

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD



STRATEGIC PLAN 2016–2020

ADOPTED: NOVEMBER 2015

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and Hearing Aid Dispensers Board Members 1

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

Alison Grimes, Board Chair, Dispensing Audiologist

Rodney Diaz, Public Member, Otolaryngologist

Jaime Lee, Public Member

Deane Manning, Hearing Aid Dispenser

Dee Parker, Speech-Language Pathologist

Marcia Raggio, Dispensing Audiologist

Amnon Shalev, Hearing Aid Dispenser

Debbie Snow, Public Member

Patti Solomon-Rice, Speech-Language Pathologist

Edmund G. Brown Jr., Governor

Awet Kidane, Director, Department of Consumer Affairs

Paul Sanchez, Executive Officer, Speech-Language Pathology
and Audiology and Hearing Aid Dispensers Board



***We protect the people of
California by promoting
standards and enforcing the
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Message From the Board President



On behalf of the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board (Board), I am pleased to present the *Strategic Plan 2016–2020*.

It is the vision of our Board that every Californian has access to communication, through diagnosis, treatment, and related services of the highest quality.

The Board seeks to protect the health, safety, and welfare of the people of California by requiring adherence to laws and regulations designed to ensure the qualifications and competence of providers of speech-language pathology, audiology, and hearing aid dispensing services.

To fulfill these goals, we have identified in this document key issues, goals, and actions that we will take to protect and serve California consumers.

This *Strategic Plan* outlines our goals and identifies our challenges as we move forward to build our foundation for protection of, service to, and excellence in care of consumers with speech, language, and hearing impairments.

It is our hope that all stakeholders, particularly consumers, will take an active role by joining with the Board and staff in these endeavors.

Alison M. Grimes, AuD
Board Chair

*Board Certified, American Board of Audiology & Director,
Audiology and Newborn Hearing Screening UCLA Health*

About the Board

The Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board regulates the practices of speech-language pathology, audiology, and hearing aid dispensing in California by licensing those who meet minimum standards of competency. Among its functions, the Board promulgates laws and regulations; issues, renews, suspends, and revokes licenses; and imposes disciplinary sanctions, when necessary.

Mission

We protect the people of California by promoting standards and enforcing the laws and regulations that ensure the qualifications and competence of providers of speech-language pathology, audiology, and hearing aid dispensing services.

Vision

Every person in the State of California has access to diagnosis, treatment of communication disorders, and related services of the highest quality.

Values

Consumer Protection

We make effective and informed decisions in the best interest of and for the health and safety of Californians.

Efficiency

We diligently identify the best ways to deliver high-quality services with the most efficient use of our resources.

Integrity

We are committed to honesty, ethical conduct, and responsibility.

Professionalism

We ensure that qualified, proficient, and skilled staff provide services to Californians.

Accountability

We accept personal responsibility for our actions, exemplifying high ethical standards and always striving to improve our effectiveness.

Effectiveness

We make informed decisions that make a difference and have a positive, measurable impact.

Service

We acknowledge all stakeholders, listen to them, and take their needs into account.

Strategic Goals

1) **Licensing**

The Board ensures licensing standards that protect consumers while permitting reasonable access into the professions.

2) **Enforcement**

The health and safety of California's consumers are protected through the active enforcement of the laws and regulations governing the practices of speech-language pathology and audiology and hearing aid dispensing.

3) **Outreach**

Consumers and other stakeholders are educated and informed about the practices, and laws and regulations governing the professions of speech-language pathology and audiology and hearing aid dispensing.

4) **Laws and Regulations**

The health and safety of California consumers are protected by the laws and regulations governing the speech-language pathology and audiology and hearing aid dispensing.

5) **Program Administration**

The Board efficiently and effectively utilizes resources and personnel to meet our goals and objectives.

Goal 1: Licensing

The Board ensures licensing standards that protect consumers while permitting reasonable access into the professions.

- 1.1 Evaluate licensing and examination requirements for all disciplines to ensure fairness in the licensing processes.
- 1.2 Shorten the licensing processing time (from application to issuance of the license) to better meet consumer and professional needs.
- 1.3 Complete and submit a Budget Change Proposal (BCP) to request additional licensing positions to increase the availability of services, reduce processing times, streamline processes, and meet professional demand.
- 1.4 Increase the frequency and number of locations for the hearing aid dispensers examination in order to increase access for applicants and more efficiently meet consumer demand for more licensed hearing aid dispensers.



Goal 2: Enforcement

The health and safety of California's consumers are protected through the active enforcement of the laws and regulations governing the practices of speech-language pathology and audiology and hearing aid dispensing.

- 2.1 Decrease enforcement timeframes to enhance public protection.
- 2.2 Inform interested parties regarding disciplinary actions to reduce the number of practitioner violations.
- 2.3 Implement annual Board member enforcement training to improve Board member knowledge.
- 2.4 Develop an ad-hoc Board member Enforcement Committee to discuss enforcement issues and review enforcement processes.
- 2.5 Document the Board's enforcement policies and procedures to maintain an enforcement knowledge base.
- 2.6 Assess staffing needs to determine whether staffing resources are adequate to manage current and anticipated workload.



Goal 3: Outreach

Consumers and other stakeholders are educated and informed about the practices and laws and regulations governing the professions of speech-language pathology and audiology and hearing aid dispensing.

- 3.1 Require practitioners to display a consumer notice at the practitioner's point of service regarding the roles and responsibilities of the Board.
- 3.2 Expand Internet communication to encourage bidirectional communication to actively engage consumers, licensees, and other stakeholders.
- 3.3 Encourage stakeholder participation at Board meetings to obtain feedback, increase transparency, and educate stakeholders.
- 3.4 Complete and submit a BCP to request an additional outreach position to educate consumers, licensees, university faculty and staff, along with other stakeholders about the practices, laws, and regulations governing Board professions.
- 3.5 Develop presentation materials for Board member use to cost-effectively disseminate information to consumers, licensees, and students.

Goal 4: Laws and Regulations

The health and safety of California consumers are protected by the laws and regulations governing the professions of speech-language pathology and audiology and hearing aid dispensing.

- 4.1 Update continuing education (CE) requirements to facilitate the license renewal process and improve ease of auditing.

- 4.2 Complete and submit a BCP for a legislative analyst position to address the backlog of regulatory packages.
- 4.3 Develop a Board member Laws and Regulations Committee to prioritize regulations and facilitate legislative analysis at Board meetings.
- 4.4 Advocate for additional university programs graduating Audiologists and Speech Language Pathologists (SLPs) to address the shortage of professionals in California in the interest of consumer access protection.
- 4.5 Finalize existing regulation packages and proposals so that Board regulations remain current.
- 4.6 Educate legislators on the importance of requiring SLPs and Audiologists who provide service in public schools to be licensed in order to improve consumer protection.
- 4.7 Develop regulations regarding the appropriate level of supervision for trainees, aides, and assistants to safeguard consumer protection and seek statutory changes if necessary.
- 4.8 Review examination regulations and make necessary changes to increase clarity for applicants and stakeholders.
- 4.9 Seek statutory authority to require hearing aid dispenser applicants to complete a traineeship under a licensed hearing aid dispenser in order to become eligible to take the practical Mexam in the interest of consumer protection.
- 4.10 Monitor federal regulation request for exemptions for online hearing aid sales in California to protect consumers and to improve clarity for licensees.



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Goal 5: Program Administration

The Board efficiently and effectively utilizes resources and personnel to meet our goals and objectives.

- 5.1 Increase capacity for Board and Committee deliberations and progress in order to more effectively address a greater number of Board-related issues in a timely manner.
- 5.2 Address staffing needs to determine whether resources are adequate to manage current and anticipated workloads.
- 5.3 Create, improve, and document all Board policies and procedures to streamline processes and maximize efficiency.
- 5.4 Implement training for staff, Board members, subject matter experts, and expert witnesses to maintain consistent communication and practices.
- 5.5 Map existing Board processes in accordance with Department of Consumer Affairs' release schedule to prepare for the BreZE¹ implementation.
- 5.6 Identify Board processes that can be conducted electronically in order to increase staff efficiency and stakeholder satisfaction.
- 5.7 Monitor and protect the Board's fund condition at the appropriate level to maintain the Board's fiscal needs.

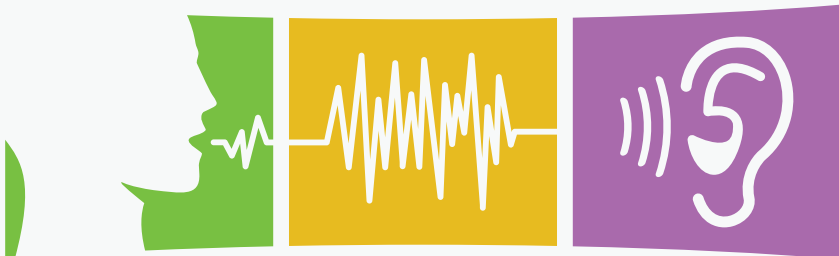
¹BreZE will be the Board's new licensing and enforcement tracking system designed to replace the Board's existing legacy licensing system (ATS) and enforcement systems (CAS).

Strategic Planning Process

To understand the environment in which the Board operates and identify factors that could impact the Board's success, the California Department of Consumer Affairs' SOLID unit conducted an environmental scan of the internal and external environments by collecting information through the following methods:

- Interviews conducted with eight members of the Board during the month of July 2015 to assess the strengths, challenges, opportunities, and threats the Board is currently facing or will face in the upcoming years.
- Interviews conducted with the Executive Officer in the month of July 2015 to identify the strengths and weaknesses of the Board from an internal perspective.
- An online survey of Board staff in July 2015 to identify the strengths and weaknesses of the Board from an internal perspective. Seven staff members participated.
- An online survey sent to Board stakeholders in July 2015 to identify the strengths and weaknesses of the Board from an external perspective. The survey yielded 368 qualitative and quantitative stakeholder responses.

The most significant themes and trends identified from the environmental scan were discussed by the Board during a strategic planning session facilitated by SOLID on August 21–22, 2015. This information guided the Board in the revision of its mission, vision, and values, while directing the strategic goals and objectives outlined in this *2016–2020 Strategic Plan*.



SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

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This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the California Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board in August 2015. Subsequent amendments may have been made after Board adoption of this plan.

