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# MEMORANDUM

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**To:** Education Subcommittee

**From:** Kim To, Legislative Fiscal Office  
(503) 986-1830

**Date:** April 27, 2015

**Subject:** HB 5013 – Board of Licensed Professional Counselors and Therapists  
Work Session Recommendations

## Board of Licensed Professional Counselors and Therapists – Agency Totals

	2011-13 Actual	2013-15 Legislatively Approved	2015-17 Current Service Level	2015-17 LFO Recommended
Other Funds	877,340	1,128,319	1,225,769	1,519,084
<b>Total Funds</b>	<b>\$877,340</b>	<b>\$1,128,319</b>	<b>\$1,225,769</b>	<b>\$1,519,084</b>
Positions	4	4	4	6
FTE	3.50	3.50	3.50	4.50

The 2015-17 LFO recommended budget for the Board of Licensed Professional Counselors and Therapists is 6 positions (4.50FTE), and \$1,519,084 Other Funds. This is a 34.6% increase from 2013-15 Legislatively Approved Budget. Attached are the recommendations from the Legislative Fiscal Office for the Board of Licensed Professional Counselors and Therapists. It contains the following:

### Adjustments to Current Service Level:

See attached “Work Session Presentation Report” dated 4/23/2015

- Policy Package 101: License Fee – Increase Other Funds revenues in the amount of \$90,966 by increasing license application (from \$125 to \$175) and initial license (from \$100 to \$125) fees for professional counselors, and marriage and family therapists, effective July 1, 2015. The last fee increase for the Board was in 2002.
- Policy Package 102: Investigator 2 Position – Increase Other Funds expenditures by \$95,343 to fund one limited duration half-time Investigator 2 position (0.50 FTE).
- Policy Package 103: Office Specialist 2 Position – Increase Other Funds expenditures by \$84,833 to fund one limited duration half-time Office Specialist 2 position (0.50 FTE) to handle increase in license application and renewal workload.
- Policy Package 104: Background Checks – Increase Other Funds expenditures by \$113,139 for criminal background checks.

***Motion on the LFO Budget Recommendations:***

*Senator/Representative \_\_\_\_\_ move that the Education Subcommittee approve the LFO recommendations to HB 5013.*

**Amendment to Appropriation Bill:**

LFO recommends amending House Bill 5013 by the following changes:

Line 6 Delete [\$1,517,167] and insert "\$1,519,084"

***Motion on the Amendment:***

*Senator/Representative \_\_\_\_\_ move the dash 1 amendment to HB 5013.*

**Performance Measures**

See attached "Legislatively Proposed 2015-17 Key Performance Measures" form.

***Motion on the LFO Key Performance Measure Recommendations:***

*Senator/Representative \_\_\_\_\_ move that the Education Subcommittee approve the LFO Key Performance Measures recommendations.*

**HB 5013 Final Subcommittee Action:**

***Final Motion:***

*Senator/Representative \_\_\_\_\_ move that the Education Subcommittee move HB 5013 as amended to the Full Joint Committee on Ways and Means with a "do pass" recommendation.*

***Assignment of Carriers:***

*Full: Senator/Representative \_\_\_\_\_*

*House: Senator/Representative \_\_\_\_\_*

*Senate: Senator/Representative \_\_\_\_\_*

**Licensed Prof Counselors and Therapists, Board of LFO Analyst Recommended**

**Agency Number: 10800**

**LFO102 - Work Session Presentation Report  
2015-17 Biennium**

**Version: L - 01 - LFO Analyst Recommended  
Cross Reference: 10800-001-00-00-00000  
Operations**

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2013-15 Agy. Leg. Adopted</b>	-	-	<b>1,096,822</b>	-	-	-	<b>1,096,822</b>	<b>4</b>	<b>3.50</b>
2013-15 Ebds, SS & Admin Act	-	-	31,497	-	-	-	31,497	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2013-15 Leg Approved Budget</b>	-	-	<b>1,128,319</b>	-	-	-	<b>1,128,319</b>	<b>4</b>	<b>3.50</b>
<b>2013-15 Leg Approved Budget (Base)</b>	-	-	<b>1,128,319</b>	-	-	-	<b>1,128,319</b>	<b>4</b>	<b>3.50</b>
Summary of Base Adjustments	-	-	17,774	-	-	-	17,774	-	-
<b>2015-17 Base Budget</b>	-	-	<b>1,146,093</b>	-	-	-	<b>1,146,093</b>	<b>4</b>	<b>3.50</b>
010: Non-PICS Pers Svc/Vacancy Factor	-	-	2,960	-	-	-	2,960	-	-
030: Inflation & Price List Adjustments	-	-	76,716	-	-	-	76,716	-	-
<b>2015-17 Current Service Level</b>	-	-	<b>1,225,769</b>	-	-	-	<b>1,225,769</b>	<b>4</b>	<b>3.50</b>
<b>Adjusted 2015-17 Current Service Level</b>	-	-	<b>1,225,769</b>	-	-	-	<b>1,225,769</b>	<b>4</b>	<b>3.50</b>
<b>Total LFO Recommended Packages</b>	-	-	<b>293,315</b>	-	-	-	<b>293,315</b>	<b>2</b>	<b>1.00</b>
<b>2015-17 Legislative Actions</b>	-	-	<b>1,519,084</b>	-	-	-	<b>1,519,084</b>	<b>6</b>	<b>4.50</b>
Net change from 2013-15 Leg Approved Budget	-	-	390,765	-	-	-	390,765	2	1.00
Percent change from 2013-15 Leg Approved Budget	0.0%	0.0%	34.6%	0.0%	0.0%	0.0%	34.6%	50.0%	28.6%
Net change from 2015-17 Current Service Level	-	-	293,315	-	-	-	293,315	2	1.00
Percent change from 2015-17 Current Service Level	0.0%	0.0%	23.9%	0.0%	0.0%	0.0%	23.9%	50.0%	28.6%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 101 Licensing Fee Increase**

Package Description License Fee – Increase Other Funds revenues in the amount of \$90,966 by increasing license application (from \$125 to \$175) and initial license (from \$100 to \$125) fees for professional counselors, and marriage and family therapists, effective July 1, 2015. The last fee increase for the Board was in 2002. With this fee increase, the Board will retain an ending fund balance equivalent to approximately 4.3 months of operating expenses.

LFO Recommendation LFO Recommended.

<b>LFO Recommended</b>	-	-	-	-	-	-	-	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 102 0.5 FTE Investigator 2 Position**

Package Description Investigator 2 Position – Increase Other Funds expenditures by \$95,343 to fund one limited duration half-time Investigator 2 position (0.50 FTE). This package addresses an increase in investigative workload. LFO recommends this position be established as a limited duration position as this Board works with the Board of Psychologist examiners towards a proposal for merging the two Boards by the 2017-19 biennium.

LFO Recommendation LFO Recommended.

<b>LFO Recommended</b>	-	-	95,343	-	-	-	95,343	1	0.50
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 103 0.5 FTE Office Specialist 2 Position**

Package Description Increase Other Funds expenditures by \$84,833 to fund one limited duration half-time Office Specialist 2 position (0.50 FTE) to handle increase in license application and renewal workload. LFO recommends this position be established as a limited duration position as this Board works with the Board of Psychologist examiners towards a proposal for merging the two Boards by the 2017-19 biennium.

LFO Recommendation LFO Recommended.

<b>LFO Recommended</b>	-	-	84,833	-	-	-	84,833	1	0.50
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 104 Criminal Background Checks**

Package Description Increase Other Funds expenditures by \$113,139 for criminal background checks. The Board requires background checks on all license applicants, licensees, and registered interns at five year intervals.

LFO Recommendation LFO Recommended.

LFO Recommended	-	-	113,139	-	-	-	113,139	-	-
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## Legislatively Proposed 2015-2017 Key Performance Measures

**Agency: PROFESSIONAL COUNSELORS and THERAPISTS, BOARD of LICENSED**

Mission: To protect and benefit the public by setting strong licensing standards for professional counselors and marriage and family therapists. Standards include education, experience, and examinations. Licensees must abide by a Code of Ethics, complete continuing education, and provide clients with licensee background information and how to contact the Board.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2016	Target 2017
1 - Percent of complaints presented to the Board within 90 days of receipt of complaint.		Approved KPM	14.00	85.00	85.00
2 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Accuracy	Approved KPM	90.00	90.00	90.00
2 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Availability of Information	Approved KPM	90.00	90.00	90.00
2 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Expertise	Approved KPM	91.00	90.00	90.00
2 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Helpfulness	Approved KPM	87.00	90.00	90.00
2 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Overall	Approved KPM	90.00	90.00	90.00
2 - CUSTOMER SERVICE: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	Timeliness	Approved KPM	83.00	90.00	90.00
3 - Board Best Practices - Percent of total best practices met by the Board.		Approved KPM	93.00	100.00	100.00



**LFO Recommendation:**

Recommend approval of KPM and targets as presented.

**Sub-Committee Action:**