

CALIFORNIA STATE BOARD OF BEHAVIORAL SCIENCES BILL ANALYSIS

BILL NUMBER: SB 878

VERSION: AMENDED JUNE 18, 2020

AUTHOR: JONES

SPONSOR: AUTHOR

PREVIOUS POSITION: SUPPORT IF AMENDED

SUBJECT: DEPARTMENT OF CONSUMER AFFAIRS: LICENSE: APPLICATION: PROCESSING
TIMEFRAMES

Summary:

This bill would require the Board to post average license application processing timeframes on its website at least quarterly.

Existing Law:

Establishes maximum processing times for the Board's various license types, based on the date the application is received. (California Code of Regulations (CCR) §1805.1)

This Bill:

Beginning July 1, 2021, requires boards under the Department of Consumer Affairs (DCA) to do both of the following at least quarterly (Business and Professions Code (BPC) §139.5):

- a. Prominently display on its website either the average timeframes for processing initial and renewal license applications, or the combined current average timeframe for processing both initial and renewal license applications.
- b. Prominently display on its website either the current average timeframes for processing each license type, or the combined current average timeframe for processing all license types that the board administers.

Comment:

- 1) **Author's Intent.** The author states that it is crucial for DCA licensing entities to process license applications in a timely manner so that businesses can open. They note that some boards provide applicants with average processing timeframes, but not all do. Their goal is to increase transparency by ensuring application processing times are easily available to all applicants.
- 2) **Current Board Practice.** The Board currently posts processing times by application type weekly on its Facebook and Twitter pages. The timeframes are not shown by averages. The Board processes applications based on date received; therefore, for

each application type, the Board lists the range of receipt dates of applications currently being worked on.

Staff prefers posting this information on social media rather than the internet web site, because it may be posted directly and is easily accessible to applicants.

Posting on the website must go through DCA's IT unit, and that process can take several days.

- 3) Renewal Processing.** Currently, if a licensee or registrant renews online through their Breeze account, the processing time is instant (the account renews immediately) as long as all the required information is provided, and payment is made.
- 4) Previous Board Position and Discussion with Author's Office.** At its June 5, 2020 meeting, the Board took a "support if amended" position on a previous version of this bill, and asked for the following amendments:
- a) An allowance for the posting to be made on official Board social media sites instead of the website, as social media can be updated more rapidly;
 - b) An allowance to post applications being worked on by receipt date of the application rather than "average timeframes." This is more useful to applicants as they are aware of when they sent their application; and
 - c) Specification of how often processing timeframes must updated.

Since the last Board meeting, the bill has been amended to specify the frequency of processing time updates. However, the other two requested amendments have not been made. The author's office provided the following reasons for this:

- They believe only allowing the timeframes to be posted on social media might be a barrier for some licensees/applicants, because not everyone has a social media account; and
- They believe average processing timeframes are best for students to estimate their wait time and plan accordingly.

5) Support and Opposition.

Support

- American Speech-Language-Hearing Association
- Borrego Springs Chamber of Commerce
- California Association for Health Services At Home
- California Association of Licensed Investigators
- California Chiropractic Association
- California Dental Hygienists Association

- California Naturopathic Doctors Association
- California Physical Therapy Association
- California Podiatric Medical Association
- California Society for Respiratory Care
- La Mesa Chamber of Commerce
- Occupational Therapy Association of California

Opposition

- None at this time.

6) History.

2020

07/27/20 July 27 hearing postponed by committee.
 06/29/20 Referred to Com. on B. & P.
 06/24/20 In Assembly. Read first time. Held at Desk.
 06/24/20 Read third time. Passed. (Ayes 39. Noes 0.) Ordered to the Assembly.
 06/23/20 Ordered to special consent calendar.
 06/22/20 Read second time. Ordered to third reading.
 06/18/20 Read second time and amended. Ordered to second reading.
 06/18/20 From committee: Do pass as amended. (Ayes 7. Noes 0.) (June 18).
 06/11/20 Set for hearing June 18.
 06/09/20 June 9 hearing: Placed on APPR. suspense file.
 06/03/20 Set for hearing June 9.
 06/02/20 Hearing rescheduled due to Capitol closure.
 05/26/20 Set for hearing June 1.
 05/18/20 From committee: Do pass and re-refer to Com. on APPR. (Ayes 9. Noes 0.) (May 18). Re-referred to Com. on APPR.
 05/14/20 Set for hearing May 18.
 03/18/20 March 23 hearing postponed by committee.
 03/11/20 Set for hearing March 23.
 01/29/20 Referred to Com. on B., P. & E.D.
 01/23/20 From printer. May be acted upon on or after February 22.
 01/22/20 Introduced. Read first time. To Com. on RLS. for assignment. To print.

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AMENDED IN SENATE JUNE 18, 2020

SENATE BILL

No. 878

Introduced by Senator Jones

January 22, 2020

An act to add Section 139.5 to the Business and Professions Code, relating to professions and vocations.

legislative counsel's digest

SB 878, as amended, Jones. Department of Consumer Affairs Licensing: applications: wait times. Affairs: license: application: processing timeframes.

Existing law provides for the licensure and regulation of various professions and vocations by boards within the Department of Consumer Affairs.

~~This bill, beginning July 1, 2021, would require each board within the department that issues licenses licenses, on at least a quarterly basis, to prominently display on its internet website either the current timeframe average timeframes for processing initial and renewal license applications on its internet website, as provided, or the combined current average timeframe for processing both initial and renewal license applications. The bill would also require each board to prominently display on its internet website either the current average timeframes for processing each license type that the board administers or the combined current average timeframe for processing all license types that the board administers.~~

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

- 1 SECTION 1. Section 139.5 is added to the Business and
2 Professions Code, to read:
3 139.5. ~~Each~~ *Beginning July 1, 2021, each* board, as defined in
4 ~~section~~ *Section 22*, within the department that issues a license shall
5 do both of the following: *following on at least a quarterly basis:*
6 (a) Prominently display ~~the~~ *on its internet website one of the*
7 *following:*
8 (1) ~~The current-timeframe~~ *average timeframes* for processing
9 initial and renewal license ~~applications on its internet website.~~
10 *applications.*
11 (2) *The combined current average timeframe for processing*
12 *both initial and renewal license applications.*
13 (b) ~~With respect to the information displayed on the website,~~
14 ~~specify the~~ *Prominently display on its internet website one of the*
15 *following:*
16 (1) ~~The current average-timeframe~~ *timeframes* for processing
17 each license ~~category.~~ *type that the board administers.*
18 (2) *The combined current average timeframe for processing all*
19 *license types that the board administers.*