



MEMORANDUM

DATE	August 20, 2023
TO	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
FROM	Paul Sanchez, Executive Officer
SUBJECT	Agenda Item 7: Executive Officer Report

This report and the statistical information provided by staff is to update you on the current operations of the Board.

a) Administration Update

There is currently one vacancy in the Licensing Unit due to the departure of one analyst who left for a promotional opportunity with another licensing board. In addition, Theo Ross, Licensing Analyst, announced that he will be retiring at the end of August 2023. We are in the process of filling behind the current vacancy and are currently recruiting for Mr. Ross' position as well. This budget year, the Board was granted funding for an additional position within the Licensing Unit to help reduce the workload and overall processing cycle times. The licensing board hopes to be fully staffed in the next few months.

b) Outreach Update

On August 15, 2023, Cherise Burns and I met with California Speech Language Hearing Association (CSHA) Board Chair, Marcella Cardoza McCollum and CSHA's lobbyists, Andrea Ball and Laura Wasco, to discuss questions and concerns from their members around the state. Most of the questions were related to the licensing processes, delays, and current cycle times. We also discussed the Board's strategy in addressing its licensing workload and the Board's Business Modernization project.

We plan to continue this type of outreach to CSHA's membership and other professional organizations to keep our licensees informed of the Board's efforts in improving services and efficiencies to consumers and licensees.

c) Budget Report

The 2022-2023 budget was impacted by an increase in operating costs, including personnel and enforcement. The Board was successful in preventing a fiscal year-end deficit. With planning assistance from the DCA Budget Office, the Board made spending reductions that included reducing staffing levels, postponing a practical examination, and lower overall general spending. The Board and DCA are in the process of verifying and finalizing the 2022-23 fiscal year-end expenditure data and there is not enough budget information in the FI\$Cal system to do any accurate projections at this time so the Board will be provided with a more detailed report at the next Board meeting.

Also included in your Board materials is a current Fund Condition Report (Item 7c) that reflects the 2023-2024 Governor’s Budget. This report is a snapshot of the Board’s fund condition and will continue to be adjusted to reflect this year’s complete revenue and expenditures.

d) Regulations Report

Below is a table with the Board’s pending rulemaking files that are either going through the DCA Initial Review Process or already in the Official Rulemaking Process with the Office of Administrative Law. A separate detailed report (Agenda Item 8) is provided in your materials and will be discussed during the full Board meeting.

Rulemaking File	Final OAL Filing Date	Status	Comments
SLPA Academic and Program Requirements	11/10/2023	7/18/2023 – Approved by OAL 6/8/2023 – Submitted to OAL 5/15/2023 – Submitted for Agency review 5/10/2023 – Submitted for DCA review 3/1/2023 – Submitted for Legal review 11/11/2022 – Initial 45-day comment period 11/1/2022 – Submitted for Agency review 10/18/2022 – Submitted for DCA review 8/19/2022 – Submitted for Legal review 8/12/2022 – Board approved language	Effective October 1, 2023.
SLPA Supervision Requirements	11/10/2023	6/14/2023 – 15-day comment period 5/10/2023 – 15-day comment period 3/9/2023 – 15-day comment period 2/24/2023 – Board approved modified text	

Rulemaking File	Final OAL Filing Date	Status	Comments
		11/11/2022 – Initial 45-day comment period 11/3/2022 – Submitted for Agency review 10/28/2022 – Submitted for DCA review 8/18/2022 – Submitted for Legal review 5/13/2022 – Board approved language	
HAD CE Requirements	7/27/2024	7/28/2023 – Initial 45-day comment period 6/26/2023 – Submitted for Agency review 6/19/2023 – Submitted for DCA review 6/16/2023 – Submitted for Legal review 4/27/2023 – Board approved language	
SLP-AU CPD Requirements		7/25//2023 – Submitted for Agency review 7/12/2023 – Submitted for DCA review 7/7/2023 – Submitted for Legal review 4/27/2023 – Board approved language	
HAD Advertising Requirements		8/15/2023 – Submitted for Legal review 4/27/2023 – Board approved language	
Fingerprinting Requirements		8/31/2022 – Submitted for Legal review 5/13/2022 – Board approved language	Board staff working with DCA Budgets Office to develop the Economic and Fiscal Impact Statement.
Examination Requirements for Hearing Aid Dispensers and Dispensing Audiologists		5/13/2022 – Board approved language	Board staff drafting regulatory documents.

e) Licensing Report

The Board continues to make progress with the Business Modernization Project. Currently, we are beginning the “Maintenance and Operations Phase” of the project. This phase includes system troubleshooting, addressing errors or glitches found with applications, and examining issues that cause applicants processing problems or delays. As discussed in past meetings, this workload is being absorbed by Board staff while trying to process normal workload. Board staff is also working through the licensing backlog created as a result of the project workload. Our goal is to get through most of the existing backlog in the next eight weeks.

Licensing Cycle Times – The chart below provides a snapshot of the Board’s current and past licensing processing times. We have seen a significant increase in licensing cycle times since during the past four months. Licensing staff are processing backlogged paper applications received after applications were launched online, creating additional steps and delays, while completing other project implementation tasks for the new online application system.

Licensing Cycle Times	8/1/22	11/1/22	2/1/23	5/1/23	Current
Speech-Language Pathologists (SLP) and Audiologists (AUD) Complete Licensing Applications	6 weeks	8 weeks	12 weeks	13 weeks	12 weeks
Review and Process SLP and AUD Supporting Licensing Documents	4 weeks	7 weeks	9 weeks	7 weeks	6 weeks
Review and Process RPE Applicant’s Verification of Experience Forms for Full Licensure	5 weeks	3 weeks	7 weeks	8 weeks	10 weeks
Hearing Aid Dispensers (HAD) Applications	4 weeks	5 weeks	9 weeks	12 weeks	12 weeks

f) Practical Examination Report

The Board conducted a practical examination on July 14-15 and August 18-19, 2023 at its office location. Below is a summary of the July practical examination results.

HAD Practical Examination Results for July 14-15, 2023					
Candidate Type	Number of Candidates	Passed	%	Failed	%
Applicants with Supervision (Temporary Trainee License)					
Hearing Aid Dispensers	34	19		15	
Audiologists					
Required Professional Experience					
Aide					
Applicants Licensed in Another State (Temporary License)					
Hearing Aid Dispenser	2	1		1	
Audiologist					
Applicants without Supervision					
Hearing Aid Dispensers	2	2			
Audiologists	6	2		4	
Required Professional Experience	3	1		2	
Total Number of Candidates					
	47	25	53%	22	47%

g) Enforcement Report

The Board received 149 complaints and subsequent arrest notifications through the fourth quarter of the 2022-23 reporting year. During this same period the Board has issued six (6) citation and fines.

There are currently three (3) formal discipline cases pending with the Attorney General’s Office. The Board is currently monitoring twenty (20) probationers of which eight (8) probationers require drug or alcohol testing and two (3) are in a tolled status. Included in your Board materials (Item 6g) is the Board’s statistical Enforcement Report.

The following disciplinary actions have been adopted by the Board during the past 12 months:

Name	License No.	License Type	Case No.	Effective Date	Action Taken
Arguellez, Kaitlynn Jane	SPA 5333	Speech-Language Pathology Assistant	11-2021-001	March 15, 2023	Revocation Stayed, Five Years’ Probation with Specified Terms and Conditions
Lenhares, Susannah Corwin	SP 12116	Speech-Language Pathologist	11-2019-194	February 11, 2023	Revocation Stayed, Five Years’ Probation with Specified Terms and Conditions

Name	License No.	License Type	Case No.	Effective Date	Action Taken
Arreola, Diana	SPA 5384	Speech- Language Pathology Assistant	11-2019- 177	June 2, 2022	Voluntary Surrender of License
Green (Malek), Natalia Chojnacka	SP 22694	Speech- Language Pathologist	11-2019- 175	November 18, 2022	Revocation Stayed, Three Years' Probation with Specified Terms and Conditions
Banaga, Ramon Rocello	SPA 3446	Speech- Language Pathology Assistant	11-2017- 073	August 19, 2022	Revocation Stayed, Seven Years' Probation with Specified Terms and Conditions
Swanson, Robin	HA 3104	Hearing Aid Dispenser	D1-2012- 98	July 28, 2022	Revocation of License

**0376 - Speech-Language Pathology and Audiology and Hearing
Aid Dispensers Fund Analysis of Fund Condition
(Dollars in Thousands)
2023 Budget Act**

Prepared 8.23.23

w_2022-23 FM 13 Actuals

	PY 2022-23	CY 2023-24	BY 2024-25	BY +1 2025-26
BEGINNING BALANCE	\$ 1,134	\$ 1,169	\$ 1,447	\$ 1,656
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ 0
Adjusted Beginning Balance	\$ 1,134	\$ 1,169	\$ 1,447	\$ 1,656
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS				
Revenues				
4121200 - Delinquent fees	\$ 32	\$ 32	\$ 32	\$ 32
4127400 - Renewal fees	\$ 2,223	\$ 2,237	\$ 2,237	\$ 2,237
4129200 - Other regulatory fees	\$ 55	\$ 72	\$ 72	\$ 72
4129400 - Other regulatory licenses and permits	\$ 549	\$ 569	\$ 569	\$ 569
4163000 - Income from surplus money investments	\$ 14	\$ 22	\$ 24	\$ 27
4171400 - Escheat of unclaimed checks and warrants	\$ 3	\$ 4	\$ 4	\$ 4
4172500 - Miscellaneous revenues	\$ 1	\$ -	\$ -	\$ 0
Totals, Revenues	\$ 2,877	\$ 2,936	\$ 2,938	\$ 2,941
Totals, Transfers and Other Adjustments	\$ -	\$ -	\$ -	\$ 0
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 2,877	\$ 2,936	\$ 2,938	\$ 2,941
TOTAL RESOURCES	\$ 4,011	\$ 4,105	\$ 4,385	\$ 4,597
Expenditures:				
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 2,660	\$ 2,352	\$ 2,423	\$ 2,495
9892 Supplemental Pension Payments (State Operations)	\$ 38	\$ 38	\$ 38	\$ 0
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 144	\$ 268	\$ 268	\$ 268
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 2,842	\$ 2,658	\$ 2,729	\$ 2,763
FUND BALANCE				
Reserve for economic uncertainties	\$ 1,169	\$ 1,447	\$ 1,656	\$ 1,834
Months in Reserve	5.3	6.4	7.2	7.8

NOTES:

Assumes workload and revenue projections are realized in BY +1 and ongoing
Expenditure growth projected at 3% beginning BY +1.

Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

LICENSES ISSUED	FY	FY	FY	FY	FY	FY	FY	FY
	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23
								QTR 4
AU	48	53	77	63	63	71	79	51
DAU	26	24	30	35	31	23	28	26
AUT	0	0	2	4	3	1	4	1
SLP	1,352	1,457	1,482	1,446	1,444	1,621	1,782	1,664
SPT	0	0	0	0	0	0	1	1
SLPA	606	501	558	602	615	505	649	640
RPE	834	897	945	977	1,059	1,039	1,177	1,095
AIDE	44	44	33	32	44	22	44	52
PDP	22	21	20	15	5	13	14	10
HAD Permanent	140	120	137	135	95	55	108	83
HAD Trainee	180	152	169	156	116	93	124	142
HAD Licensed in Another State	16	16	20	17	12	11	22	7
HAD Branch	407	315	341	333	312	249	263	162
TOTAL LICENSES ISSUED	3,675	3,600	3,814	3,815	3,799	3,703	4,295	3,934

LICENSEE POPULATION	FY	FY	FY	FY	FY	FY	FY	FY
	15/16	16/17	17/18	18/19	19/20	20/21	21/22	22/23
								QTR 4*
AU	556	698	720	831	837	830	869	840
DAU	1,045	1,211	1,246	1,334	1,384	1,375	1,416	1,453
<i>Both License Types</i>	<i>1,601</i>	<i>1,909</i>	<i>1,966</i>	<i>2,165</i>	<i>2,221</i>	<i>2,205</i>	<i>2,285</i>	<i>2,293</i>
AUT	0	0	2	4	7	8	8	7
SLP	14,860	18,024	19,161	21,374	22,527	23,309	24,894	25,929
SPT	0	0	0	0	0	0	1	1
SLPA	2,795	3,752	4,118	4,822	5,297	5,538	5,962	6,260
RPE	806	1,174	1,232	1,364	1,595	1,626	1,740	1,871
AIDE	133	235	216	245	273	290	306	310
PDP	160	174	177	178	165	160	152	141
HAD Permanent	996	1,179	1,266	1,380	1,407	1,398	1,439	1,399
HAD Trainees	158	238	204	214	237	243	267	297
HAD Licensed in Another State	18	18	28	31	42	47	66	59
HAD Branch Office	963	1,409	1,297	1,347	1,401	1,411	1,429	1,267
TOTAL LICENSEES	22,490	28,112	29,667	33,124	35,172	36,235	38,549	39,834

* Data as of July 3, 2023

Legend:

AU = Audiologist

DAU = Dispensing Audiologist

AUT = Audiologist Temporary

HAD = Hearing Aid Dispenser

RPE = Required Professional Experience

PDP = Continuing Professional Development

SLP = Speech-Language Pathologist

SPT = Speech-Language Pathologist Temporary

SLPA = Speech-Language Pathology

Assistant

Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board Enforcement Report

COMPLAINTS AND CONVICTIONS	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Complaints Received	329	158	164	91	79	89
Convictions Received	128	124	103	45	48	60
Average Days to Intake	2	1	1	5	7	4
Closed	10	5	17	2	0	0
Pending	1	1	1	6	0	0

INVESTIGATIONS	Desk	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Assigned		446	273	260	131	131	151
Closed		388	188	189	193	178	143
Average Days to Complete		102	148	222	380	598	289
Pending		126	198	260	198	132	130

INVESTIGATIONS	DOI	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Assigned		17	13	9	0	1	0
Closed		19	12	10	8	6	1
Average Days to Complete		462	752	770	839	1,409	150
Pending		19	20	19	11	2	1

ALL TYPES OF INVESTIGATIONS	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Closed w/o Discipline Referral	386	183	181	187	178	140
Cycle Time - No Discipline	115	184	251	368	491	285

CITATIONS/CEASE & DESIST	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Citations Issued	26	16	11	6	7	6
Avg Days to Citation & Fine	82	155	336	429	1,138	439
Cease & Desist Letters Issued	3	1	0	2	0	1

ATTORNEY GENERAL CASES	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Pending at the AG	22	21	23	21	10	3
Accusations Filed	5	4	8	8	5	1
Statement of Issue (SOI) Filed	2	5	1	2	0	0
Accusation Withdrawn, Dismissed, Declined	4	3	1	0	1	3
SOI Withdrawn, Dismissed, Declined	0	4	1	0	0	0
Average Days to Discipline	780	1,741	824	2,245	1,362	1,221

**Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board
Enforcement Report**

ATTORNEY GENERAL FINAL OUTCOME	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Probation Only	4	4	5	1	1	4
Surrender of License	3	1	3	3	2	1
License Denied (SOI)	3	2	1	0	1	0
Suspension & Probation	0	1	0	0	2	0
Revocation-No Stay of Order	3	1	3	2	4	1
Public Reprimand/Reproval	1	0	0	0	0	0

Note: All data provided prior to FY 2022-23 uses complaint open date as the start to any "Days to" data provided in this report.