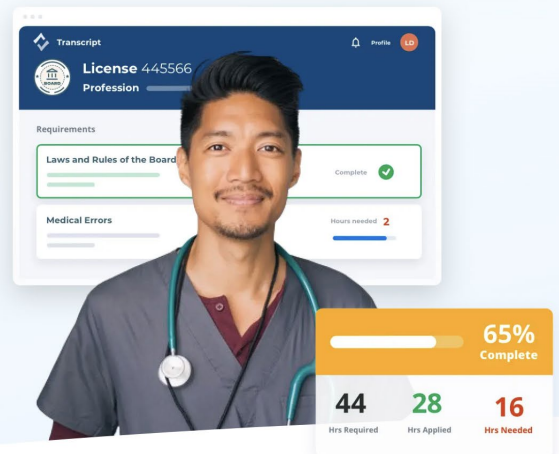
- ◆ **Goal 6** To encourage public input regarding the Board's performance through customer surveys.

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2023 Actual	FY 2024 Estimate	FY 2025 Estimate
Customer satisfaction rating (scale 1-8)	7.4	7.4	6.4	7.0	7.0



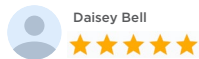
# Your official continuing education tracking system

CE Broker simplifies Continuing Education for all parties involved. Our platform has been successfully leveraged by more than 130 licensing boards throughout the United States to efficiently manage Continuing Education, while reducing time & energy spent on tedious manual audits and enforcement.

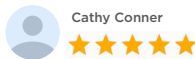


## Trusted by millions of professionals across the nation

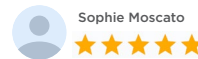
“ Love this App. Makes it absolutely clear what is required and what we need to complete!!



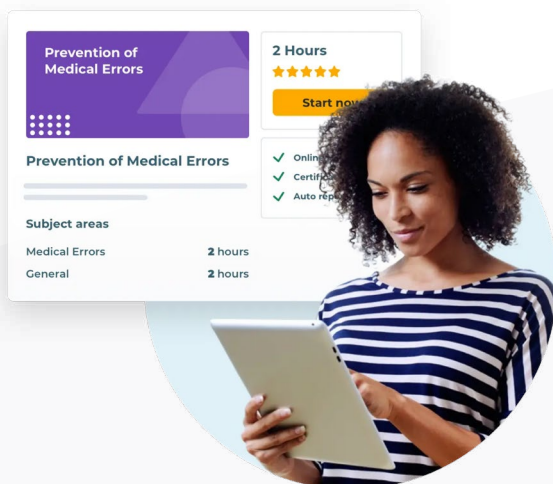
“ As an RN my workday is very hectic, so having CE Broker track my required continued learning gives me peace of mind.



“ Very helpful tracking requirements. So easy to go on and see what I'm missing to make sure I am always compliant!



We connect directly with hundreds of nationally accredited or state approved CE providers to collect completion records and attendance information directly from the source, which reduces the need for “Self-reporting” by individual license holders, and provides the state with more reliable compliance data from a verified source.

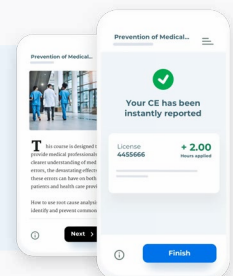


We bring together State Licensing Boards, Licensed Professionals, and Education providers onto one intelligent platform designed to streamline Continuing Education, encourage professional development, and alleviate the burden of audits.

## This is CE Compliance and enforcement made simple.

CE Broker offers licensees  
**free mobile apps on iOS & Android**

★★★★★★★★★ 19K Ratings  
**4.8 star rating**

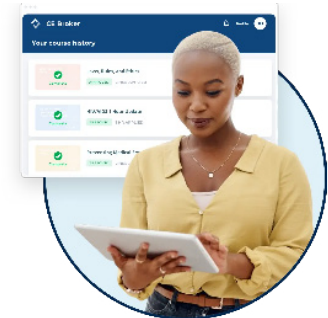


# Sign up for CE Broker today!

**CE Broker** is the official CE tracking system of the Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers. While licensees and certificate holders are required to use CE Broker to track and report CE, you will never have to pay for the free, Basic Account. However, licensees and certificate holders do have the option to subscribe to an upgraded account, which offers additional CE tracking tools.

## How to activate your free CE Broker account

- 1 | Visit <https://cebroker.com/az/account/basic/>
  - 2 | Enter your license or certificate number
  - 3 | Start tracking your continuing education today!
- \* If you already have a CE Broker account, follow these [simple steps](#) to add your Arizona license.



### Comprehensive course search

The CE Broker **Course Search** helps you find every course you need to complete your license renewal. Any courses with the “Take it Here” tag will be instantly reported to your account and appear in your Course History. To find courses, visit <https://courses.cebroker.com/search/az> and select your profession.



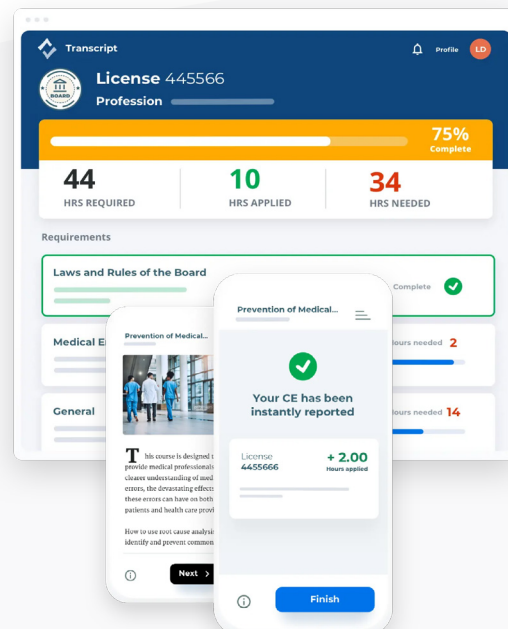
### Helpful support center

CE Broker's provides dedicated support 8AM-8PM ET Monday-Friday with a team of experts trained on the rules and regulations of the Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers. You can reach them by phone at 877-434-6323 or via [email and live chat](#).

## Benefits of using CE Broker

- Track and know precisely how many hours you've completed and how many hours are remaining;
- Available convenience features like a personalized transcript and a personal account manager;
- Bring CE/CME compliance wherever you go with the CE Broker mobile app.

Available on iPhone and Android from the [App Store](#) or [Google Play](#).





# Texas Optometry Board

How CE Broker helped the Board Improve Stakeholder Satisfaction of Continuing Education, Renew Licenses, and Streamline Customer Service.

*"The Board unanimously chose CE Broker because it brought all stakeholders together in one platform, increased operational efficiencies and immediately reduced the workload for staff."*



## Industry

Optometry

## Location

Texas

## Number of Licensees

5,500\*

\*approximation  
as of 2022



## Challenge

### Meeting Increased Demand

A core duty of the Texas Optometry Board (Board) is to oversee licensure and continuing education. Annually, Board staff were manually reviewing and entering into a database each CE certificate for license renewal for each license. The agency had a very small staff, and only one individual was responsible for the renewal paperwork, which was sent to the board via email, fax, and physical mail. This caused a backlog of work and extremely long wait times for license renewal certificate processing. Because of the increased workload during renewal season and small staff,

data entry errors and renewal delays were common. Staff had trouble keeping up during the renewal periods, and customer service suffered.

During the 2020 renewal cycle, the Covid-19 pandemic contributed to severe delays in the renewal process that negatively impacted providers' abilities. Due to the staff's inability to keep up with the renewal process during the new environment brought on by the pandemic, the Board was forced to pass an emergency rule that extended license expiration dates.

## Solution

# Adopt and implement a modern, automated system

Since the manual, paper-based solution was not providing adequate results and the difficult 2020 renewal season created additional problems, the Board decided to search for an automated digital solution. The Board evaluated several solutions, including a national association tracking system. In the end, the Board chose CE Broker as their solution to modernize and streamline renewal processes for staff, licensees, and CE providers.

The Board stated the following reasons for choosing CE Broker over the other evaluated systems:



### True data ownership

The CE Broker contract ensured that the Board owned the data. This was in line with regulatory board standards.



### Responsive customer service

CE Broker's customer service availability was superior to the competitors.



### Feature-rich platform

CE Broker's easy-to-use digital platform enabled optometrists to fulfill licensing requirements through online courses and immediately report course completions to the Board through the platform.



### No cost to licensed professionals, education providers, or the Board

CE Broker operated without any cost to the Board and instead relied on voluntary subscriptions.



### Built-in approval system

Paper education provider and course applications were effortlessly converted to CE Broker's digital approval system.



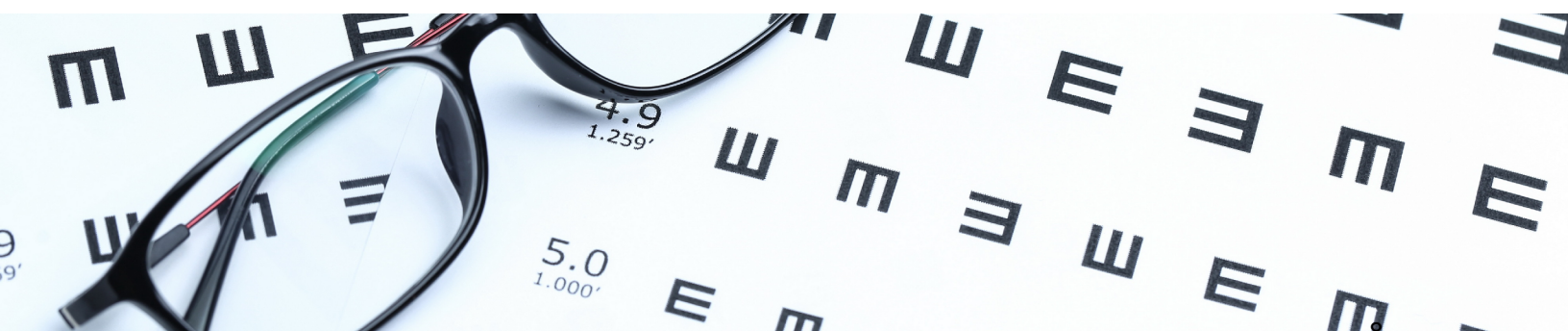
### Alignment with current practices

CE Broker customized the Board's digital platform to their laws, rules, and renewal process.



### Easy integration with existing platforms

CE Broker can function as a standalone or integrate with other systems. The Board elected to integrate CE Broker with its licensing system through CE Broker's API, which made the renewal process even quicker for licensees.





## Results

# Improved Internal Process, Customer Service, Regulatory Compliance, and Public Safety

Migration to CE Broker was effortless. The Board staff had regular meetings with the CE Broker implementation team and had input throughout the entire process. The time from signing the contract to delivering the solution was less than four months.

The new solution transformed the previous challenges the Board regularly faced – providing exceptional customer service with a small staff and cumbersome, slow, paper-based processes.

*The time from signing the contract to delivering the solution was **less than 4 months.***



*“After a thorough Board evaluation process, which included evaluating other CE trackers, the Board unanimously chose CE Broker because it brought all stakeholders together in one platform, increased operational efficiencies and immediately reduced the workload for staff. Mandating the use of the CE Broker platform not only proved to be beneficial to the agency but also empowered our licensees and provided an exceptional opportunity to track their CE compared to our previous manual method and any of the other methods we evaluated.*

*CE Broker is a tool that helps our agency issue renewal licenses in a more timely manner without cutting any corners related to our statutory obligations.”*

**Mario Guiterrez, O.D.F.A.A.O.,**  
Texas Optometry Board Chairman



## About the Texas Optometry Board

The mission of the Texas Optometry Board is to promote, preserve, and protect the health, safety, and welfare of the people of Texas by fostering the provision of optometric care to the citizens of Texas through the regulation of the practice of optometry. The regulatory agency is charged with licensing, regulating, and enforcing the Texas Optometry Act and related regulations.



## About CE Broker

CE Broker is a continuing education tracking and auditing system. It is best-in-class software that connects licensing boards, education providers, and licensed professionals in one easy-to-use platform designed to increase compliance rates, streamline administrative complexity, and encourage professional development.

# Agency 5 Year Plan

## SYA Board of Psychologist Examiners

**Issue 1** Behavior Analyst Investigations Demand Exceed Current Staffing Capacity

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