

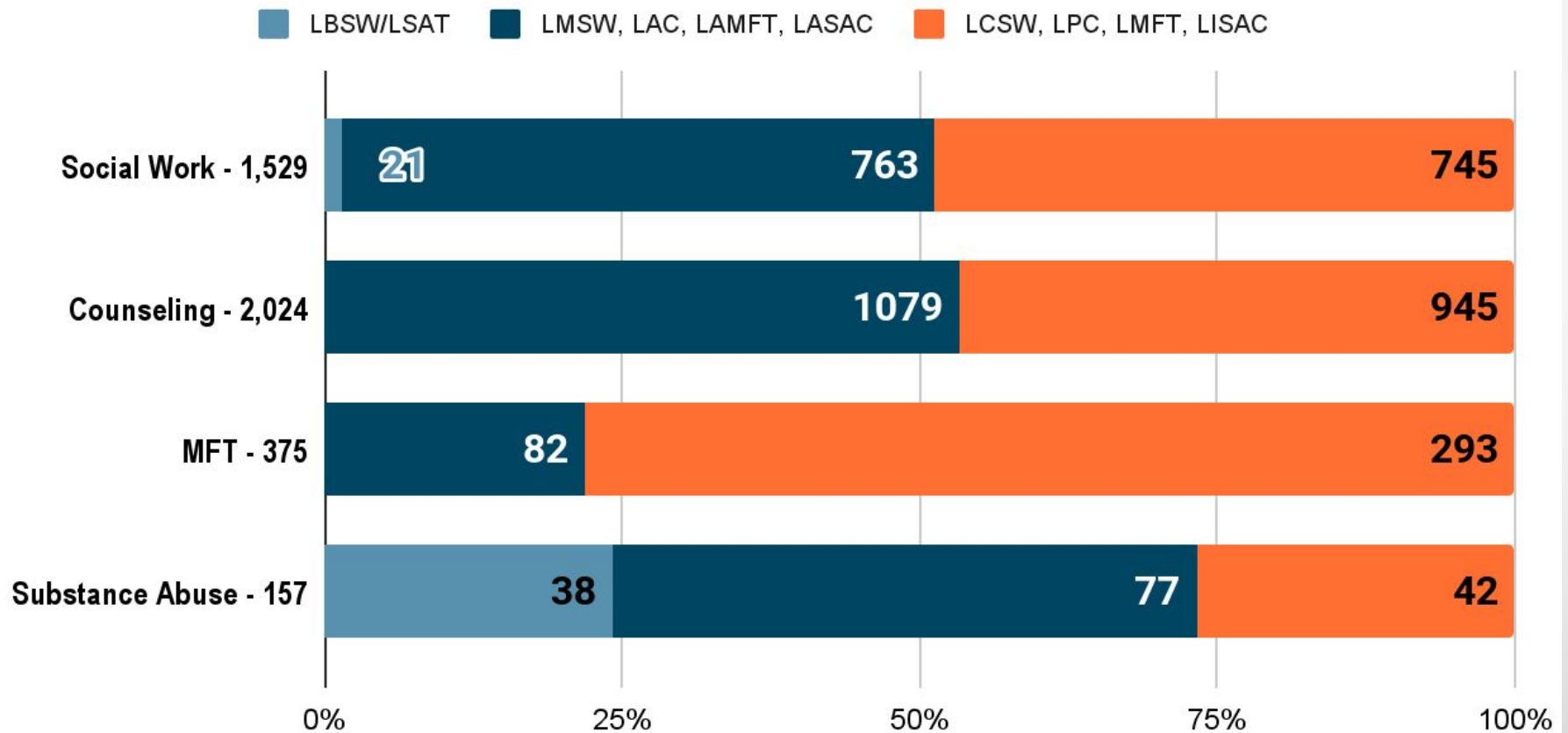
# Calendar Year 2023

The purpose of this presentation is to highlight the Board's productivity and accomplishments from Calendar Year 2023 including:

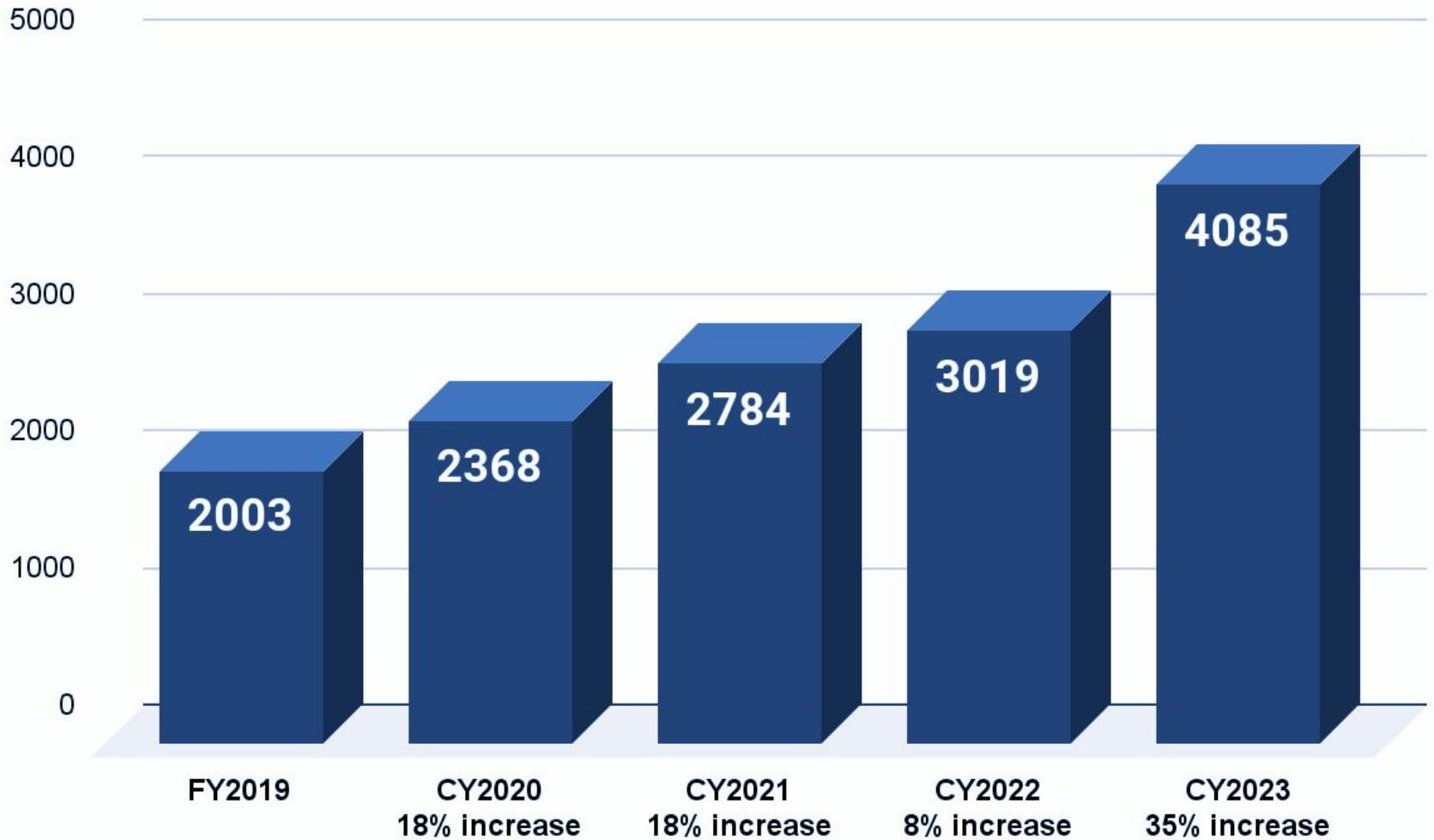
- Applications
- Licenses
- Supervision
- Renewals/Verifications
- Completed Investigations
- Staff Productivity/Achievements
- 2024 Goals

# Applications Received CY 2023 - 4,085

## Application type



# Total Applications Received



# Applications by Type

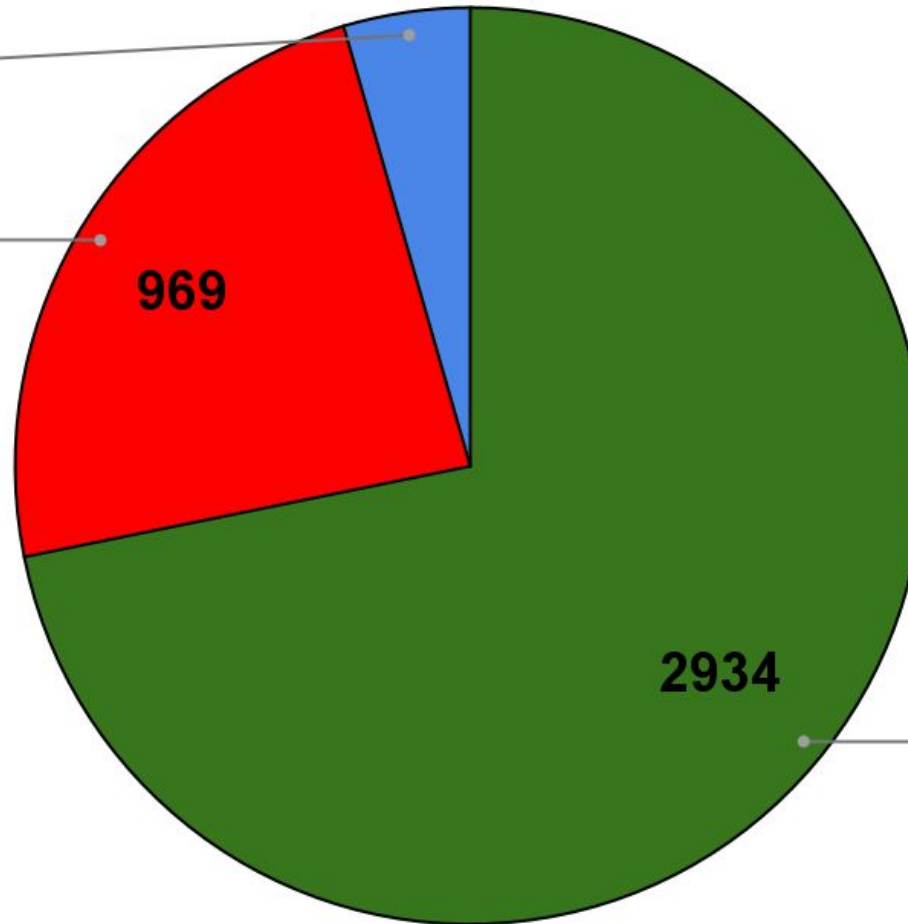
## Application Type

**Universal Recognition**

4.5%

**Endorsement**

23.7%



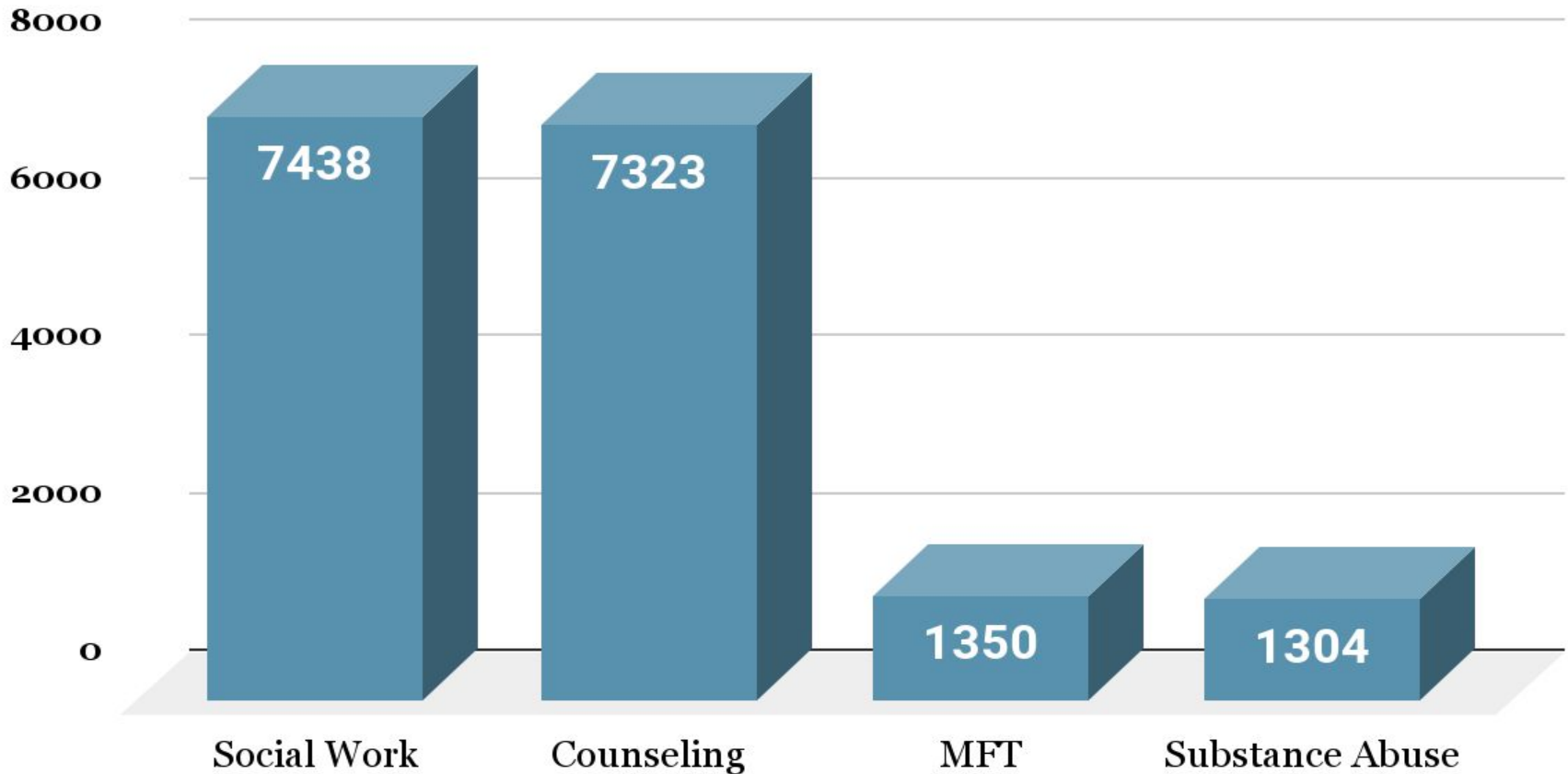
**Regular**

71.8%

# Active License Count -17,415

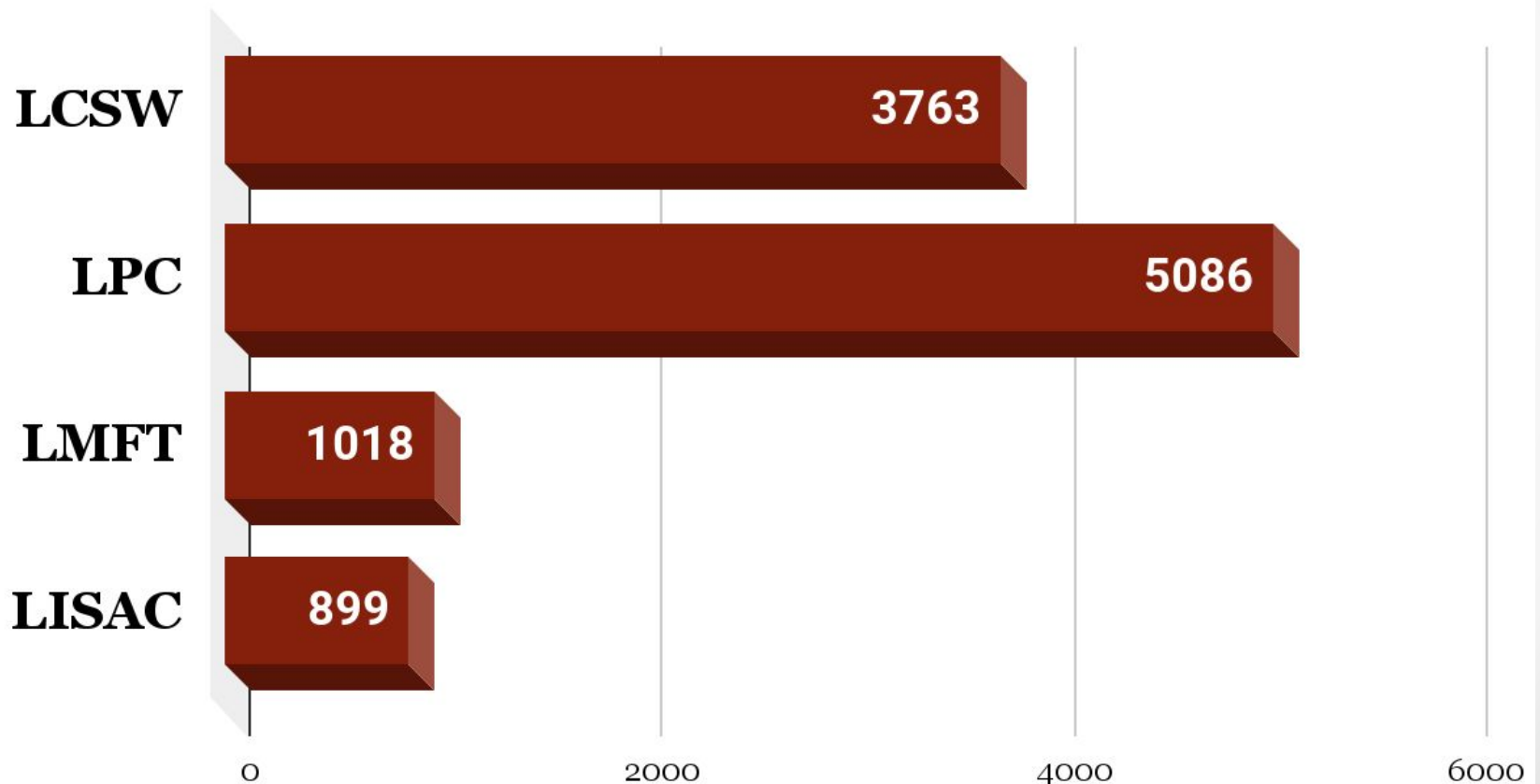
\*CY 2022 - 16,139 (8% increase)

## License Type

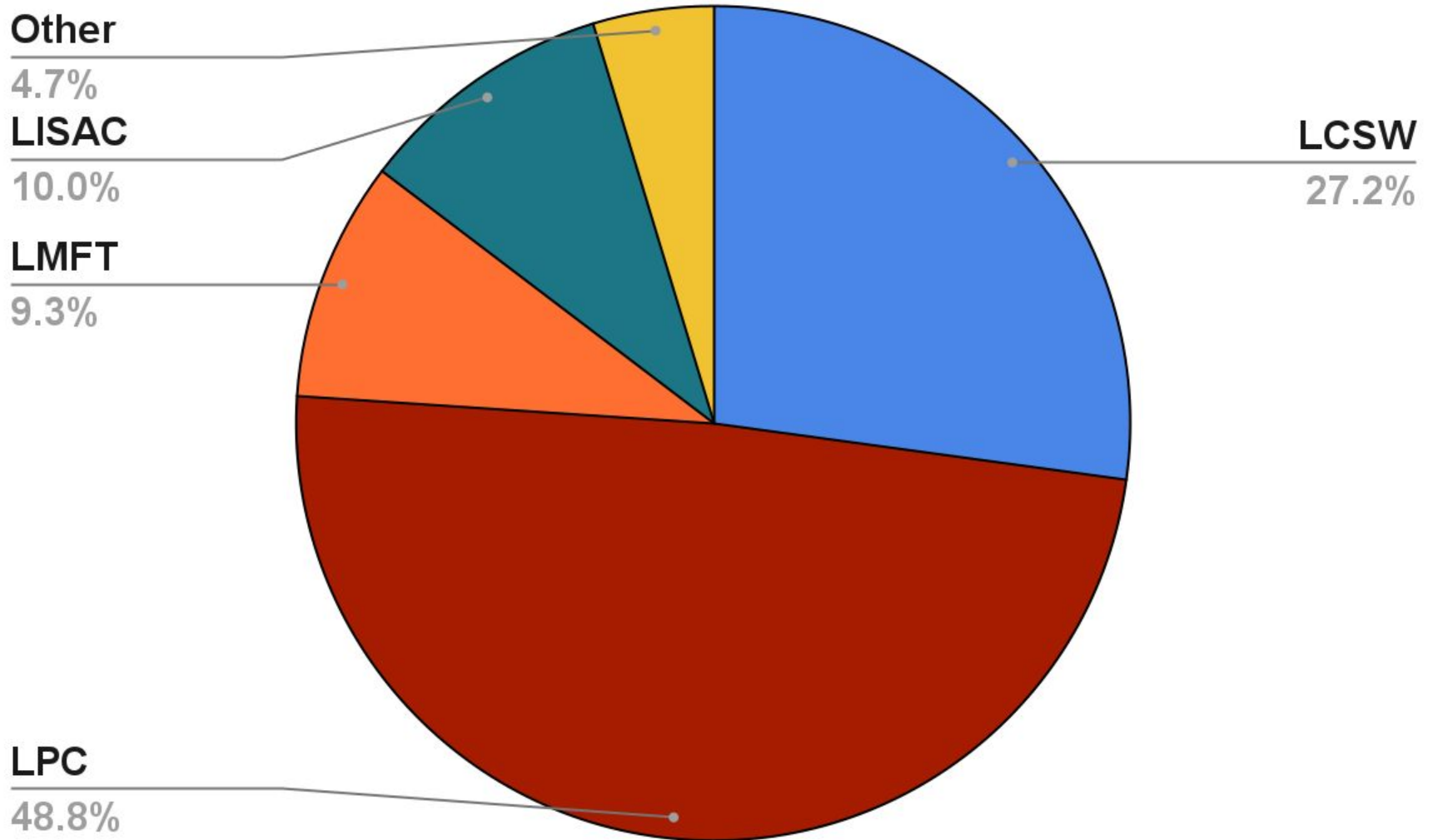


# Independent Licenses - 10,766 (62% of all licenses)

## License Type



# Clinical Supervisors - 2,461



# Supervised Private Practice Participants - 171

\*CY 2022 - 170

## Supervisee license type

**LASAC**

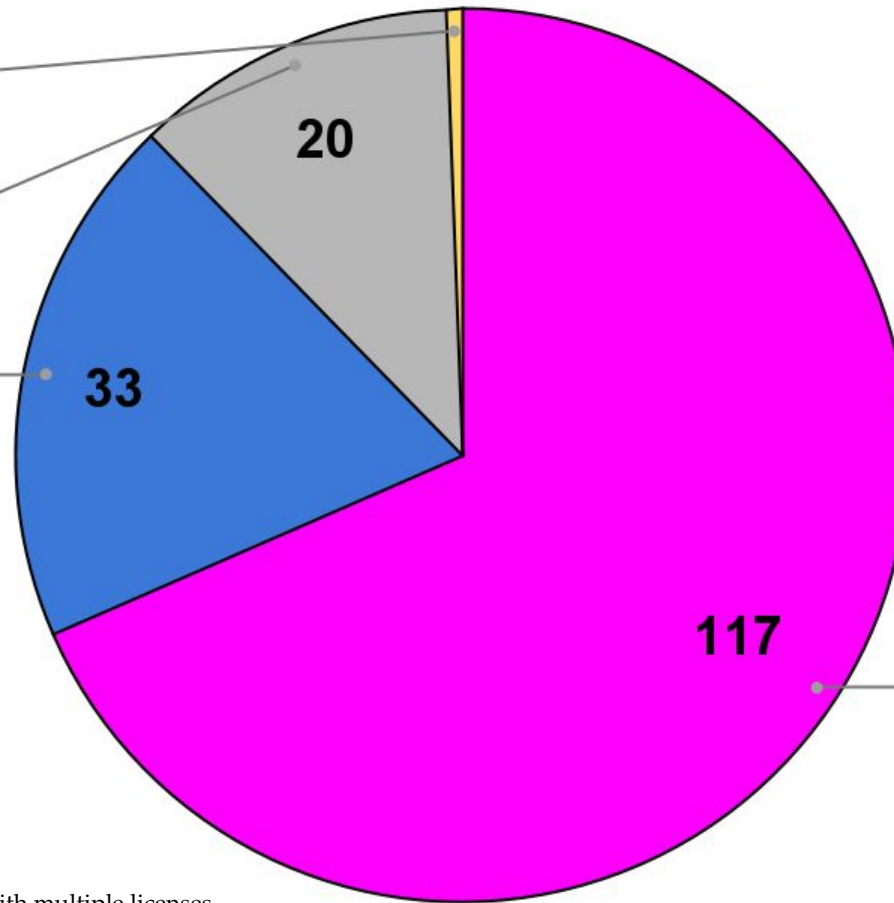
0.6%

**LAMFT**

11.7%

**LMSW**

19.3%

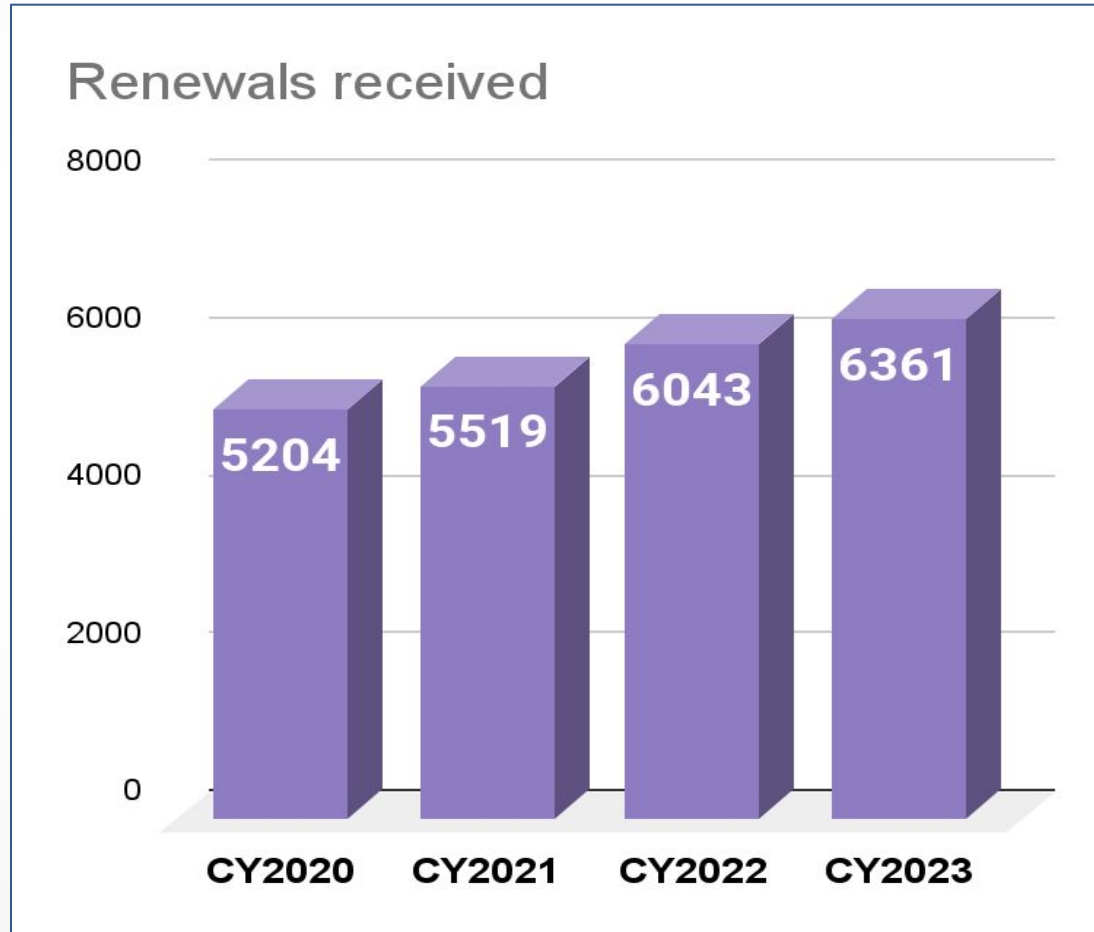


**LAC**  
68.4%

\* Chart numbers reflect professionals with multiple licenses

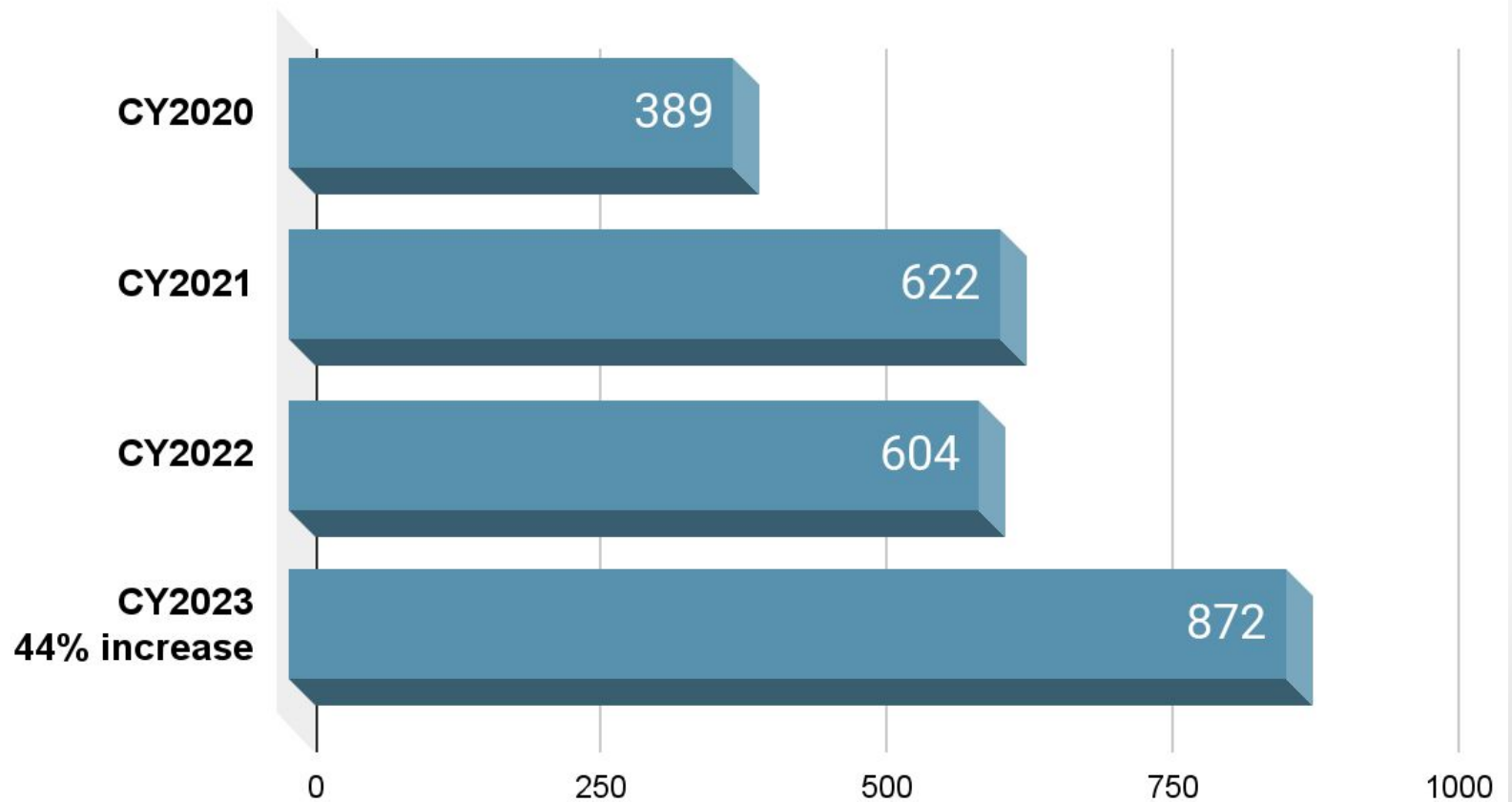


# Renewals Received

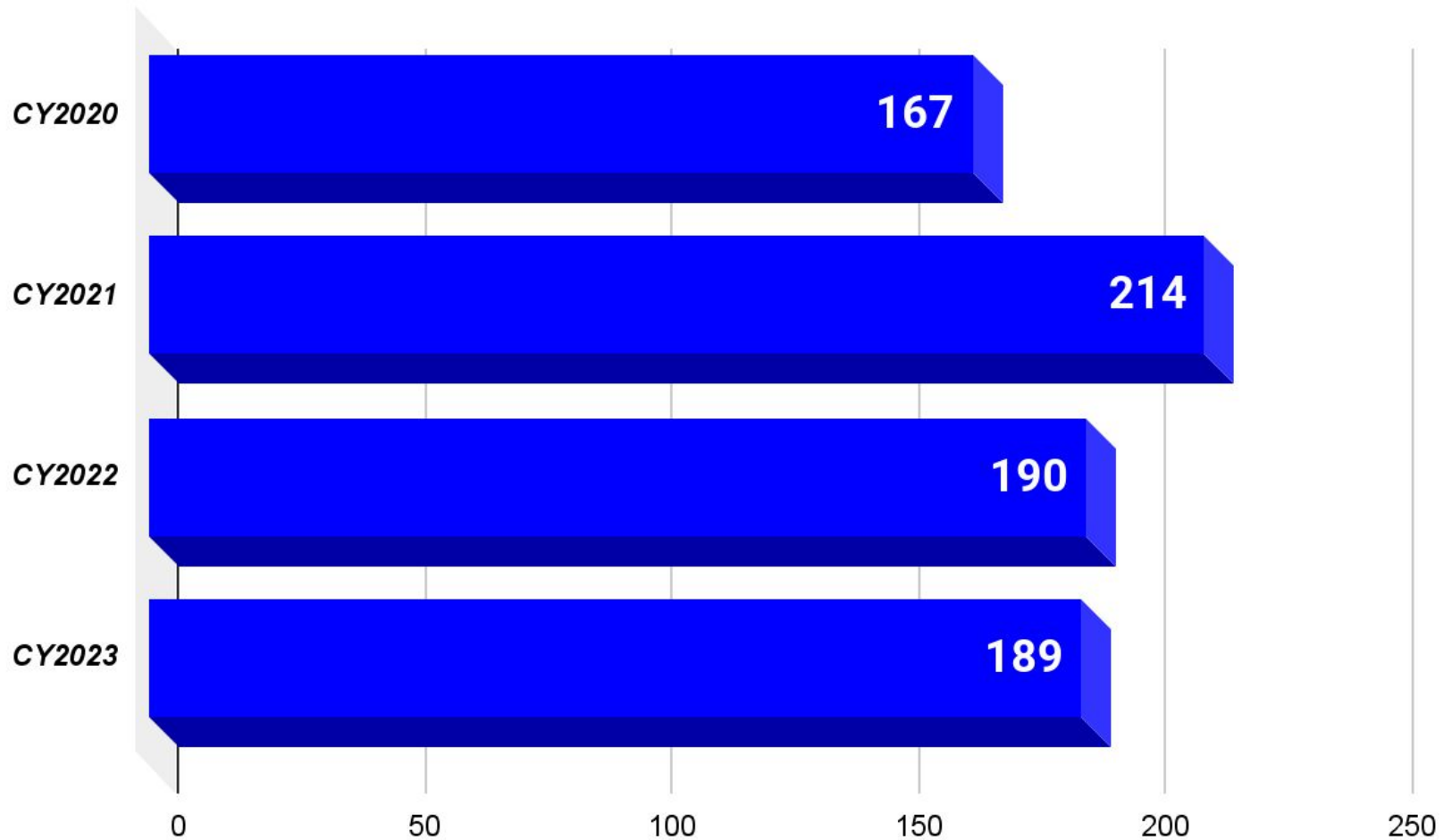


# Verifications Received

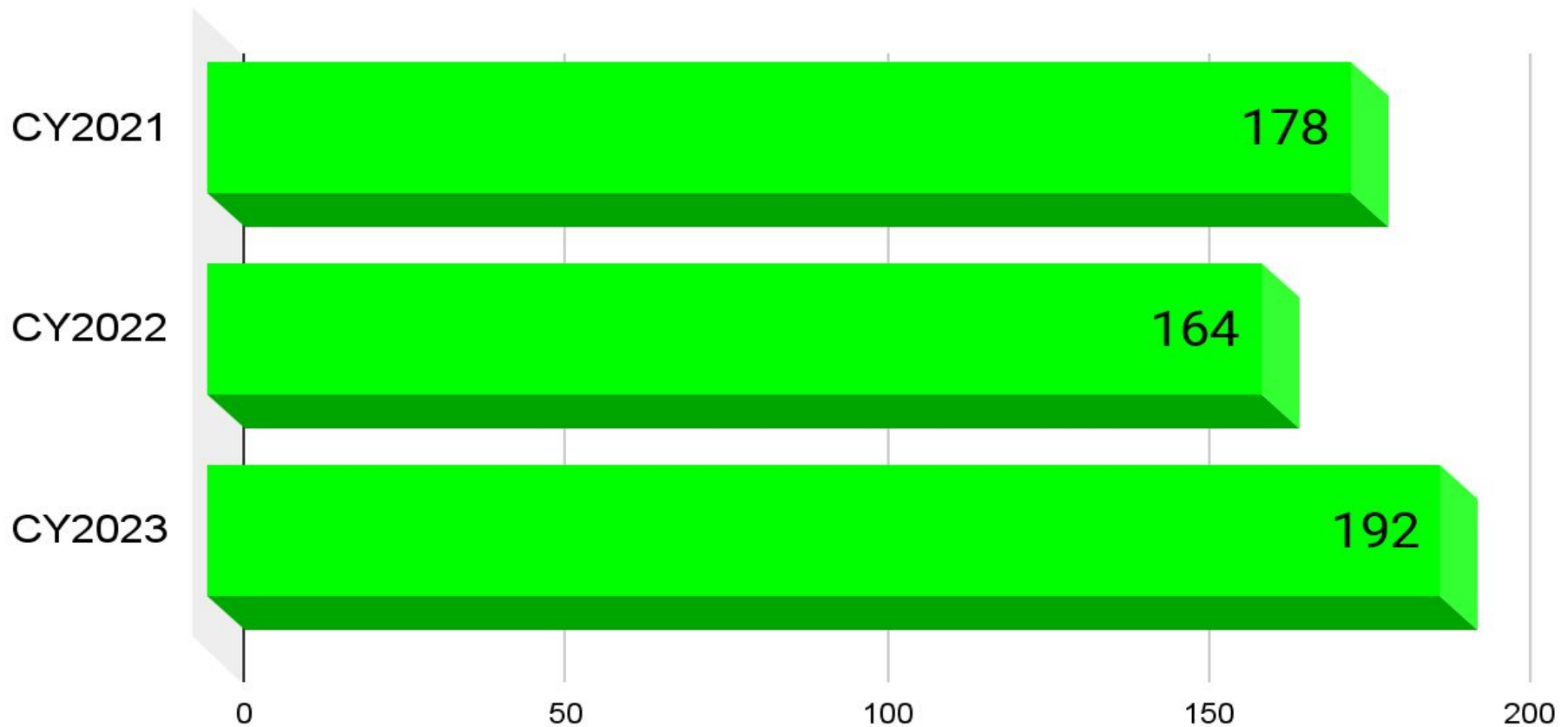
Verifications received



# Complaints Received



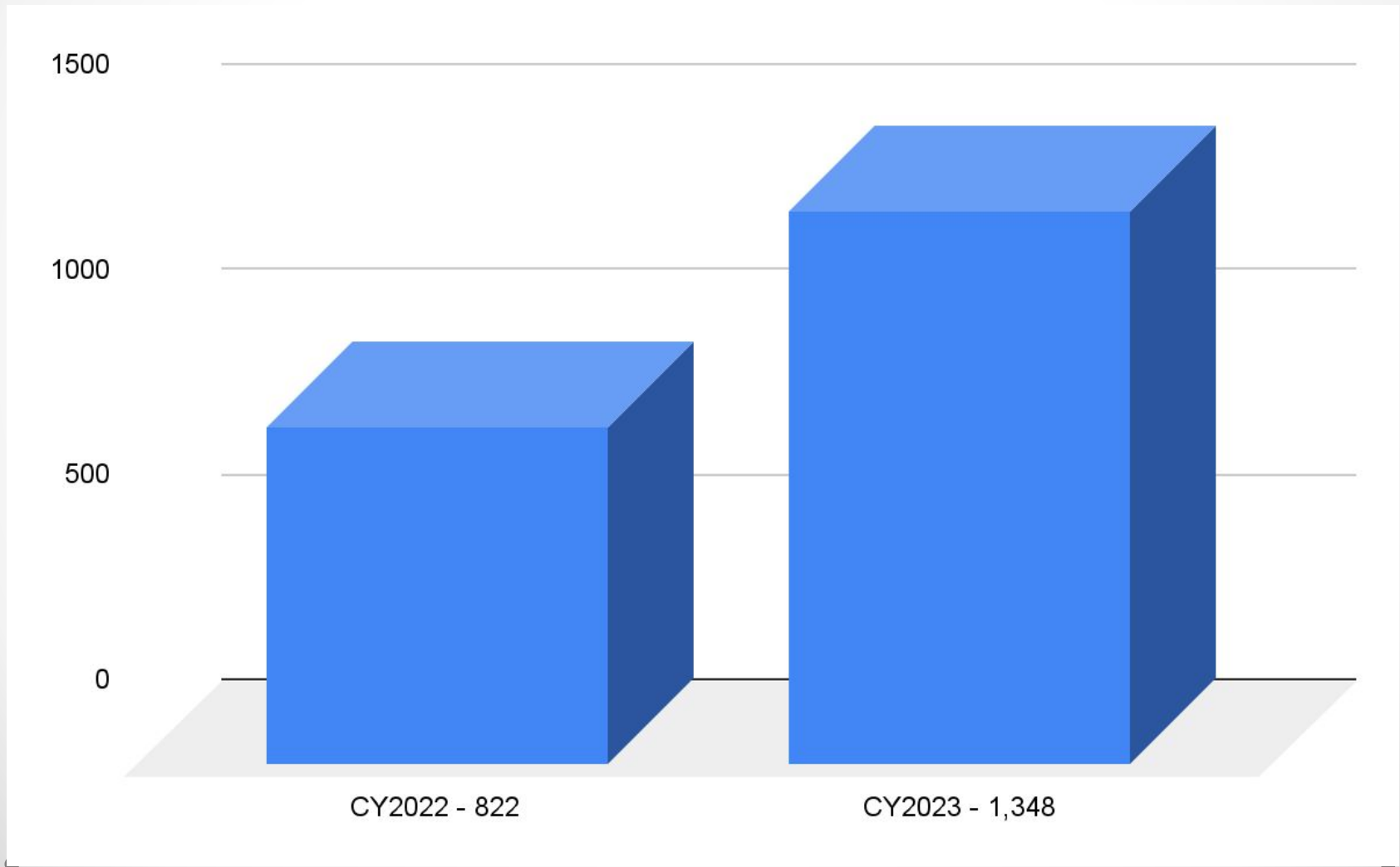
# Closed Complaints



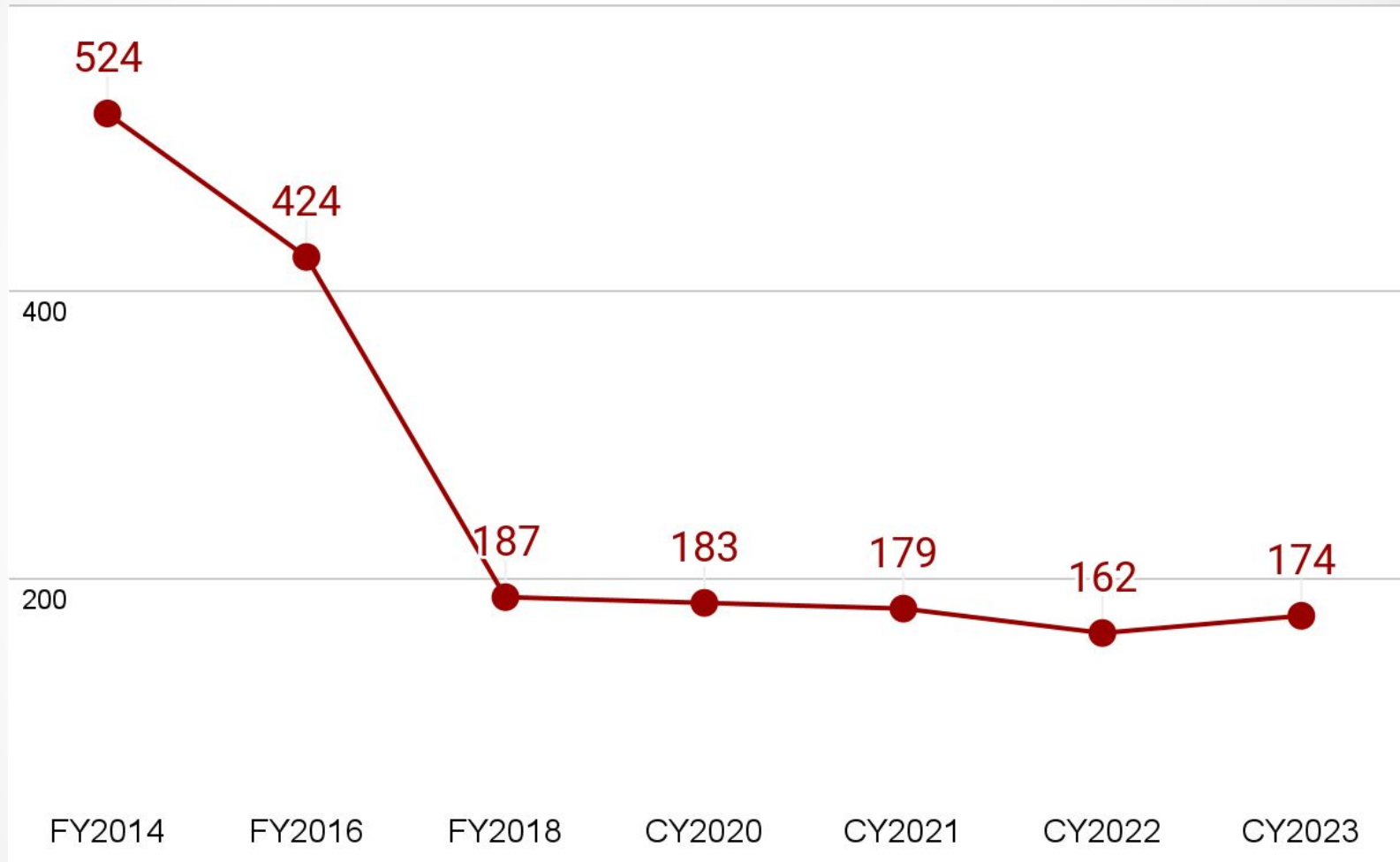
# Administratively Completed Cases

(Self Reports, Renewals, and Applications)

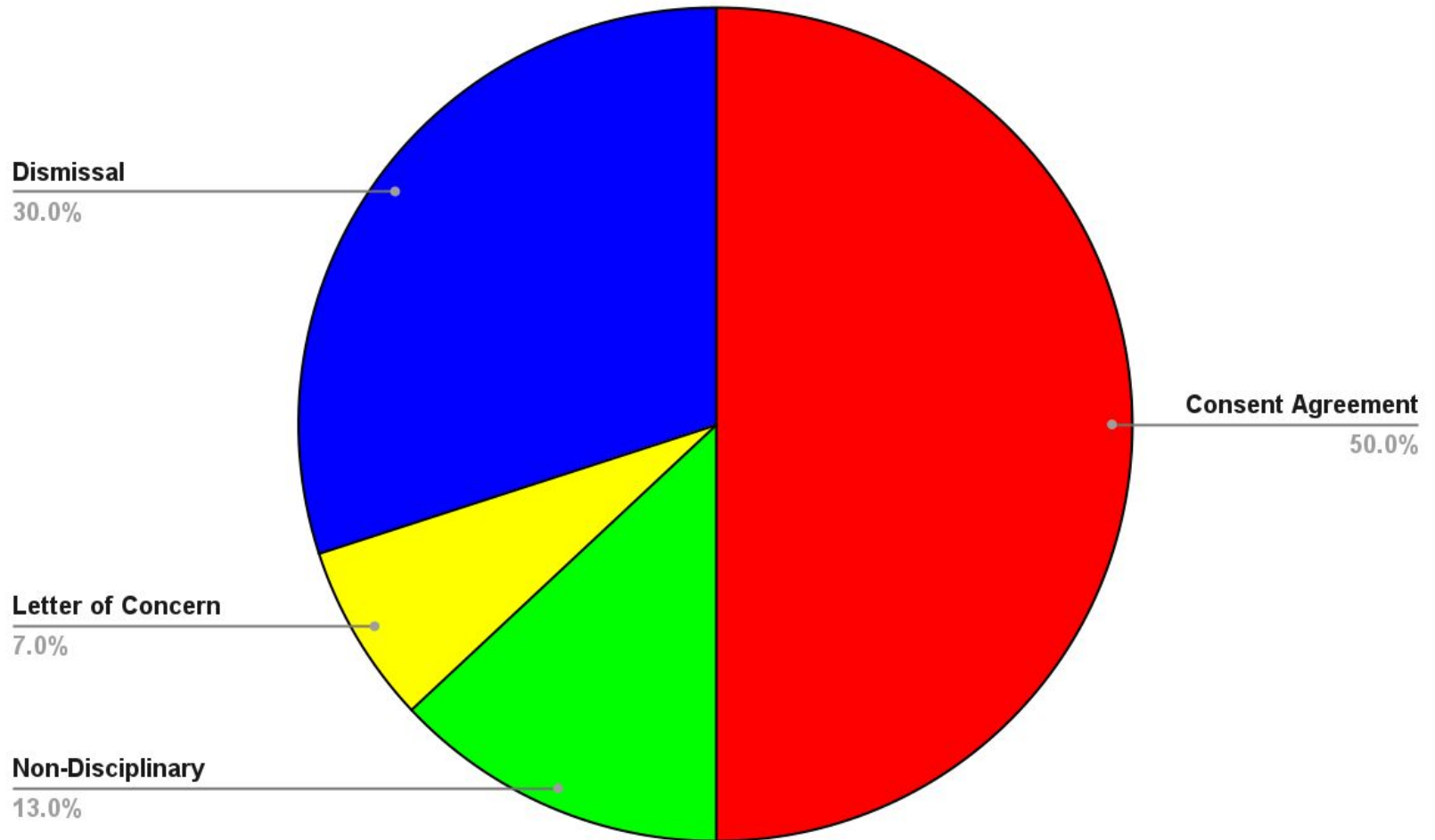
64% Increase



# Complaint Processing (average days)



# CY 2023 Complaint Disposition



# Staff Productivity

- 25,313 incoming calls
- Incoming emails for all inboxes
- 1,319 fingerprints sent to DPS for processing, 24% increase from 2022
- 952 clinical supervisor training compliance reviews
- 3,242 licenses issued (regular and temporary), 36% increase from 2022
- 161 public records requests
- 103 inactive status requests
- >40 public meetings (setup and follow up)



# Achievements

## 2023 Goal Updates:

➤ Complete rulemaking process	COMPLETED
➤ Continue community outreach	COMPLETED
➤ Complete database conversion to new web-based portal and develop new internal processes and procedures	COMPLETED
➤ Policy update	COMPLETED
➤ Increase educational tools	COMPLETED

# Achievements

## Executive Director actively involved in:

- ❖ Advisory Board for the Arizona Health Workforce Data System “CRHWorks” (invited by Senator Carter)
- ❖ Arizona Substance Abuse Partnership (appointed by the Governor)
- ❖ Health Care Professionals Workforce Data Repository Advisory Committee (invited by DHS)
- ❖ American Association of State Counseling Boards, State Board Administrator Representative (reappointed by state members)
- ❖ Association of Social Work Boards, Glenda McDonald Administrator Award

# Achievements

## Presentations or Conferences:

- ASU
- U of A
- NAU
- GCU
- Fuller Theological Seminary
- Phoenix Seminary
- AZ Council for Human Service Providers
- St. Luke's Behavioral Health Center
- NBCC/CCE
- AASCB
- AzNASW
- ASWB
- Multiple Agencies

# Goals for CY 2024

- Migrate website to new platform
- Onboard 7 new FTE
- New rulemaking process
- Continued policy updates
- Implement statute changes