



MEMORANDUM

DATE	February 23, 2024
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

In January 2024, we filled the vacant Licensing Analyst and Licensing Technician positions in the Licensing Unit. Both of these new staff members are still in training but are already involved in processing applications and assisting in reducing the Board’s processing cycle times. The Licensing Technician position is a new position obtained through the State budget process last year. This position will focus on handling the technical tasks associated with applications thereby allowing Licensing Analysts to focus more on the analytical reviews of applications.

Board Management will now focus on recruitment for a new Enforcement Analyst position that was also obtained through the State budget process last year. This position will be responsible primarily for CE audits and associated enforcement tasks and workload. We hope to start interviewing candidates within the next month.

b) Outreach Update

On December 12, 2023, the Department of Finance (DOF) issued Budget Letter 23-27 that directs agencies and departments under the direct authority of the Governor to reduce current year expenditures. These reductions include non-essential travel and attendance of conferences. To achieve cost savings and consumer protection, Board Leadership will continue to make efforts to conduct outreach to consumers, educational institutions, and consumer groups via video conferencing and other means that fall within the expenditure freeze guidelines.

c) Budget Report

As referenced above, Budget Letter 23-27 directs agencies and departments to reduce current year expenditures. In accordance with this directive, the Board is actively reducing and closely monitoring spending to achieve savings.

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. Despite conservative revenue projections, the Board's fund condition outlook is healthy for the next three years.

Also included in your Board materials is the most recent Expenditure Projection Report (Item 7c). This report includes projections that reflect fiscal activity through December 2023. The projections in this report are based on information provided by the DCA's Budgets Office. Based on the report, the Board projects that it will expend most of its budget this fiscal year. We will continue to work closely with DCA Budgets to ensure that we stay within the budget while meeting the Board's operational needs.

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 Supervision Requirements	2/6/2024	2/5/2024 – Submitted to OAL 1/12/2024 – 15-day comment period 12/29/2023 – Withdrawn from OAL 11/15/2023 – Submitted to OAL 10/9/2023 – Submitted for Agency review 10/3/2023 – Submitted for DCA Director review 9/8/2023 – Submitted for Legal review 6/14/2023 – 15-day comment period 5/10/2023 – 15-day comment period 4/27/2023 – Board approved modified text 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 Director review 8/18/2022 – Submitted for Budget review 8/18/2022 – Submitted for Legal review 5/13/2022 – Board approved language	OAL has until March 19, 2024, to make a decision on this rulemaking.
HAD CE Requirements	7/27/2024	1/8/2024 – 15-day comment period 7/28/2023 – Initial 45-day comment period 6/26/2023 – Submitted for Agency review 6/19/2023 – Submitted for DCA Director review 5/17/2023 – Submitted for Budget review 5/10/2023 – Submitted for Legal review 4/27/2023 – Board approved language	
SLP-AU CPD Requirements	10/5/2024	12/8/2023 – 15-day comment period 12/1/2023 – Board approved modified text 10/6/2023 – Initial 45-day comment period 7/25//2023 – Submitted for Agency review 7/12/2023 – Submitted for DCA Director review 5/11/2023 – Submitted for Budget review 5/5/2023 – Submitted for Legal review 4/27/2023 – Board approved language	
HAD Advertising Requirements	11/16/2024	11/17/2023 – Initial 45-day comment period 8/21/2023 – Submitted for Agency review 8/15/2023 – Submitted for DCA Director review 6/20/2023 – Submitted for Budget review 5/19/2023 – Submitted for Legal review 4/27/2023 – Board approved language	Public hearing requested pursuant to Government Code section 11346.8

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	As of 9/27/2023, Board staff is developing the Economic and Fiscal Impact Statement for Budget review.
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	As of 9/26/2023, Budget is reviewing the Economic and Fiscal Impact Statement.
Fingerprinting Requirements		8/31/2022 – Submitted for Budget review 8/31/2022 – Submitted for Legal review 5/13/2022 – Board approved language	As of 9/28/2022, Board staff is developing the Economic and Fiscal Impact Statement for Budget review.
Hearing Aid Dispensers and Dispensing Audiologists Examination Requirements		12/1/2023 – Board approved language	Board staff is preparing the required regulatory documents for DCA review.
Regarding Processing Times		12/1/2023 – Board approved language	Board staff is preparing the required regulatory documents for DCA review.
Audiology Licensing Requirements Related to Supervised Clinical		12/1/2023 – Board approved language	Board staff is preparing the required regulatory documents for DCA review.

e) Licensing Report

Board staff have cleared the licensing backlog created as a result of the business modernization project workload. Overall, licensing cycle times are showing great improvement since becoming fully staffed in the Licensing Unit. Board staff are currently training our newest licensing staff obtained in January.

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

Licensing Cycle Times	2/1/23	5/1/23	8/31/23	9/30/23	11/30/23	Current
Speech-Language Pathologists (SLP) and Audiologists (AUD) Complete Licensing Applications	12 weeks	13 weeks	12 weeks	10 weeks	9 weeks	3 weeks
Review and Process SLP and AUD Supporting Licensing Documents	9 weeks	7 weeks	6 weeks	3 weeks	1 week	1 week
Review and Process RPE Applicant’s Verification of Experience Forms for Full Licensure	7 weeks	8 weeks	10 weeks	6 weeks	3 weeks	2 weeks
Hearing Aid Dispensers (HAD) Applications	9 weeks	12 weeks	12 weeks	10 weeks	9 weeks	3 weeks

f) Practical Examination Report

Since our last meeting, the Board conducted a hearing aid dispensers’ practical examination on November 17-18, 2023, and January 26-27, 2024. Below are summaries of the recent practical examination results.

HAD Practical Examination Results for November 17-18, 2023					
Candidate Type	Number of Candidates	Passed	%	Failed	%
Applicants with Supervision (Temporary Trainee License)					
Hearing Aid Dispensers	31	21		10	
Audiologists	5	4		1	
Required Professional Experience Aide	4	3		1	
Applicants Licensed in Another State (Temporary License)					
Hearing Aid Dispenser	3	2		1	
Audiologist					

HAD Practical Examination Results for November 17-18, 2023					
Candidate Type	Number of Candidates	Passed	%	Failed	%
Applicants without Supervision					
Hearing Aid Dispensers	2	2		0	
Audiologists	4	3		1	
Required Professional Experience	2	0		2	
Total Number of Candidates	51	35	69%	16	31%

HAD Practical Examination Results for January 26-27, 2024					
Candidate Type	Number of Candidates	Passed	%	Failed	%
Applicants with Supervision (Temporary Trainee License)					
Hearing Aid Dispensers	30	22		8	
Audiologists	6	4		2	
Required Professional Experience	3	2		1	
Aide					
Applicants Licensed in Another State (Temporary License)					
Hearing Aid Dispenser	3	2		1	
Audiologist					
Applicants without Supervision					
Hearing Aid Dispensers	3	3		0	
Audiologists	4	2		2	
Required Professional Experience					
Total Number of Candidates	49	35	71%	14	29%

g) Enforcement Report

The Board has received 69 complaints and subsequent arrest notifications through the second quarter of the 2023-2024 reporting year. During this same period, the Board has issued one (1) citation and fine.

There are currently nine (9) formal discipline cases pending with the Attorney General’s Office. The Board is currently monitoring nineteen (19) probationers of which eight (8) probationers require drug or alcohol testing and six (6) are in a tolled status.

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
Hernandez, Yara Del Rocio	SPA 8158	Speech-Language Pathology Assistant	1I-2022-039	October 14, 2023	Revocation Stayed, Three Years Probation with Specified Terms and Conditions
Yorky, Michael Jeffrey	HT 10621	Hearing Aid Dispenser Trainee	1C-2022-034	October 6, 2023	Revocation Stayed, Three Years Probation with Specified Terms and Conditions
Mayhew, Debra	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

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

FY 2023-24 BUDGET REPORT

March 1, 2024 Board Meeting

FM 6

OBJECT DESCRIPTION	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24				
	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)	601,545	599,726	746,598	842,376	893,000	383,814	43%	832,526	60,474
Statutory Exempt (EO)	98,268	92,318	106,164	114,225	82,000	57,146	70%	114,092	(32,092)
Temp Help	64,729	38,449	57,039	56,831	1,000	0	0%	0	1,000
Board Member Per Diem	4,600	1,700	5,100	5,600	6,000	1,000	17%	4,600	1,400
Overtime/Flex Elect/Lump Sum	55,901	54,620	67,286	67,655	5,000	52,374	1047%	92,313	(87,313)
Staff Benefits	434,247	418,932	489,282	582,080	599,000	276,515	46%	587,277	11,723
TOTALS, PERSONNEL SVC	1,259,290	1,205,746	1,471,470	1,668,767	1,586,000	770,849	49%	1,630,808	(44,808)
OPERATING EXPENSE AND EQUIPMENT									
General Expense	48,858	67,144	74,273	59,288	78,000	19,597	25%	62,562	15,438
Printing	11,227	19,251	40,231	42,470	32,000	22,240	70%	80,133	(48,133)
Communication	7,072	7,482	3,518	3,158	25,000	592	2%	2,588	22,412
Postage	7,155	1,725	6,407	4,232	14,000	1,267	9%	4,300	9,700
Insurance	25	158	22	17	0	0	0%	17	(17)
Travel In State	13,115	9,148	11,088	15,381	36,000	7,537	21%	20,000	16,000
Training	7,088	0	175	2,845	11,000	0	0%	2,000	9,000
Facilities Operations	101,321	82,568	126,495	140,624	113,000	39,568	35%	143,557	(30,557)
Utilities				420	0	605	0%	605	(605)
C & P Services - Interdept.	52	70	82	83	24,000	0	0%	83	23,917
Attorney General	156,882	298,782	200,014	86,055	143,000	48,936	34%	115,637	27,363
Office Admin. Hearings	8,025	128,785	38,496	30,808	61,000	10,887	18%	26,369	34,631
C & P Services - External	73,529	79,957	64,415	73,311	70,000	26,582	38%	92,489	(22,489)
DCA Pro Rata	367,221	355,665	463,371	138,234	508,000	368,250	72%	508,000	0
DOI - Investigations	200,908	32,198	96,124	58,523	8,000	6,000	75%	8,000	0
Interagency Services	0	2,196	118	621	29,000	318	1%	630	28,370
IA w/ OPES	67,039	24,264	47,009	17,086	60,000	0	0%	71,890	(11,890)
Consolidated Data Center	4,971	14,553	20,198	23,753	25,000	8,540	34%	25,871	(871)
Information Technology	431	5,210	4,171	5,115	17,000	3,926	23%	8,780	8,220
Equipment	15,400	30,670	1,193	2,236	21,000	578	3%	5,808	15,192
Other Items of Expense	113,356	2,553	1,746	2,076	0	0	0%	0	0
TOTALS, OE&E	1,172,675	1,117,103	1,194,721	706,337	1,242,000	565,423	46%	1,146,319	95,681
TOTAL EXPENSE	2,431,965	2,322,849	2,666,191	2,375,104	2,828,000	1,336,272	47%	2,777,127	50,873
SURPLUS/(DEFICIT):									1.8%

0376 - Speech-Language Pathology and Audiology and Hearing
Aid Dispensers Fund Analysis of Fund Condition
(Dollars in Thousands)
2024-25 Governor's Budget With FM 6 Projections

Prepared 1.25.2024

	ACTUAL 2022-23	CY 2023-24	BY 2024-25	BY +1 2025-26	BY +2 2026-27
BEGINNING BALANCE	\$ 1,134	\$ 1,634	\$ 1,799	\$ 1,320	\$ 1,028
Prior Year Adjustment	\$ 31	\$ -	\$ -	\$ 0	\$ 0
Adjusted Beginning Balance	\$ 1,165	\$ 1,634	\$ 1,799	\$ 1,320	\$ 1,028
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS					
Revenues					
4121200 - Delinquent fees	\$ 32	\$ 32	\$ 33	\$ 33	\$ 33
4127400 - Renewal fees	\$ 2,241	\$ 2,512	\$ 2,275	\$ 2,275	\$ 2,275
4129200 - Other regulatory fees	\$ 72	\$ 53	\$ 41	\$ 41	\$ 41
4129400 - Other regulatory licenses and permits	\$ 572	\$ 609	\$ 614	\$ 614	\$ 614
4163000 - Income from surplus money investments	\$ 34	\$ 25	\$ 25	\$ 15	\$ 9
4171400 - Escheat of unclaimed checks and warrants	\$ 3	\$ 3	\$ 3	\$ 3	\$ 3
4172500 - Miscellaneous revenues	\$ 1	\$ -	\$ -	\$ -	\$ -
Totals, Revenues	\$ 2,955	\$ 3,234	\$ 2,991	\$ 2,981	\$ 2,975
Totals, Transfers and Other Adjustments	\$ -	\$ -	\$ -	\$ -	\$ -
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 2,955	\$ 3,234	\$ 2,991	\$ 2,981	\$ 2,975
TOTAL RESOURCES	\$ 4,120	\$ 4,868	\$ 4,790	\$ 4,301	\$ 4,003
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 2,304	\$ 2,763	\$ 3,292	\$ 3,123	\$ 3,216
9892 Supplemental Pension Payments (State Operations)	\$ 38	\$ 38	\$ 28	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 144	\$ 268	\$ 150	\$ 150	\$ 150
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 2,486	\$ 3,069	\$ 3,470	\$ 3,273	\$ 3,366
FUND BALANCE					
Reserve for economic uncertainties	\$ 1,634	\$ 1,799	\$ 1,320	\$ 1,028	\$ 637
Months in Reserve	6.4	6.2	4.8	3.7	2.2

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
	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24
								QTR 2
AIDE	44	33	32	44	22	44	52	26
AU	53	77	63	63	71	79	51	65
DAU	24	30	35	31	23	28	26	17
AUT	0	2	4	3	1	4	1	0
PDP	21	20	15	5	13	14	10	13
RPE	897	945	977	1,059	1,039	1,177	1,095	937
SLP	1,457	1,482	1,446	1,444	1,621	1,782	1,664	1,187
SPT	0	0	0	0	0	1	1	3
SLPA	501	558	602	615	505	649	640	392
HAD Permanent	120	137	135	95	55	108	83	58
HAD Trainee	152	169	156	116	93	124	142	74
HAD Licensed in Another State	16	20	17	12	11	22	7	5
HAD Branch	315	341	333	312	249	263	162	103
TSP (Military Temporary)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2
TOTAL LICENSES ISSUED	3,556	3,781	3,783	3,755	3,681	4,251	3,934	2,882

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 2
AIDE	235	216	245	273	290	306	310	334
AU	698	720	831	837	830	869	840	886
DAU	1,211	1,246	1,334	1,384	1,375	1,416	1,453	1,468
<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>2,354</i>
AUT	0	2	4	7	8	8	7	7
PDP	174	177	178	165	160	152	141	147
RPE	1,174	1,232	1,364	1,595	1,626	1,740	1,871	2,176
SLP	18,024	19,161	21,374	22,527	23,309	24,894	25,929	26,868
SPT	0	0	0	0	0	1	1	4
SLPA	3,752	4,118	4,822	5,297	5,538	5,962	6,260	6,497
HAD Permanent	1,179	1,266	1,380	1,407	1,398	1,439	1,399	1,414
HAD Trainees	238	204	214	237	243	267	297	323
HAD Licensed in Another State	18	28	31	42	47	66	59	62
HAD Branch Office	1,409	1,297	1,347	1,401	1,411	1,429	1,267	1,259
TSP (Military Temporary)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2
TOTAL LICENSEES	27,877	29,451	32,879	34,899	35,945	38,243	39,834	41,447

* Data as of January 2, 2024

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 Q2
Complaints Received	158	164	91	79	89	37
Convictions Received	124	103	45	48	60	32
Average Days to Intake	1	1	5	7	4	5
Closed	5	17	2	0	0	0
Pending	1	1	6	0	0	0

INVESTIGATIONS	Desk	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q2
Assigned		273	260	131	131	151	69
Closed		188	189	193	178	143	66
Average Days to Complete		148	222	380	598	289	142
Pending		198	260	198	132	130	127

INVESTIGATIONS	DOI	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q2
Assigned		13	9	0	1	0	3
Closed		12	10	8	6	1	0
Average Days to Complete		752	770	839	1,409	150	0
Pending		20	19	11	2	1	8

ALL TYPES OF INVESTIGATIONS	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q2
Closed w/o Discipline Referral	183	181	187	178	140	61
Cycle Time - No Discipline	184	251	368	491	285	129

CITATIONS/CEASE & DESIST	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q2
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 Q2
Pending at the AG	21	23	21	10	3	4
Accusations Filed	4	8	8	5	1	1
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	405

**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 Q2
Probation Only	4	5	1	1	4	2
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.