

Agency Summary

Board of Psychologist Examiners

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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 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
▶ Licensing and Regulation	551.7	428.7	446.5
▶ Behavior Analyst	77.7	216.1	309.2
Agency Total:	629.4	644.8	755.7

Funding:

	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Other Appropriated Funds	629.4	644.8	755.7
Total Funding	629.4	644.8	755.7

FTE Positions	4.6	4.5	5.0
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5 Year Plan

Issue 1 Behavior Analyst Investigations and Application Processing Demands 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 Arizona Board of Psychologist Examiners must acquire and expand staffing resources to conduct timely and thorough investigations of a dramatically increasing volume of both behavior analyst complaints, and of behavior analyst applications for licensure.

From FY2021 to FY2024, the number of applications for initial licensure have increased by 138%. Due to the volume increase and inadequate staffing, the agency's average application administrative review time frame for calendar year 2023 was 72 days – more than twice the number of days (30) required by the Board's application time frame rule R4-26-417.

From FY2014 to FY2024, the number of investigations has increased by 1,600%. Due to the volume and inadequate staffing, the average number of days to complete an investigation increased by 38% in only 2 years (FY2022 to FY2024).

From FY2014 to FY2024, the average number of licensees has increased by about 710%. This trend illustrates the growth of this profession and the implications of this growth with respect to imposing demands on the Board's insufficient resources.

Many of the agency's FY2024 performance metrics reflect poorer outcomes and manifest in reduced assurances the agency is adequately protecting the public.

Solutions:

The agency requires additional staff, and an expansion of existing staff capacity, to effectively protect the public and to meet its processing time frames mandates and performance standards. The request to increase staff to dedicate to behavior analyst investigations for FY2025 was rejected. The agency is nonetheless submitting a request for FY2026 to increase its appropriation to address its staffing deficiencies in both investigations and licensing.

Resource Assumptions

	FY 2027 Estimate	FY 2028 Estimate	FY 2029 Estimate
Full-Time Equivalent Positions	5.0	5.0	5.0
General Fund	-	-	-
Other Appropriated Funds	755.7	751.7	751.7
Non-Appropriated Funds	-	-	-
Federal Funds	-	-	-

◆ **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 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
001 Number of behavior analyst licensees (active/inactive)	964	950	1,191	950	1,190
002 Number of applications received for initial behavior analyst licensure	410	350	381	430	450
003 Number of new behavior analyst licenses issued	195	225	230	250	250
004 Average number of days to process a behavior analyst initial application for licensure	47	42	100	100	100

◆ **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 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
005 Number of behavior analysis-related complaints received	25	30	17	30	40
006 Number of behavior analyst-related complaints resolved	23	27	17	20	25
007 Average number of days taken to notify a behavior analyst of a complaint	9	10	6	10	10
008 Average number of days to resolve a behavior analyst-related complaint	184	250	254	300	300

◆ **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 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
009 Number of active licensees.	2,562	2,100	2,165	2,000	2,000
010 Number of applications received for initial psychologist licensure	207	225	226	225	225

011	Number of new psychologist licenses issued	96	110	139	125	125
	Average number of days to administratively process a psychologist application for licensure (from receipt to substantive review)	42	40	35	40	40
012						
	Average number of days to substantively process a psychologist application for licensure (from administrative completion to Board adjudication and/or issuance of license)	7	15	21	20	20
013						

◆ **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 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
014	Number of investigations	49	55	52	55	55
015	Number of complaints opened concerning psychologists	35	40	34	40	40
016	Total number of dismissed psychology-related complaints	17	15	12	15	15
017	Number of non-disciplinary/rehabilitative actions taken against psychologists	4	5	3	5	5
018	Number of disciplinary actions taken against psychologists	2	8	5	7	7
019	Number of psychology-related complaints resolved at the Complaint Screening Committee level	16	15	9	12	12
020	Number of psychology-related complaints resolved at the Board level through Board actions	13	18	9	18	15
021	Number of psychology-related complaints received involving unlicensed practitioners/title violators/non-jurisdictional issues	5	10	35	30	30
022	Number of claims received against psychologists	9	15	12	15	15
023	Number of reviewed claims opened as complaints	5	6	6	8	8
024	Number of claims against psychologists that have completed the review process	9	13	11	12	12
025	Average days taken to notify a psychologist of a claim. This is when the claim is resolved.	38	40	40	40	40
026	Average days taken to notify a psychologist of a complaint	3	3	5	8	10
027	Average days from date a psychology-related complaint is opened to resolution at Complaint Screening Committee	135	200	153	180	200
028	For psychology-related complaints referred to the full Board, average days from receipt of complaint to Board resolution/Board action	193	200	183	250	250

◆ **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 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
029	Psychologists audited for compliance with continuing education requirements of A.A.C. R4-26-207.	0	100	0	100	100
030	Behavior Analysts audited for compliance with continuing education requirements of A.A.C. R6-26-409.	0	0	0	0	0
031	Percent of audited licensees in compliance with continuing education requirements	0	100	0	100	100

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

Performance Measures		FY 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
032	Customer satisfaction rating (scale 1-8)	6.4	7.0	7.4	7.0	7.0