

MEMORANDUM

DATE	June 10, 2024
TO	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
FROM	Paul Sanchez, Executive Officer
SUBJECT	Agenda Item 5: 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 Management has been focused on recruitment to fill three vacancies. The first vacancy is for the new Enforcement Analyst position that was also obtained through the State budget process this fiscal year. This position will be responsible primarily for CE audits and related enforcement tasks. The second and third vacancies were created by staff departures. One licensing unit staff member left the Board in April to seek a career opportunity aligned with her education and training and one enforcement analyst left the Board in May for a promotional opportunity within DCA.

During the month of May, Board management prioritized recruitment for these vacant positions. We held job interviews for all three vacancies and are in different stages of the hiring process for the three positions. We hope to have at least two positions filled by the end of June.

b) Budget Report

As mentioned at our previous meeting, in accordance with Budget Letter 23-27, the Board has been actively reducing expenditures and closely monitoring spending to achieve savings. These reductions can impact operations such as travel and may result in more remote meetings.

Included in your Board materials is a current Fund Condition Report (Item 5b) 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 5b). This report includes projections that reflect fiscal activity through April 30, 2024. 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 with a reversion of under four percent. We will continue to work closely with DCA Budgets to ensure that we stay within the budget while meeting the Board's operational needs.

c) Outreach Update

On April 24, 2024, I made a presentation to the California Council of Academic Programs in Communication Sciences at their quarterly meeting via Zoom. Board management is regularly invited to participate and present to the group and keep program directors updated on Board business and changes. The presentation consisted of information related to licensing regulation changes, application processing, and the Business Modernization project.

On May 21, 2024, I met with the California Academy of Audiology (CAA) to discuss strategies to communicate to membership. CAA is requesting that the Executive Officer participate at their annual conference. The potential options for participating are to try to obtain an exemption to attend in person or to present remotely to the group at the conference or a townhall setting.

d) Licensing Report

Overall, licensing cycle times have continued to improve. We hope to provide the Board with more data on the reduction in licensing cycle times and the effectiveness of the new system. Licensing staff have been able to make great strides with foreign-coursework applications (coursework obtained outside of the United States) and are current with all completed applications.

While we have made great improvements in licensing, we are also looking to improve our phone call responsiveness. We have received numerous complaints from applicants about issues with our phone system or their calls getting lost in the system. This prompted a review of the Board's phone tree and call routing system to troubleshoot these issues. Multiple problems with the phone tree and call routing settings were identified and resolved. These solutions should improve call responsiveness for the Board. Ms. Burns will continue to work with DCA's Telecom Unit to make changes or improvements necessary. We are also looking at measures to evaluate the effectiveness of our system and make future improvement.

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

Licensing Cycle Times	5/1/23	9/1/23	10/1/23	12/1/23	3/1/2024	6/11/2024
Speech-Language Pathologists (SLP) and Audiologists (AUD) Complete Licensing Applications	13 weeks	12 weeks	10 weeks	9 weeks	3 weeks	2 weeks
Review and Process SLP and AUD Supporting Licensing Documents	7 weeks	6 weeks	3 weeks	1 week	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	1 week
Hearing Aid Dispensers (HAD) Complete Applications	9 weeks	12 weeks	12 weeks	10 weeks	9 weeks	2 weeks

e) Practical Examination Report

The most recent practical exam was held on March 22-23, 2024. The results are noted below. The next practical exam will be held on June 28-29, 2024. Future practical exams are posted on the website at

https://www.speechandhearing.ca.gov/applicants/exam_dates.shtml

HAD Practical Examination Results for March 22-23, 2024					
Candidate Type	Number of Candidates	Passed	%	Failed	%
Applicants with Supervision (Temporary Trainee License)					
Hearing Aid Dispensers	36	29		7	
Audiologists	2	1		1	
Required Professional Experience Aide	3	3		0	
Applicants Licensed in Another State (Temporary License)					
Hearing Aid Dispenser	2	0		2	
Audiologist	1	1		0	
Applicants without Supervision					
Hearing Aid Dispensers	2	1		1	
Audiologists	2	1		1	
Required Professional Experience	2	2			
Total Number of Candidates	50	38	76%	12	24%

f) Enforcement Report

The Board has received 98 complaints and subsequent arrest notifications through the third quarter of the 2023-2024 reporting year. During this same period, the Board has issued three (3) citation and fines.

There are currently eleven (11) formal discipline cases pending with the Attorney General's Office. The Board is currently monitoring seventeen (17) probationers of which seven (7) probationers require drug or alcohol testing and four (4) 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

g) 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	2/8/2024	3/19/2024 – Approved and filed with the Secretary of State by the OAL 6/12/2024 – 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 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 review 8/18/2022 – Submitted for Budget review 8/18/2022 – Submitted for Legal review 5/13/2022 – Board approved language	Effective on July 1, 2024
HAD CE Requirements	7/27/2024	5/14/2024 – 15-day comment period 5/1/2024 – Withdrawn from OAL 3/21/2024 – Submitted to OAL 3/15/2024 – Submitted for DCA review 3/12/2024 – Submitted for Legal review 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 review 5/17/2023 – Submitted for Budget review 5/10/2023 – Submitted for Legal review 4/27/2023 – Board approved language	Comment period ended May 29, 2024
SLP-AU CPD Requirements	10/5/2024	5/14/2024 – 15-day comment period 3/8/2024 – 15-day comment period 3/1/2024 – Board approved modified text 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 review 5/11/2023 – Submitted for Budget review 5/5/2023 – Submitted for Legal review 4/27/2023 – Board approved language	Comment period ended May 29, 2024

Rulemaking File	Final OAL Filing Date	Status	Comments
HAD Advertising Requirements	11/16/2024	3/8/2024 – 15-day comment period 3/1/2024 – Board approved modified text 3/1/2024 – Public hearing pursuant to Government Code section 11346.8 11/17/2023 – Initial 45-day comment period 9/21/2023 – Submitted for Agency review 8/15/2023 – Submitted for DCA review 6/20/2023 – Submitted for Budget review 5/19/2023 – Submitted for Legal review 4/27/2023 – Board approved language	
Approved Institutions		8/28/2023 – Submitted for Budget review 8/28/2023 – Submitted for Legal review 8/25/2023 – Board approved language	Board staff is developing the Economic and Fiscal Impact Statement as of May 17, 2024
Hearing Aid Dispensers Trainee and Temporary Licensee Supervision		9/16/2023 – Submitted for Budget review 9/5/2023 – Submitted for Legal review 8/25/2023 – Board approved language	Board staff is developing the Economic and Fiscal Impact Statement as of March 20, 2024
Fingerprinting Requirements		8/31/2022 – Submitted for Budget review 8/31/2022 – Submitted for Legal review 5/13/2022 – Board approved language	Board staff is developing the Economic and Fiscal Impact Statement as of September 28, 2022.
General Application Requirements and 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.

Rulemaking File	Final OAL Filing Date	Status	Comments
Regarding Processing Times		4/15/2024 – Submitted for Budget review 4/15/2024 – Submitted for Legal review 12/1/2023 – Board approved language	
Audiology Licensing Requirements Related to Supervised Clinical		4/24/2024 – Submitted for Budget review 4/24/2024 – Submitted for Legal review 12/1/2023 – Board approved language	

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

FY 2023-24 BUDGET REPORT

June 12, 2024 Board Meeting

FM 10

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 04.30.2024	% SPENT	PROJECTIONS TO YEAR END	UNENCUMBERED BALANCE
PERSONNEL SERVICES									
Salary & Wages (Staff)	601,545	599,726	746,598	842,376	893,000	674,202	75%	814,580	78,420
Statutory Exempt (EO)	98,268	92,318	106,164	114,225	82,000	96,350	118%	115,332	(33,332)
Temp Help	64,729	38,449	57,039	56,831	1,000	4,749	475%	4,749	(3,749)
Board Member Per Diem	4,600	1,700	5,100	5,600	6,000	1,000	17%	3,000	3,000
Overtime/Flex Elect/Lump Sum	55,901	54,620	67,286	67,655	5,000	69,162	1383%	79,313	(74,313)
Staff Benefits	434,247	418,932	489,282	582,080	599,000	487,145	81%	587,276	11,724
TOTALS, PERSONNEL SVC	1,259,290	1,205,746	1,471,470	1,668,767	1,586,000	1,332,608	84%	1,604,250	(18,250)
OPERATING EXPENSE AND EQUIPMENT									
General Expense	48,858	67,144	74,273	59,288	78,000	34,146	44%	50,957	27,043
Printing	11,227	19,251	40,231	42,470	32,000	82,082	257%	82,082	(50,082)
Communication	7,072	7,482	3,518	3,158	25,000	1,354	5%	2,587	22,413
Postage	7,155	1,725	6,407	4,232	14,000	3,940	28%	4,300	9,700
Insurance	25	158	22	17	0	23	0%	23	(23)
Travel In State	13,115	9,148	11,088	15,381	36,000	11,311	31%	13,000	23,000
Training	7,088	0	175	2,845	11,000	0	0%	500	10,500
Facilities Operations	101,321	82,568	126,495	140,624	113,000	139,178	123%	143,567	(30,567)
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	103,191	72%	145,769	(2,769)
Office Admin. Hearings	8,025	128,785	38,496	30,808	61,000	11,430	19%	18,195	42,805
C & P Services - External	73,529	79,957	64,415	73,311	70,000	82,950	119%	92,789	(22,789)
DCA Pro Rata	367,221	355,665	463,371	138,234	508,000	491,000	97%	508,000	0
DOI - Investigations	200,908	32,198	96,124	58,523	8,000	8,000	100%	8,000	0
Interagency Services	0	2,196	118	621	29,000	473	2%	600	28,400
IA w/ OPES	67,039	24,264	47,009	17,086	60,000	25,228	42%	46,414	13,586
Consolidated Data Center	4,971	14,553	20,198	23,753	25,000	14,613	58%	25,871	(871)
Information Technology	431	5,210	4,171	5,115	17,000	8,928	53%	8,928	8,072
Equipment	15,400	30,670	1,193	2,236	21,000	1,239	6%	1,239	19,761
Other Items of Expense	113,356	2,553	1,746	2,076	0	662	0%	662	(662)
TOTALS, OE&E	1,172,675	1,117,103	1,194,721	706,337	1,275,000	1,020,154	80%	1,154,172	120,828
TOTAL EXPENSE	2,431,965	2,322,849	2,666,191	2,375,104	2,795,000	2,352,762	84%	2,692,422	102,578
SURPLUS/(DEFICIT):									3.67%

**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 10 Projections

Prepared 6.3.2024

	PY 2022-23	CY 2023-24	BY 2024-25	BY +1 2025-26	BY +2 2026-27
BEGINNING BALANCE	\$ 1,134	\$ 1,634	\$ 1,923	\$ 1,445	\$ 1,156
Prior Year Adjustment	\$ 31	\$ -	\$ -	\$ 0	\$ 0
Adjusted Beginning Balance	\$ 1,165	\$ 1,634	\$ 1,923	\$ 1,445	\$ 1,156
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS					
Revenues					
4121200 - Delinquent fees	\$ 32	\$ 33	\$ 33	\$ 33	\$ 33
4127400 - Renewal fees	\$ 2,241	\$ 2,515	\$ 2,275	\$ 2,275	\$ 2,275
4129200 - Other regulatory fees	\$ 72	\$ 48	\$ 41	\$ 41	\$ 41
4129400 - Other regulatory licenses and permits	\$ 572	\$ 627	\$ 614	\$ 614	\$ 614
4163000 - Income from surplus money investments	\$ 34	\$ 43	\$ 25	\$ 17	\$ 11
4171400 - Escheat of unclaimed checks and warrants	\$ 3	\$ 4	\$ 4	\$ 4	\$ 4
4172500 - Miscellaneous revenues	\$ 1	\$ -	\$ -	\$ -	\$ -
Totals, Revenues	\$ 2,955	\$ 3,270	\$ 2,992	\$ 2,984	\$ 2,978
Totals, Transfers and Other Adjustments	\$ -	\$ -	\$ -	\$ -	\$ -
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 2,955	\$ 3,270	\$ 2,992	\$ 2,984	\$ 2,978
TOTAL RESOURCES	\$ 4,120	\$ 4,904	\$ 4,915	\$ 4,429	\$ 4,134
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 2,304	\$ 2,675	\$ 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	\$ 2,981	\$ 3,470	\$ 3,273	\$ 3,366
FUND BALANCE					
Reserve for economic uncertainties	\$ 1,634	\$ 1,923	\$ 1,445	\$ 1,156	\$ 768
Months in Reserve	6.6	6.7	5.3	4.1	2.7

NOTES:

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

Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board

LICENSES ISSUED	FY 16/17	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24
								QTR 3
AIDE	44	33	32	44	22	44	52	41
AU	53	77	63	63	71	79	51	65
DAU	24	30	35	31	23	28	26	31
AUT	0	2	4	3	1	4	1	0
PDP	21	20	15	5	13	14	10	18
RPE	897	945	977	1,059	1,039	1,177	1,095	1,204
SLP	1,457	1,482	1,446	1,444	1,621	1,782	1,664	1,646
SPT	0	0	0	0	0	1	1	4
SLPA	501	558	602	615	505	649	640	657
HAD Permanent	120	137	135	95	55	108	83	115
HAD Trainee	152	169	156	116	93	124	142	132
HAD Licensed in Another State	16	20	17	12	11	22	7	9
HAD Branch	315	341	333	312	249	263	162	192
TSA (Military Temporary)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2
TSP (Military Temporary)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6
TOTAL LICENSES ISSUED	3,556	3,781	3,783	3,755	3,681	4,251	3,934	4,122

LICENSEE POPULATION	FY 16/17	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24
								QTR 3
AIDE	235	216	245	273	290	306	310	339
AU	698	720	831	837	830	869	840	857
DAU	1,211	1,246	1,334	1,384	1,375	1,416	1,453	1,486
<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>2,343</i>
AUT	0	2	4	7	8	8	7	7
PDP	174	177	178	165	160	152	141	154
RPE	1,174	1,232	1,364	1,595	1,626	1,740	1,871	2,203
SLP	18,024	19,161	21,374	22,527	23,309	24,894	25,929	27,284
SPT	0	0	0	0	0	1	1	5
SLPA	3,752	4,118	4,822	5,297	5,538	5,962	6,260	6,701
HAD Permanent	1,179	1,266	1,380	1,407	1,398	1,439	1,399	1,430
HAD Trainees	238	204	214	237	243	267	297	298
HAD Licensed in Another State	18	28	31	42	47	66	59	65
HAD Branch Office	1,409	1,297	1,347	1,401	1,411	1,429	1,267	1,294
TSA (Military Temporary)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2
TSP (Military Temporary)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5
TOTAL LICENSEES	27,877	29,451	32,879	34,899	35,945	38,243	39,834	42,130

* Data as of June 4, 2024

Legend:

AID = Speech-Language Pathology/Audiology Aide

HTL = Hearing Aid Dispenser Temporary (1-year)

AU = Audiologist	HT = Hearing Aid Dispenser Trainee
DAU = Dispensing Audiologist	BR = Hearing Aid Dispenser Branch
AUT = Audiologist (6-month Temporary)	TIA = Military Spouse/Domestic Partner 1- Year Temporary AID
PDP = Continuing Education Provider	TAU = Military Spouse/Domestic Partner 1- Year Temporary AU
RPE = Required Professional Experience	TRP = Military Spouse/Domestic Partner 1- Year Temporary RPE
SP = Speech-Language Pathologist	TSP = Military Spouse/Domestic Partner 1- Year Temporary SP
SPT = Speech-Language Pathologist (6-Month Temporary)	TSA = Military Spouse/Domestic Partner 1- Year Temporary SPA
SPA = Speech-Language Pathology Assistant	THA = Military Spouse/Domestic Partner 1- Year Temporary HAD
HA = Hearing Aid Dispenser	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 Q3
Complaints Received	158	164	91	79	89	60
Convictions Received	124	103	45	48	60	44
Average Days to Intake	1	1	5	7	4	6
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 Q3
Assigned		273	260	131	131	151	101
Closed		188	189	193	178	143	90
Average Days to Complete		148	222	380	598	289	150
Pending		198	260	198	132	130	132

INVESTIGATIONS	DOI	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q3
Assigned		13	9	0	1	0	5
Closed		12	10	8	6	1	0
Average Days to Complete		752	770	839	1,409	150	0
Pending		20	19	11	2	1	7

ALL TYPES OF INVESTIGATIONS	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q3
Closed w/o Discipline Referral	183	181	187	178	140	82
Cycle Time - No Discipline	184	251	368	491	285	121

CITATIONS/CEASE & DESIST	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24 Q3
Citations Issued	16	11	6	7	6	4
Avg Days to Citation & Fine	155	336	429	1,138	439	211
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 Q3
Pending at the AG	21	23	21	10	3	6
Accusations Filed	4	8	8	5	1	2
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

ATTORNEY GENERAL FINAL	FY	FY	FY	FY	FY	FY 2023-24
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Speech-Language Pathology & Audiology & Hearing Aid Dispensers Board Enforcement Report

OUTCOME	2018-19	2019-20	2020-21	2021-22	2022-23	Q3
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.