



**BOARD MEETING MINUTES**  
**Teleconference and Sacramento**  
**June 12, 2024**

1. Call to Order / Roll Call / Establishment of Quorum

Gilda Dominguez, Board Chair, called the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board (Board) meeting to order at 9:05 a.m. Ms. Dominguez called roll; five members of the Board were present and thus a quorum was established.

Board Members Present

Gilda Dominguez, Speech-Language Pathologist, Board Chair  
Amy White, Dispensing Audiologist, Vice Chair  
Tod Borges, Hearing Aid Dispenser  
John Dandurand, Hearing Aid Dispenser  
Charles Sanders, Dispensing Audiologist

Staff Present

Paul Sanchez, Executive Officer  
Cherise Burns, Assistant Executive Officer  
Maria Liranzo, Legislation/Regulation/Budget Analyst  
Yuping Lin, DCA Legal Counsel  
Dao Choi, DCA Regulatory Counsel  
Ann Fisher, DCA SOLID  
Trisha St. Clair, DCA SOLID

2. Public Comment for Items Not on the Agenda

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

3. Review and Possible Approval of the March 1, 2024, Board Meeting Minutes

Ms. Dominguez opened the discussion on the review and possible approval of the minutes. Maria Liranzo provided a summary of the minutes.

Ms. Dominguez asked for Board discussion. There was no Board discussion.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

**Amy White moved to approve the March 1, 2024, Board meeting minutes.**

**Charles Sanders seconded the motion.**

**The motion carried 5-0.** (Ayes: Dominguez, White, Borges, Dandurand, Sanders)

#### 4. Board Chair's Report

Ms. Dominguez reported the next Board meeting will be on September 5<sup>th</sup> and 6<sup>th</sup> in Southern California and November 6<sup>th</sup> and 7<sup>th</sup> in Sacramento. Ms. Dominguez noted the vacancies in committees.

Tod Borges asked about the vacancy in the hearing aid dispensing committee. Ms. Dominguez replied that there is one, the Otolaryngologist Public Member.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

#### 5. Executive Officer's Report

Ms. Dominguez invited Paul Sanchez to provide the Executive Officer's report. Mr. Sanchez provided an administration update on three staff vacancies and efforts to hire and recruit to fill those positions.

Mr. Sanchez reported on the budget including the statewide expenditure freeze, fund condition, and budget report.

Mr. Sanchez reported on outreach efforts including a presentation to the California Council of Academic Programs in Communication Sciences at their quarterly meeting via Zoom, and preparing a presentation to the California Academy of Audiology at their annual conference.

Mr. Sanchez reported on the improvement in licensing including processing times and the progress with the backlog in the review of foreign coursework applications. Mr. Sanchez also provided and historical background on the Board approach to addressing the licensing workload, backlog, and extended processing times. Mr. Sanchez discussed the Board's business modernization project and the complaints received regarding processing times and phone calls, and issues with the Board's phone system and efforts to resolve those issues.

John Dandurand asked if the processing time is still at thirteen (13) weeks or if it has improved. Mr. Sanchez replied that the Board is currently at two (2) weeks. Cherise Burns stated that the Board was at three (3) weeks in June 2022 and six (6) weeks in June 2021, and noted that the Board finished rolling out online applications last year.

Mr. Dandurand asked if there was any delay in receiving approval to take the written test for hearing aid dispensers. Ms. Burns replied that there was an issue with the old system transferring that information, not the new system, which has since been resolved.

Mr. Borges commended Board staff's efforts to reduce the processing times and asked what the training cycle for new staff. Ms. Burns replied that training a program technician can be from one to two month, whereas an analyst can take up to half a year depending on if they have previous experience. Ms. Burns commented on system improvements making training easier and quicker.

Mr. Sanchez reported on hearing aid dispensing practical examination results.

Mr. Sanchez reported on Board enforcement actions including enforcement statistics and noted the Board's regulations and licensing statistics.

Mr. Dandurand asked about changes to the practical examinations. Ms. Burns replied that it will be part of the regulation process.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

#### 6. Board Strategic Planning Moderated by Department of Consumer Affairs (DCA) SOLID Team

Ms. Dominguez invited Mr. Sanchez and Ms. Burns to provide highlights of the Board's current strategic plan. Mr. Sanchez provided a background of what has been done and noted that the Board completed sixty-seven (67) percent of its goals with an additional six (6) percent in progress and expected to be completed by the end of the year. Ms. Burns commented on the online licensing system and the impact it has on the Board's operations.

Ms. Dominguez asked for Board discussion. There was no Board discussion.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

Ms. Dominguez invited DCA's SOLID Team, Ann Fisher and Trisha St. Clair, to lead the Board in the strategic planning process. Ms. Fisher provided information on the facilitator's role and participants' expectations, and the agenda for today's strategic process. Videos on Diversity, Equity, and Inclusion (DEI) were presented to the Board. Ms. Fisher led the Board in an activity and provided information on the strategic planning process.

Ms. Fisher provided information on the purpose of a mission, read the Board's mission, and asked if revisions are required. There was no Board discussion.

Ms. Fisher provided information on the purpose of values, read the Board's values, and asked if revisions are required. Ms. Fisher noted the Board has a large number of values listed and suggested to narrow it down. Mr. Borges replied that integrity and professionalism could be combined. Ms. Fisher noted that accountability and transparency could be combined.

Ms. Dominguez proposed to keep integrity as it would include professionalism. Mr. Borges stated that stakeholders mentioned transparency in the report. Dr. Amy White stated that effectiveness could fall under accountability or transparency. Dr. Charles Sanders suggested to change effective to effective service. Ms. Burns noted that there is effectiveness and efficiency. Mr. Dandurand proposed to keep efficiency as it would include effectiveness, and stated that service is vague. Dr. Sanders stated that accountability and transparency have different definitions. Ms. Dominguez commented on the Board's definition of accountability including effectiveness and proposed to remove effectiveness. Ms. Dominguez commented on the Board's definition of service and asked for further discussion on how to keep the definition. Ms. Fisher noted that inclusion is on the list. Ms. Dominguez proposed to use inclusion instead of service. Ms. Fisher suggested adding a DEI term and commend the Board for narrowing down its values. Ms. Dominguez asked for the revised values. Ms. Fisher replied that the proposed values will be consumer protection, efficiency, integrity, accountability, transparency, and inclusion.

Ms. Fisher provided information on the environmental scan.

Ms. Fisher provided information on the purpose of a vision, read the Board's vision, and asked if revisions are required. Ms. Fisher recommended revising the ending and suggested ending it at access to communication related health care. Mr. Borges stated that related services would include hearing aid dispenser. Dr. White asked if hearing aid is a treatment. Mr. Borges replied that it is but the public may not necessarily think of hearing loss as a communication disorder. Ms. Burns stated that speech and hearing services may be clearer than communication disorder. Ms. Dominguez stated that it should include pathology to encompass swallowing disorders. Mr. Sanchez asked if it should say communication and hearing disorders. Mr. Borges expressed agreement with the suggestion. Ms. Burns suggested moving the phrase "highest quality" to earlier in the statement. Mr. Dandurand expressed agreement with the suggestion.

Ms. Fisher provided information on the purpose of goals, read the Board's goals, and asked if revisions are required. There was no Board discussion.

Ms. Fisher provided information on the purpose of objectives and noted that the Board will develop objectives for each goal.

Ms. Fisher provided a roadmap of the strategic planning process, a background on the purpose of an environmental scan, DEI questions to consider, information on the role and responsibilities of the Board and Board staff, resources to use to develop objectives, and instructions to develop objectives.

Ms. Fisher read the Board's goal on licensing and asked if revisions are required. There was no Board discussion.

Ms. Fisher reported the environmental scan related to licensing and asked for objectives.

Mr. Dandurand asked about online services effectiveness, how it can be more effective, and if there is a budget for it. Ms. Burns replied that there was an overall fifty-four (54) percent reduction in processing times with the new online application system and noted a forty-six (46) percent reduction from 2022, and sixty-one (61) percent reduction from 2021. Ms. Burns stated that there is no budget for additional online projects and noted that the Board would have to seek out external funding like it did for the funding from the California Department of Technology. Ms. Burns additionally commented on resource constraints to complete a project. Mr. Sanchez commented on the Board's budget and recommended the Board to consider online services as a goal. Mr. Dandurand commented on effective online systems reducing manual labor. Mr. Borges asked what online services could be offered. Mr. Sanchez replied that there are additional online services for licensing. Ms. Burns stated that there could be online services for renewal and supervision documents. Ms. Fisher suggested other online services like address and name change and continuing education. Mr. Dandurand commented on online services for renewals and reducing manual labor.

Dr. White commented on access to staff and suggested a listening session or office hour on a monthly or bi-weekly basis. Dr. White asked what the current process and policy is when responding to emails. Dr. White commented on expanding mid-level license types for the practice of audiology. Dr. White commented on the examination process and suggested examinations are held at different locations so that it is more local. Mr. Sanchez clarified that it is the hearing aid dispensing examination process and commented on changes to the examination process that would come from

changes to the regulations. Dr. Sanders commented on access to equipment at universities. Mr. Borges stated that applicants may not be familiar with the equipment at universities. Dr. White commented on examination security at universities. Ms. Burns commented on cost, logistics, and contracts to move examinations to other locations. Mr. Borges and Dr. White commented on staff and examiners required to conduct an examination. Mr. Borges and Mr. Dandurand commented on the compensation for examiners.

Mr. Sanchez commented on applicants not understanding the application process and suggested developing a tutorial or educational media to help applicants understand the process. Dr. White suggested a workflow map for the different license types. Ms. Burns commented on the problems of videos quickly becoming outdated when there is a change to the application, and suggested infographics or flow charts for each license type and application type. Mr. Dandurand suggested an online application tracking system. Ms. Burns stated that it was not possible with the current system and stated that an email is sent when a step in the process is completed. Ms. Dominguez commented on the access to staff and suggested that it be a two-way communication. Mr. Dandurand asked if the Board has online chat. Ms. Burns replied that the Board does not have an online chat feature and noted that the Board is currently on an old website platform and isn't aware if the new website platform has that feature.

Ms. Fisher asked what mid-level licensing type the Board would consider. Mr. Dandurand asked about the audiology master's program and asked if that is what people are talking about. Dr. White replied that they no longer exist because a doctorate degree is required nationwide and noted that this could be for people who have a bachelor's degree and have delayed or are not pursuing a doctorate degree. Dr. White commented on audiology assistants in other states and interest from California junior colleges to offer an educational pathway for audiology assistants. Dr. White stated that there was a recommendation to wait for a different time. Ms. Burns commented on the legislative sunrise process required to create a new license type. Dr. Sanders commented on the necessity for this license type and physicians supervising untrained individuals with no licensure or regulations to perform audiometric and vestibular evaluation. Ms. Burns stated that the sunrise process would need to be discussed and what to do with those individuals. Dr. White asked if the Board has authority. Ms. Burns replied that it would need to specify activities that require licensure or how to license those individuals. Ms. Burns commented on grandfathering speech-language pathology (SLP) aides when the speech-language pathology assistant license was created. Mr. Sanchez commented on the opportunity to look at audiology assistants and the shortage of audiologists. Dr. White commented on the inter-state compact. Ms. Burns noted that representatives of the compact provided information to the Board and noted that it could be re-visited. Dr. White and Ms. Burns commented on the benefit and concerns of the inter-state compact such as a different licensing pathways, enforcement issues, and budgetary impacts.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

Mr. Dandurand asked if there was a discussion regarding external threats to licensing. Ms. Fisher replied that it was not specifically discussed. Mr. Dandurand suggested addressing over-the-counter (OTC) hearing aids. Mr. Sanchez noted that it might fall under the Enforcement goal area. Ms. Fisher suggested laws and regulations or outreach and education. Ms. Burns noted that it is a federal law, and may fall under outreach and education in which the Board can create online materials or pamphlets for consumers.

Ms. St.Clair read the Board's goal on enforcement and asked if revisions are required. Ms. Burns commented on complaints about refunds and asked if it is part of health and safety or should be categorized as something else. Mr. Sanchez replied that health and safety encompasses fraud. Dr. Sanders stated that the definition of welfare is the health, happiness, and fortunes of a person or group. Mr. Sanchez suggested removing health and safety and focus on how the Board is protecting consumers.

Ms. St.Clair reported the environmental scan related to enforcement and asked for objectives.

Mr. Borges asked what reliance on third parties mean. Ms. St.Clair, Ms. Burns, and Mr. Sanchez replied that third parties are all those involved in the enforcement process such as Office of the Attorney General in the Department of Justice, Board subject matter experts, and DCA Division of Investigation. Mr. Borges asked if there was any way to make it more efficient. Mr. Sanchez replied that there is no way to make it more efficient as this is the process the Board has to go through.

Ms. Dominguez asked what the comments were regarding more and stronger enforcement. Ms. Burns replied that the comments for enforcement discussed violations of the Moscone-Knox Professional Corporation Act, issues with regional centers, issues with supervision, easier way to submit complaints, and information regarding actual legal requirements in order to not violate them.

Mr. Borges asked about the issues with supervision. Ms. Burns replied it was people going unsupervised and complaints not being addressed. Ms. Burns commented on the internal and external enforcement process. Mr. Sanchez commented on the enforcement process and how they are prioritized.

Ms. St.Clair asked if improved communication with complainants would be an issue the Board would like to address. Mr. Borges replied that it doesn't sound like the Board can. Mr. Sanchez stated that Board staff inform the complainant when they start and close an investigation. Dr. White and Dr. Sanders commented on a system that would notify complainants of the status of their complaint. Mr. Sanchez asked Ms. Burns how many comments were related to enforcement. Ms. Burns replied that there was a couple but that they were mostly licensing. Ms. Burns stated that the comments about enforcement were about closure and where in the process a complaint was. Mr. Sanchez commented on exploring best practices in notifying people even if it's a letter saying the Board is still reviewing their complaint. Mr. Dandurand commented on notifying people even if it's to say that it is still being reviewed. Ms. Dominguez commented on promoting consumer protection.

Dr. Sanders asked about enforcement issues related to employment in schools. Dr. White replied that she has been asked about caseload in schools. Mr. Sanchez stated that the Board does not have jurisdiction over issues related to schools. Ms. Burns commented on creating information on what the Board can do as it relates to school-based licensees. Mr. Sanchez commented on educating the public and how the Board cannot be interpreting laws and regulations for the public. Ms. Dominguez asked if staff could provide information and resources for issues outside the Board's jurisdiction. Mr. Sanchez replied that it could be something staff could put together. Ms. Burns commented on how staff responds to emails outside the Board's jurisdiction and referring them to professional organizations. Mr. Sanchez and Ms. Burns commented on the public misunderstanding the role of the Board versus professional organization.

Mr. Sanchez asked if goals identified in the current strategic plan can be added to this strategic plan such as updating the disciplinary guidelines. Ms. St.Clair replied that it would be good to include it if

it is a big issue to hold the board accountable.

Mr. Sanchez asked if there are any enforcement issues related to OTC hearing aids that needs to be addressed. Mr. Dandurand replied that consumers need to be aware of the difference and asked what the Board's role in enforcing licensed dispensers who sell OTC hearing aids. Mr. Borges replied that there isn't much the Board can do because it is federally regulated not state regulated. Dr. White commented on the issue of refunds and OTC hearing aids. Ms. Burns commented on the Board creating materials to tell consumers what to do if they have problems with OTC hearing aids. Mr. Dandurand asked what happens if a licensed dispenser sells OTC hearing aids. Ms. Burns replied that they are liable to uphold the Board's laws and regulations, and noted that there are general consumer good return laws also. Dr. White recommended that the Board re-visit this topic and commented on licensed dispensers being required to comply with laws and regulations.

Mr. Dandurand asked if the Board received calls related to OTC hearing aids. Ms. Burns replied that the Board hasn't had many calls. Mr. Sanchez commented on the need to inform consumers about OTC hearing aids and the Board's jurisdiction. Ms. St.Clair asked if the Board wants to focus on educating the buyers of OTC hearing aids. Mr. Dandurand replied that this is the role of the Board. Mr. Sanchez commented on informing buyers about online hearing aid dispensers. Mr. Dandurand asked how the Board enforces laws when there is an out-of-state dispenser. Mr. Sanchez replied that it would be educating the public that the Board doesn't have out-of-state jurisdiction.

Ms. St.Clair asked if there were other issues that need to be address in enforcement. Dr. White noted that the poor performance rating for enforcement was better than licensing. Ms. Burns replied that the Board may want to consider an online complaint system as a goal. Dr. White commented on the barriers to the public of not having an online complaint system.

Ms. St.Clair asked how the Board wants to address updating the disciplinary guidelines and what is the desired outcome. Mr. Sanchez and Ms. Burns replied that it will need to go through the regulatory process.

Ms. St.Clair asked if there are other issues that need to be address in enforcement. Ms. Dominguez asked which objective will address resources for employment issues or how can it be address. Ms. St.Clair replied that it is in objective two.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

Ms. Fisher read the Board's goal for outreach and communications, reported the environmental scan, and DEI ways to increase outreach. Ms. Fisher asked if the Board wants to move the objective related to OTC hearing aids from enforcement to outreach and communications. Mr. Borges replied that it would be outreach and communications.

Ms. Fisher asked how the Board wants to educate people about the Board's role. Dr. White asked if the Board has everyone's email. Ms. Burns replied that the Board does not and commented on how emails are collected. Dr. White asked if the Board could send mass email communication to emails on file. Ms. Burns replied that it can be done by using the listserv. Dr. White asked if regular communication, not related to laws and regulations, is sent to licensees. Ms. Burns replied that there isn't a quarterly or annual newsletter or e-blast sent to licensees.

Dr. White asked if a recurring e-blast would be reasonable. Mr. Sanchez asked if it would be an as-needed basis alert. Dr. White replied that it would be a recurring monthly basis. Mr. Borges stated that it could coincide with the Board meeting. Dr. White asked what listservs the Board has. Ms. Burns replied that there is a listserv for law and regulations, meeting agendas, hearing aid dispenser licensees, and speech-language pathology and audiology licensees; and noted that the licensee listservs are used sparingly so that it doesn't become like spam to the licensees. Ms. Burns stated that a quarterly update seems reasonable and may encourage licensees to have an email on file. Dr. White stated that it may be useful for licensees to receive other information beside regulations. Mr. Borges stated that having them coincide with the Board meeting may be more meaningful. Mr. Borges, Ms. Dominguez, and Dr. White suggested information that could be sent by email and added to the website periodically such as responses to frequently asked questions, resources, drop-in office hours, and meeting dates. Dr. White suggested office hours or town hall meetings as an outreach and communications objective.

Mr. Dandurand suggested a blog or asking licensees how they would like to be communicated with. Ms. Burns stated that monitoring a blog requires staff resources. Ms. Fisher recommended a survey to ask licensees how they would like to be communicated with. Ms. Dominguez commented on social media like Instagram. Mr. Sanchez commented on the objectives suggested and that the Board does not have social media accounts as that requires staff resources.

Mr. Borges asked how often the Board staff attend events like conferences. Mr. Sanchez replied that Board staff attend conventions and visit schools regularly and is open to more outreach opportunities.

Ms. Fisher asked if there are other issues that need to be address in outreach and communications. Ms. Burns and Mr. Sanchez commented on the use of plain language.

Ms. Fisher asked if the Board would like changes to the website as its own objective. Ms. Burns replied that it should as it will require staff resources and will be a long process to review and make changes to each webpage. Ms. Burns commented on the new website platform that the Board isn't on. Ms. Dominguez asked if Spanish language is available on the Board's website. Ms. Burns replied that there is no language accessibility on the website. Dr. White asked if there is language accessibility on Webex. Ms. Burns replied that there is closed captioning on Webex. Ms. Fisher replied that closed captioning can be translated in languages such as Spanish, French, and German. Dr. White asked if it is something the Board can turn on. Ms. Burns replied that the user has to activate the closed captioning. Dr. White stated that users may not understand how to activate closed captioning. Ms. Burns stated that the Webex instructions are provided with the agenda. Ms. Fisher noted that there are additional steps to activate closed captioning in other languages, and the translation may not be correct because it is real-time machine translation. Dr. White asked if there has ever been a request for sign language. Ms. Burns replied there hasn't been a request for the Board meeting, but there has been for the office.

Ms. Fisher asked if there were other issues that need to be address in outreach and communications.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

Ms. St.Clair read the Board's goal for laws and regulations. Mr. Borges asked if this should be



similar with the changes made to the Board's vision which removed health and safety. Ms. St.Clair replied that it could and noted the changes.

Ms. St.Clair reported the environmental scan related to laws and regulations and asked for objectives. Dr. White asked if the disciplinary guidelines would be an objective under laws and regulations instead of enforcement or would it be under both. Mr. Sanchez replied that it may be better under laws and regulations and doesn't need to be under both goals. Mr. Dandurand asked if it should be under enforcement because it's a guideline and not a law. Mr. Sanchez replied that it could be under enforcement, but it needs to be established and referenced in regulations and therefore becomes law. Ms. Dominguez suggested it stay under enforcement.

Ms. St.Clair stated that today's work is a draft and the Board will have an opportunity to review everything discussed today at a future meeting.

Mr. Borges commented on the issue of keeping laws and regulations current. Mr. Sanchez commented on making laws and regulations current for hearing aid dispensers. Ms. Burns commented on recent review of laws and regulations and noted new issues being identified such as conflict-of-interest in supervision and hearing aid dome removal. Mr. Sanchez noted that this is objective 4.3 in the current strategic plan.

Ms. St.Clair asked if there are other issues the Board wish to address. Ms. Dominguez commented on educating licensees on issues the Board can't enforce, and revisiting topics raised by licensees such as continuing education. Ms. Burns commented on the proposed changes to continuing education. Ms. Burns commented on conflict-of-interest in supervision and suggested it be an objective to revise regulations to address this issue. Mr. Sanchez commented on the length of time to complete regulations and suggested an objective to get more Board input on prioritizing regulations. Ms. St.Clair asked how the Board would prioritize regulations. Mr. Sanchez replied that it could be the committees who can prioritize regulations. Ms. Burns noted that there is a law and regulation ad hoc committee who can prioritize regulations. Dr. White noted that the practice committees can provide feedback in prioritizing regulations. Ms. Dominguez commented on public input to prioritize regulations. Ms. St.Clair asked what the desired outcome would be of prioritizing regulations. Ms. Dominguez replied that regulations would be continuously prioritized.

Ms. Burns suggested an objective to address plain and accessible language, and educating the public on how public comments work in the regulatory process. Ms. St.Clair asked if regulations need to be written in plain language or be communicated in plain language. Dr. White replied that it would be how they are written. Mr. Borges stated that if the regulations are written in plain language, they can be communicated in plain language. Mr. Sanchez commented on the challenges with drafting language that meet the authority and clarity standards of legal review and are in plain language. Dr. White stated that educating the public on how the public comments should be under outreach and communications. Ms. St.Clair suggested the reason and desired outcome for plain language in regulation is for accessibility and clarity.

Ms. St.Clair asked what issue would be addressed with educating the public on how the public comments work. Mr. Sanchez replied that it would be public comment during the regulatory process. Mr. Dandurand noted that Dr. White suggested it be moved to outreach and communications. Ms. Burns commented on the public comment process for the initial notice and modified text. Ms. Dominguez commented on the Board having a school-based speech-language pathologist. Dr. White commented on the issue of vacancy and quorum when there are specific requirements for

board membership. Ms. Dominguez suggested it should be a consideration and not a requirement. Ms. Burns commented on board membership and the appointment process.

Ms. St.Clair asked if there were other issues that need to be addressed in laws and regulations.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

Ms. Fisher read the Board's goal for program administration and reported the environmental scan related to program administration.

Ms. Burns stated that the public may not understand what program administration means and suggested revising the goal title. Mr. Borges asked if the goal statement can be added in the survey. Ms. Fisher replied that the goal statement was included in the survey. Mr. Sanchez suggested removing the word "program." Mr. Dandurand asked if this goal includes board members. Mr. Borges commented on the public misunderstanding the role of Board members and staff. Ms. Burns suggested renaming it to Board leadership and management or administration. Dr. Sanders suggested renaming it to staff management or executive officer and staff. Ms. Fisher asked if the goal title should be Board leadership and management or administration. Dr. White replied that it should be Board administration, and suggested educating the public on the role of Board members and staff.

Ms. Fisher suggested revising the goal statement to change "utilize" to "use". Dr. White asked if "our" could be clarified. Ms. Burns replied this it's the Board's goal and objective. Dr. White suggested to change "our" to "Board." Ms. Burns commented on the Board using staff to accomplish its goals and suggested educating the public on the role of Board members. Dr. White expressed agreement with the suggestion. Mr. Sanchez suggested changing "our" to "its." Ms. Dominguez suggested to keep the word "utilize."

Ms. Fisher asked for objectives. Dr. White stated that she had the same objectives previously discussed for this goal. Mr. Borges asked if the same objectives found under different goals can be added here. Ms. Fisher recommended to not repeat objectives that are under a different goal and suggested moving objectives. Mr. Sanchez commented on the issue of staffing. Dr. White suggested adding additional staffing as an objective. Ms. Burns commented on staff resources needed to complete the objectives proposed today.

Ms. Burns and Mr. Sanchez commented on staff resources needed to complete the current and proposed workload. Ms. Fisher commented on the need for budget change proposals to obtain more staff. Mr. Sanchez and Dr. White commented on the organizational structure of the Board and limited management capacity. Ms. Burns suggested an objective can be to review the Board's organizational structure. Ms. Fisher suggested that the desired outcome could be adequate oversight and implementation of strategic goals.

Mr. Dandurand asked about the reduction in the budget. Ms. Burns replied that the governor would like to see a reduction in operating expenditures.

Mr. Dandurand asked about the data on license population growth and retirement. Ms. Burns replied that there is no data on retirement. Mr. Sanchez commented on available data such as past and future license growth and labor data. Ms. Fisher stated that there may not be enough staff resources

to collect labor data. Ms. Burns stated that there is no mechanism to collect retirement information except the data collected at renewal and for the occupational analysis. Mr. Sanchez commented on DCA's and the State's efforts to collect workforce data. Ms. Fisher asked if this is something the Board would like as an objective. Mr. Sanchez replied that it will be addressed in other objectives.

Ms. Burns commented on online services in program administration and stated that it's more of a licensing and enforcement issue. Ms. Fisher asked if employees have the necessary equipment and resources to perform their work. Ms. Burns replied that the Board acquired the necessary equipment and resources during the COVID-19 pandemic. Mr. Sanchez noted that the Board has had a healthy enough budget to maintain equipment. Ms. Burns noted that equipment cost is also included in the budget when requesting new employee through the budget process.

Ms. Dominguez asked what the difference between the strength and weakness of general sense of the approval for the board's program administration. Ms. Fisher replied that some people are satisfied when they can connect with staff and others are not satisfied that they cannot connect with staff, and the comments reflect those sentiments.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

Ms. Fisher asked how many years the Board would like their strategic plan to cover. Mr. Sanchez replied that he prefers four (4) years. Ms. Burns noted that it would end between the next sunset reviews.

Ms. Fisher provided information on the next steps of the strategic process which will include the review and approval of the strategic plan, and action planning with Board staff.

Ms. Dominguez expressed her gratitude to Ms. Fisher and Ms. St.Clair for leading the Board in the strategic planning process.

## 7. Regulatory Report: Update, Review, and Possible Action on Board Regulation Packages

Ms. Dominguez invited Ms. Liranzo to provide the regulatory report. Ms. Liranzo provided an update on the Board's regulatory packages and noted items that require Board review and approval.

Dr. White asked for Board discussion. There was no Board discussion.

Dr. White asked for public comments. There were no comments from the public, outside agencies, or associations.

Ms. Dominguez invited Ms. Liranzo to present proposed changes to regulations regarding hearing aid dispensing continuing education. Ms. Liranzo provided a background on the proposed changes and noted that Board staff withdrew the rulemaking file to accommodate changes requested by the Office of Administration Law. Ms. Liranzo provided information on the changes to the proposed regulatory text and rationale for those changes. Ms. Liranzo stated that changes were noticed to the public for comment and recommended no additional changes to the proposed text to accommodate those comments. Ms. Liranzo noted that the public comments are included in the meeting materials and that Board staff drafted responses to public comments for Board review and approval.

Ms. Dominguez asked for Board discussion. There was no Board discussion.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

**Tod Borges moved to ratify the modifications to the regulatory text published during the 15-day comment period between May 14 – 29, 2024, approve the proposed Board responses to comments, and direct staff to take all steps necessary to complete the rulemaking process, including the filing of the final rulemaking package with the Office of Administrative Law, authorize the Executive Officer to make any non-substantive changes to the proposed regulations before completing the rulemaking process, and adopt the proposed regulations in Title 16, CCR sections 1399.140, 1399.140.1, and 1399.144, as noticed.**

**Amy White seconded the motion.**

**The motion carried 5-0.** (Ayes: Dominguez, White, Borges, Dandurand, Sanders)

Ms. Dominguez invited Ms. Liranzo to present proposed changes to regulations regarding continuing professional development for speech-language pathology and audiology.

Ms. Liranzo provided a background on the proposed changes and noted that Board staff do not recommend additional changes to the proposed text to accommodate comments made about the second modified text. Ms. Liranzo stated that Board staff modified the proposed text to make similar changes made to the proposed text for hearing aid dispensing continuing education required by the Office of Administrative Law. Ms. Liranzo provided information on the changes to the proposed regulatory text and rationale for those changes. Ms. Liranzo stated that the changes were noticed to the public for comment, but due to the volume of comments received, Board staff were not able to have them ready for Board review at this meeting and they will be presented at a future meeting. Ms. Liranzo noted that the public comments for the second modified text and the third modified text are included in the meeting materials and that Board staff drafted responses to public comments about the second modified text for Board review and approval.

Ms. Dominguez asked for Board discussion. There was no Board discussion.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

**Amy White moved to approve the proposed Board responses to comments received during the second 15-day comment period between March 8, 2024-March 25, 2024, and direct Board staff to take all steps necessary to complete the rulemaking process and adopt the proposed regulations at Title 16, CCR sections 1399.160 through 1399.160.4, as noticed.**

**Tod Borges seconded the motion.**

**The motion carried 5-0.** (Ayes: Dominguez, White, Borges, Dandurand, Sanders)

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

**Charles Sanders moved to ratify the modifications to the regulatory text published during the third 15-day comment period between May 14 – 29, 2024, direct staff to prepare proposed Board responses to comments received during the third 15-day comment period between May 14-29, 2024, which shall be brought before the Board at a later date for review and consideration.**

**Amy White seconded the motion.**

**The motion carried 5-0.** (Ayes: Dominguez, White, Borges, Dandurand, Sanders)

Ms. Dominguez invited Ms. Liranzo to present proposed changes to regulations regarding hearing aid dispensing advertising. Ms. Liranzo provided a background on the proposed changes and noted that Board staff do not recommend additional changes to the proposed text to accommodate comments made. Ms. Liranzo further noted that public comments are included in the meeting materials and that Board staff drafted responses to public comments for Board review and approval.

Ms. Dominguez asked for Board discussion. There was no Board discussion.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

**John Dandurand moved to approve the proposed Board responses to comments on proposed regulatory text for Title 16, CCR section 1399.127, and direct Board staff to take all steps necessary to complete the rulemaking process, including the filing of the final rulemaking package with the Office of Administrative Law, authorize the Executive Officer to make any non-substantive changes to the proposed regulations before completing the rulemaking process, and adopt the proposed regulations at Title 16, CCR section 1399.127, as noticed.**

**Amy White seconded the motion.**

**The motion carried 5-0.** (Ayes: Dominguez, White, Borges, Dandurand, Sanders)

#### 8. Legislative Report: Update, Review, and Possible Action on Proposed Legislation

Ms. Dominguez invited Ms. Liranzo to provide the legislative report. Ms. Liranzo reported on the legislative calendar and deadlines, implementation of legislation, and Board-sponsored legislation, and noted that the omnibus proposal is Senate Bill 1526.

Ms. Liranzo reported on bills with recommended watch status and noted that two (2) bills died: Assembly Bill (AB) 1816 and AB 1928, and eight (8) bills were added: AB 1900, AB 1949, AB 1991, AB 2011, AB 2339, AB 2862, AB 2908, and AB 3127.

Ms. Dominguez asked for Board discussion. There was no Board discussion.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

#### 9. Legislative Items for Future Meeting

Ms. Dominguez asked for legislative items for future meeting. There was no Board discussion.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

#### 10. Future Agenda Item

Ms. Dominguez asked for future agenda items. There was no Board discussion.

Ms. Dominguez asked for public comments. There were no comments from the public, outside agencies, or associations.

11. Pursuant to Government Code Section 11126(c)(3), the Board will Meet in Closed Session to Discuss Disciplinary Matters Including Proposed Decisions, Stipulated Decisions, Defaults, Petitions for Reductions in Penalty, Petitions for Reconsideration, and Remands.

The Board did not meet in closed session to discuss disciplinary matters.

#### 12. Adjournment

The meeting adjourned at 3:15 p.m.