



MEMORANDUM

DATE	December 1, 2023
TO	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
FROM	Paul Sanchez, Executive Officer
SUBJECT	Agenda Item 9: 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

Board Office leadership was able to fill one of the two vacancies in the Licensing Unit in mid-September, this was the vacancy created in June by the departure of an analyst who left for a promotional opportunity with another DCA board. Board office leadership is still in the process of recruiting a Licensing Analyst and a Licensing Technician for the Licensing Unit. The analyst vacancy is due to the retirement of one Licensing Analyst at the end of August and the Program Technician position is a new position obtained through the State budget process. We hope to be fully staffed by the end of the calendar year.

b) Outreach Update

On September 29, 2023, Board Chair Dr. Raggio and I made a presentation at the California Academy of Audiology’s Convention in Santa Clara, California. Board member Dr. White also participated in answering questions during the presentation and session. The conference was well attended and well received. The presentation included an overview of the Board’s operations with a focus on regulations and Board initiatives in the past year.

On November 13, 2023, Cherise Burns and I met with California Speech Language Hearing Association (CSHA) Board leaders, Marcella Cardoza McCollum, and Robert McKinney 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 communication strategies and solutions for addressing specific licensing issues with CSHA membership.

We hope 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

Included in your Board materials is a current Fund Condition Report (Item 9c) 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.

Also included in your Board materials is the most recent Expenditure Projection Report (Item 9c). This report includes initial projections that reflect fiscal activity through September 2023. The initial projections in this report will be adjusted in the coming months as Board staff continue to work with the Budget’s Office to track this information for planning and budgeting purposes.

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 13) 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

Rulemaking File	Final OAL Filing Date	Status	Comments
SLPA Supervision Requirements	11/9/2023	11/15/2023 – Submitted to OAL 10/9/2023 – Submitted for Agency review 10/3/2023 – Submitted for DCA review 9/8/2023 – Submitted for Legal review 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 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	Pursuant to Business and Professions Code Section 313.1(e)(1), the one-year deadline as specified in Section 11346.4 of the Government Code was extended. OAL has until January 2, 2024 to make a decision on this rulemaking.
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	10/5/2024	10/6/2023 – Initial 45-day comment period 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	11/16/2024	11/17/2023 – Initial 45-day comment period 9/21/2023 – Submitted for Agency review 8/15/2023 – Submitted for DCA review 8/15/2023 – Submitted for Legal review 4/27/2023 – Board approved language	

Rulemaking File	Final OAL Filing Date	Status	Comments
Approved Institutions		8/28/2023 – Submitted for Budget review 8/28/2023 – Submitted for Legal review 8/25/2023 – Board approved language	Board staff are working with DCA Budgets Office to develop the Economic and Fiscal Impact Statement
Hearing Aid Dispensers Trainee and Temporary Licensee Supervision		9/26/2023 – Submitted for Budget review 9/5/2023 – Submitted for Legal review 8/25/2023 – Board approved language	Board staff are working with DCA Budgets Office to develop the Economic and Fiscal Impact Statement

e) Licensing Report

Board staff are close to clearing the licensing backlog created as a result of the business modernization project workload. This should be clear within the next four weeks. Overall, licensing cycle times are showing gradual improvement since the hire of our newest licensing analyst. Board staff are currently training our newest licensing analyst obtained in September. With additional hiring and training of new staff by the new year, we expect to see marked improvement in processing timeframes during the next few months.

Licensing Cycle Times – The chart below provides a snapshot of the Board’s current and past licensing processing times.

Licensing Cycle Times	11/1/22	2/1/23	5/1/23	8/31/23	9/29/23	Current
Speech-Language Pathologists (SLP) and Audiologists (AUD) Complete Licensing Applications	8 weeks	12 weeks	13 weeks	12 weeks	10 weeks	9 weeks
Review and Process SLP and AUD Supporting Licensing Documents	7 weeks	9 weeks	7 weeks	6 weeks	3 weeks	1 week
Review and Process RPE Applicant’s Verification of Experience Forms for Full Licensure	3 weeks	7 weeks	8 weeks	10 weeks	6 weeks	3 weeks
Hearing Aid Dispensers (HAD) Applications	5 weeks	9 weeks	12 weeks	12 weeks	10 weeks	9 weeks

f) Practical Examination Report

Since our last meeting, the Board conducted a hearing aid dispensers' practical examination on September 23, 2023 and November 17-18, 2023. Below are summaries of practical examination results for the August and September examinations. November statistics are not yet available.

HAD Practical Examination Results for August 18-19, 2023					
Candidate Type	Number of Candidates	Passed	%	Failed	%
Applicants with Supervision (Temporary Trainee License)					
Hearing Aid Dispensers	24	17		7	
Audiologists	6	5		1	
Required Professional Experience	6	4		2	
Aide					
Applicants Licensed in Another State (Temporary License)					
Hearing Aid Dispenser	3			3	
Audiologist					
Applicants without Supervision					
Hearing Aid Dispensers	4	4			
Audiologists	2	1		1	
Required Professional Experience					
Total Number of Candidates					
	45	31	69%	14	31%

HAD Practical Examination Results for September 23, 2023					
Candidate Type	Number of Candidates	Passed	%	Failed	%
Applicants with Supervision (Temporary Trainee License)					
Hearing Aid Dispensers	11	7		5	
Audiologists	1	1			
Required Professional Experience	1	1			
Aide					
Applicants Licensed in Another State (Temporary License)					
Hearing Aid Dispenser	1	1			
Audiologist					
Applicants without Supervision					
Hearing Aid Dispensers	4	1		3	
Audiologists	4	2		1	
Required Professional Experience					
Total Number of Candidates					
	22	13	59%	9	41%

g) Enforcement Report

The Board received 40 complaints and subsequent arrest notifications through the first quarter of the 2023-24 reporting year. During this same period the Board has issued two (2) citation and fines.

There are currently five (5) formal discipline cases pending with the Attorney General’s Office. The Board is currently monitoring twenty (20) probationers of which seven (7) probationers require drug or alcohol testing and six (6) are in a tolled status. Included in your Board materials (Item 8c) 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
Mayhew, Debra Lynn	HA 3178	Hearing Aid Dispenser	1C-2016-095	September 15, 2023	Voluntary Surrender of License
Arguellez, Kaitlynn Jane	SPA 5333	Speech-Language Pathology Assistant	1I-2021-001	March 15, 2023	Revocation Stayed, Five Years Probation with Specified Terms and Conditions
Lenhares, Susannah Corwin	SP 12116	Speech-Language Pathologist	1I-2019-194	February 11, 2023	Revocation Stayed, Five Years Probation with Specified Terms and Conditions
Arguellez, Kaitlynn Jane	SPA 5333	Speech-Language Pathology Assistant	1I-2021-001	March 15, 2023	Revocation Stayed, Five Years’ Probation with Specified Terms and Conditions
Lenhares, Susannah Corwin	SP 12116	Speech-Language Pathologist	1I-2019-194	February 11, 2023	Revocation Stayed, Five Years’ Probation with Specified Terms and Conditions
Arreola, Diana	SPA 5384	Speech-Language Pathology Assistant	1I-2019-177	June 2, 2022	Voluntary Surrender of License

Name	License No.	License Type	Case No.	Effective Date	Action Taken
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

Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board - 0376

FY 2023-24 BUDGET REPORT

December 1, 2023 Board Meeting

FM 3

OBJECT DESCRIPTION	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24				
	ACTUAL EXPENDITURES (MONTH 13)	ACTUAL EXPENDITURES (MONTH 13)	ACTUAL EXPENDITURES (Prelim FM13)	ACTUAL EXPENDITURES (Prelim FM13)	ACTUAL EXPENDITURES (Prelim FM13)	GOVERNOR'S BUDGET 2023-24	CURRENT YEAR EXPENDITURES 09.30.2023	% SPENT	PROJECTIONS TO YEAR END	UNENCUMBERED BALANCE
PERSONNEL SERVICES										
Salary & Wages (Staff)	525,967	601,545	599,726	746,598	842,376	997,000	182,750	18%	795,563	201,437
Statutory Exempt (EO)	94,944	98,268	92,318	106,164	114,225	82,000	27,695	34%	110,630	(28,630)
Temp Help	224	64,729	38,449	57,039	56,831	1,000	0	0%	0	1,000
Board Member Per Diem	4,700	4,600	1,700	5,100	5,600	6,000	0	0%	3,000	3,000
Overtime/Flex Elect/Lump Sum	36,663	55,901	54,620	67,286	67,655	5,000	34,133	683%	91,606	(86,606)
Staff Benefits	332,488	434,247	418,932	489,282	582,080	489,000	134,952	28%	581,115	(92,115)
TOTALS, PERSONNEL SVC	994,986	1,259,290	1,205,746	1,471,470	1,668,767	1,580,000	379,530	24%	1,581,914	(1,914)
OPERATING EXPENSE AND EQUIPMENT										
General Expense	34,923	48,858	67,144	74,273	59,288	68,000	9,376	14%	62,562	5,438
Printing	10,587	11,227	19,251	40,231	42,470	28,000	3,785	14%	38,584	(10,584)
Communication	5,986	7,072	7,482	3,518	3,158	21,000	216	1%	2,588	18,412
Postage	19,259	7,155	1,725	6,407	4,232	12,000	313	3%	4,300	7,700
Insurance	4,040	25	158	22	17	0	0	0%	17	(17)
Travel In State	5,210	13,115	9,148	11,088	15,381	30,000	0	0%	30,000	0
Travel, Out-of-State	0					0	0	0%	0	0
Training	0	7,088	0	175	2,845	9,000	0	0%	2,000	7,000
Facilities Operations	86,769	101,321	82,568	126,495	140,624	99,000	34,139	34%	143,557	(44,557)
C & P Services - Interdept.	49	52	70	82	83	24,000	0	0%	83	23,917
Attorney General	112,665	156,882	298,782	200,014	86,055	143,000	19,504	14%	80,748	62,252
Office Admin. Hearings	37,170	8,025	128,785	38,496	30,808	61,000	0	0%	32,004	28,996
C & P Services - External	71,696	73,529	79,957	64,415	73,311	70,000	7,167	10%	92,324	(22,324)
DCA Pro Rata	392,000	367,221	355,665	463,371	221,000	491,000	245,500	50%	491,000	0
DOI - Investigations	200,000	200,908	32,198	96,124	33,000	8,000	4,000	50%	8,000	0
Interagency Services	0	0	2,196	118	621	29,000	155	1%	630	28,370
IA w/ OPES	500	67,039	24,264	47,009	23,753	60,000	0	0%	71,890	(11,890)
Consolidated Data Center	195	4,971	14,553	20,198	5,115	17,000	3,430	20%	24,180	(7,180)
Information Technology	2,013	431	5,210	4,171	5,115	17,000	0	0%	4,854	12,146
Equipment	0	15,400	30,670	1,193	2,238	5,000	0	0%	5,230	(230)
Other Items of Expense	0	113,356	2,553	1,746	2,076	0	0	0%	2,000	(2,000)
TOTALS, OE&E	1,199,919	1,172,675	1,117,103	1,194,721	751,610	1,192,000	328,189	28%	1,097,157	94,843
TOTAL EXPENSE	2,194,905	2,431,965	2,322,849	2,666,191	2,420,377	2,772,000	712,332	26%	2,679,071	92,929
SURPLUS/(DEFICIT):										3.4%

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

Prepared 11.17.2023

2023 Budget Act With FM 3 Projections

	ACTUAL 2022-23	CY 2023-24	BY 2024-25	BY +1 2025-26	BY +2 2026-27
BEGINNING BALANCE	\$ 1,134	\$ 1,634	\$ 1,739	\$ 1,747	\$ 1,709
Prior Year Adjustment	\$ 31	\$ -	\$ -	\$ 0	\$ 0
Adjusted Beginning Balance	\$ 1,165	\$ 1,634	\$ 1,739	\$ 1,747	\$ 1,709
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS					
Revenues					
4121200 - Delinquent fees	\$ 32	\$ 33	\$ 33	\$ 33	\$ 33
4127400 - Renewal fees	\$ 2,241	\$ 2,431	\$ 2,431	\$ 2,431	\$ 2,431
4129200 - Other regulatory fees	\$ 72	\$ 49	\$ 49	\$ 49	\$ 49
4129400 - Other regulatory licenses and permits	\$ 572	\$ 578	\$ 578	\$ 578	\$ 578
4163000 - Income from surplus money investments	\$ 34	\$ 22	\$ 26	\$ 25	\$ 23
4171400 - Escheat of unclaimed checks and warrants	\$ 3	\$ 1	\$ 1	\$ 1	\$ 1
4172500 - Miscellaneous revenues	\$ 1	\$ -	\$ -	\$ -	\$ -
Totals, Revenues	\$ 2,955	\$ 3,114	\$ 3,118	\$ 3,117	\$ 3,115
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 2,955	\$ 3,114	\$ 3,118	\$ 3,117	\$ 3,115
TOTAL RESOURCES	\$ 4,120	\$ 4,748	\$ 4,857	\$ 4,864	\$ 4,824
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 2,304	\$ 2,703	\$ 2,804	\$ 2,888	\$ 2,974
9892 Supplemental Pension Payments (State Operations)	\$ 38	\$ 38	\$ 38	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 144	\$ 268	\$ 268	\$ 268	\$ 268
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 2,486	\$ 3,009	\$ 3,110	\$ 3,156	\$ 3,242
FUND BALANCE					
Reserve for economic uncertainties	\$ 1,634	\$ 1,739	\$ 1,747	\$ 1,709	\$ 1,581
Months in Reserve	6.5	6.7	6.6	6.3	5.7

NOTES:

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

Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

LICENSES ISSUED	FY	FY	FY	FY	FY	FY	FY	FY
	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24
								QTR 1
AIDE	44	33	32	44	22	44	52	10
AU	53	77	63	63	71	79	51	25
DAU	24	30	35	31	23	28	26	7
AUT	0	2	4	3	1	4	1	0
PDP	21	20	15	5	13	14	10	7
RPE	897	945	977	1,059	1,039	1,177	1,095	444
SLP	1,457	1,482	1,446	1,444	1,621	1,782	1,664	621
SPT	0	0	0	0	0	1	1	2
SLPA	501	558	602	615	505	649	640	227
HAD Permanent	120	137	135	95	55	108	83	27
HAD Trainee	152	169	156	116	93	124	142	17
HAD Licensed in Another State	16	20	17	12	11	22	7	3
HAD Branch	315	341	333	312	249	263	162	28
TSP (Military Temporary)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1
TOTAL LICENSES ISSUED	3,556	3,781	3,783	3,755	3,681	4,251	3,934	1,419

LICENSEE POPULATION	FY	FY	FY	FY	FY	FY	FY	FY
	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24
								QTR 1
AIDE	235	216	245	273	290	306	310	318
AU	698	720	831	837	830	869	840	848
DAU	1,211	1,246	1,334	1,384	1,375	1,416	1,453	1,459
<i>Both License Types</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>	<i>2,307</i>
AUT	0	2	4	7	8	8	7	7
PDP	174	177	178	165	160	152	141	141
RPE	1,174	1,232	1,364	1,595	1,626	1,740	1,871	1,835
SLP	18,024	19,161	21,374	22,527	23,309	24,894	25,929	26,345
SPT	0	0	0	0	0	1	1	3
SLPA	3,752	4,118	4,822	5,297	5,538	5,962	6,260	6,369
HAD Permanent	1,179	1,266	1,380	1,407	1,398	1,439	1,399	1,390
HAD Trainees	238	204	214	237	243	267	297	273
HAD Licensed in Another State	18	28	31	42	47	66	59	60
HAD Branch Office	1,409	1,297	1,347	1,401	1,411	1,429	1,267	1,229
TSP (Military Temporary)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1
TOTAL LICENSEES	27,877	29,451	32,879	34,899	35,945	38,243	39,834	40,278

* Data as of September 30, 2023

Legend:

AID = Speech-Language Pathology/Audiology Aide

AU = Audiologist

DAU = Dispensing Audiologist

AUT = Audiologist (6-month Temporary)

PDP = Continuing Education Provider

RPE = Required Professional Experience

SP = Speech-Language Pathologist

SPT = Speech-Language Pathologist (6-Month Temporary)

SPA = Speech-Language Pathology Assistant

HA = Hearing Aid Dispenser

HTL = Hearing Aid Dispenser Temporary (1-year)

HT = Hearing Aid Dispenser Trainee

BR = Hearing Aid Dispenser Branch

TIA = Military Spouse/Domestic Partner 1- Year Temporary AID

TAU = Military Spouse/Domestic Partner 1- Year Temporary AU

TRP = Military Spouse/Domestic Partner 1- Year Temporary RPE

TSP = Military Spouse/Domestic Partner 1- Year Temporary SP

TSA = Military Spouse/Domestic Partner 1- Year Temporary SPA

THA = Military Spouse/Domestic Partner 1- Year Temporary HAD

THT = Military Spouse/Domestic Partner 1- Year Temporary HT

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

COMPLAINTS AND CONVICTIONS	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q1
Complaints Received	158	164	91	79	89	28
Convictions Received	124	103	45	48	60	12
Average Days to Intake	1	1	5	7	4	4
Closed	5	17	2	0	0	0
Pending	1	1	6	0	0	3

INVESTIGATIONS	Desk	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q1
Assigned		273	260	131	131	151	40
Closed		188	189	193	178	143	35
Average Days to Complete		148	222	380	598	289	152
Pending		198	260	198	132	130	131

INVESTIGATIONS	DOI	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q1
Assigned		13	9	0	1	0	0
Closed		12	10	8	6	1	0
Average Days to Complete		752	770	839	1,409	150	0
Pending		20	19	11	2	1	1

ALL TYPES OF INVESTIGATIONS	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q1
Closed w/o Discipline Referral	183	181	187	178	140	34
Cycle Time - No Discipline	184	251	368	491	285	153

CITATIONS/CEASE & DESIST	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q1
Citations Issued	16	11	6	7	6	2
Avg Days to Citation & Fine	155	336	429	1,138	439	125
Cease & Desist Letters Issued	1	0	2	0	1	0

ATTORNEY GENERAL CASES	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q1
Pending at the AG	21	23	21	10	3	5
Accusations Filed	4	8	8	5	1	0
Statement of Issue (SOI) Filed	5	1	2	0	0	0
Accusation Withdrawn, Dismissed, Declined	3	1	0	1	3	0
SOI Withdrawn, Dismissed, Declined	4	1	0	0	0	0
Average Days to Discipline	1,741	824	2,245	1,362	1,221	0

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

ATTORNEY GENERAL FINAL OUTCOME	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q1
Probation Only	4	5	1	1	4	0
Surrender of License	1	3	3	2	0	0
License Denied (SOI)	2	1	0	1	0	0
Suspension & Probation	1	0	0	2	0	0
Revocation-No Stay of Order	1	3	2	4	1	0
Public Reprimand/Reproval	0	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.