



STATE OF ARIZONA
BOARD OF BEHAVIORAL HEALTH EXAMINERS
1740 WEST ADAMS STREET, SUITE 3600
PHOENIX, AZ 85007
PHONE: 602.542.1882 FAX: 602.364.0890
Board Website: www.azbbhe.us
Email Address: information@azbbhe.us

KATIE HOBBS
Governor

TOBI ZAVALA
Executive Director

September 1, 2024

The Honorable Katie Hobbs
Governor, State of Arizona
1700 West Washington
Phoenix, AZ 85007

Dear Governor Hobbs:

In accordance with guidelines from the Office of Strategic Planning and Budgeting, the Arizona Board of Behavioral Health Examiners respectfully submits its FY 2026 operating budget request.

The Board is pleased to present a plan which reflects our mission to establish and maintain standards of qualifications and performance for licensed behavioral health professionals and to regulate the practice of licensed behavioral health professionals for protection of the public.

Your support of the Board's FY 2026 operating budget request is greatly appreciated as it moves through the appropriation process.

If you have any questions, please do not hesitate to contact me at 602-542-1617 or tobi.zavala@azbbhe.us.

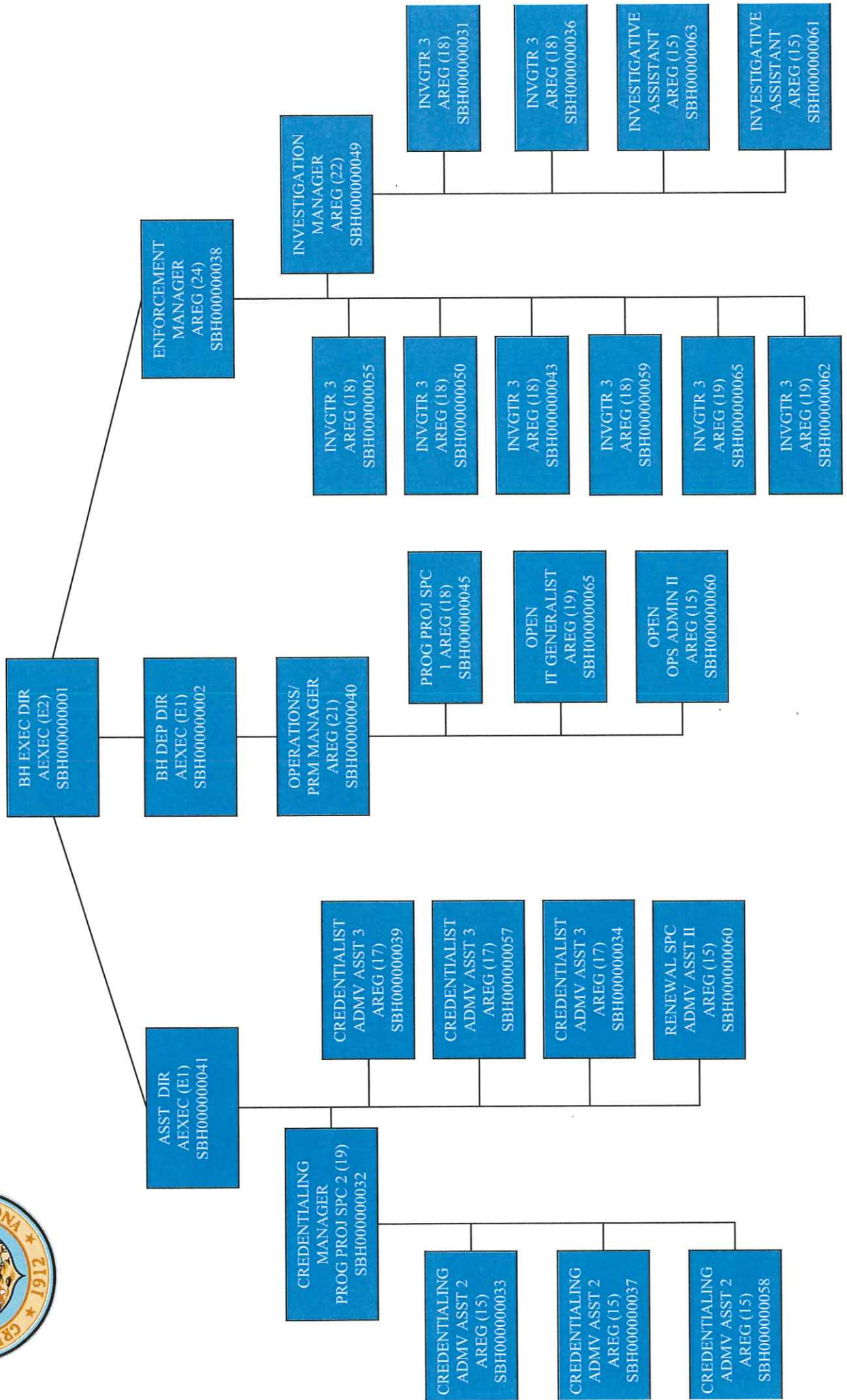
Sincerely,

A handwritten signature in black ink that reads "Tobi Zavala".

Tobi Zavala
Executive Director



Arizona Board of Behavioral Health Examiners ORGANIZATIONAL CHART





State of Arizona Budget Request

State Agency

Board of Behavioral Health Examiners

A.R.S. Citation: A.R.S. §§ 32-3251 to 32-3322

Governor Hobbs:

This and the accompanying budget schedules, statements and explanatory information constitute the operating budget request for this agency for Fiscal Year 2026.

To the best of my knowledge all statements and explanations contained in the estimates submitted are true and correct.

Appropriated Funds		FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Total Amount Requested:		2,757.4	256.2	3,013.6
Behavioral Health Examiner Fund		2,757.4	256.2	3,013.6
Non-Appropriated Funds		FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
		-	-	-
Board of Behavioral Health Examiners Total:		2,757.4	256.2	3,013.6

Agency Head: **Tobi Zavala**

Title: **Executive Director**

 8/22/2024
 (signature)

Phone: 6025421617

Prepared by: Polly Knape

Email Address: polly.knape@azbbhe.us

Date Prepared: August 22, 2024

Revenue Schedule

Agency: Board of Behavioral Health Examiners

Fund: AA1000 General Fund

AFIS Code	Category of Receipt and Description	FY 2024 Actuals	FY 2025 Estimate	FY 2026 Request
4339	Other Fees & Charges for Services	1.3	2.2	2.4
4372	Publications & Reproductions	4.0	6.1	6.7
4415	Occupational & Professional Licenses	90.9	150.0	165.0
4419	Other Licenses	215.6	355.7	391.3
4519	Other Fines, Forfeitures, Penalties and Liquidated Damages	3.6	5.9	6.5
4645	Payment Card Transaction Fees Paid	(5.7)	(9.4)	(10.3)
General Fund Total:		309.8	510.5	561.6

Forecast Methodology

Fund: BH2256 Behavioral Health Examiner Fund

AFIS Code	Category of Receipt and Description	FY 2024 Actuals	FY 2025 Estimate	FY 2026 Request
4339	Other Fees & Charges for Services	12.1	12.5	13.8
4372	Publications & Reproductions	36.2	34.6	38.1
4415	Occupational & Professional Licenses	818.3	850.1	935.2
4419	Other Licenses	1,940.4	2,015.8	2,217.4
4449	Other Fees	0.8	0.8	0.8
4519	Other Fines, Forfeitures, Penalties and Liquidated Damages	32.1	33.4	36.7
4645	Payment Card Transaction Fees Paid	(51.0)	(53.0)	(58.3)
Behavioral Health Examiner Fund Total:		2,788.9	2,894.2	3,183.7

Forecast Methodology



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Revenue Justification

1. Purpose of the Fund

The Board is authorized to collect fees necessary to support its functions, which include ensuring that licensed behavioral health professionals meet required minimum standards in education, experience and competency, and investigating and taking disciplinary action against incompetent and/or unprofessional licensees and applicants.

2. Sources of Revenues

The overwhelming majority of the Board's revenues come from three sources: licensure application fees, renewal fees, and verification fees.

The Board's current fees are as follows:

Licensure Application Fee	\$ 250
Inactive License Application Fee	\$ 100
Temporary License Application Fee	\$ 50
Educational Program Application	\$ 500
Renewal Fee (biennial)	\$ 325
Renewal Fee: More than One Renewal Application (biennial)	\$ 163
Renewal Late Fee	\$ 100
Verification Fee	\$ 20

3. Explanation of Methodology Used

FY 2024 Actual Revenue¹

3,637	Applications	\$ 250	\$ 909,250 ²
6,716	Renewals	\$ 325	\$ 2,155,965 ³
778	Verifications	\$ 20	\$ 13,420
	Miscellaneous revenue		\$ (15,623) ⁴
	TOTAL Actual Revenue		\$ 3,098,713
	Revenue for Behavioral Health Examiners Fund 90%		\$ 2,788,842
	FY2024 Expenditures		\$ 2,107,391
	Total Revenue Surplus over Expenditures		\$ 681,451

¹ All revenues include the 10% deposits into the General Fund.

² Total application revenue reflects inactive and temporary license fees, educational program applications, and refunds.

³ Total renewal revenue reflects the loss of revenue resulting from the fee discount available to licensees who renew multiple licenses at the same time and refunds. Renewal revenue also includes a gain from late fees.

⁴ Miscellaneous revenue loss increased this year, as the agency now carries the cost for convenience fees (\$4.50 per credit card transaction) effective 8/29/22. This category also includes public record requests.

Revenue Justification (continued)

FY 2025 Expected Revenue⁵

4000	Applications	\$ 250	\$	1,000,175
7542	Renewals	\$ 325	\$	2,371,562
856	Verifications	\$ 20	\$	\$14,7624
	Miscellaneous revenue		\$	<u>(20,718)</u>
	TOTAL Expected Revenue		\$	3,405,051
	Estimated Revenue for Behavioral Health Examiners Fund		\$	2,894,293
	85%			
	FY2025 Appropriation		\$	<u>2,757,400</u>
	Total Revenue Surplus Over Appropriation		\$	136,893

⁵ Revenues for FY25 and FY26 are estimated at a 10% increase.

FY 2026 Expected Revenue

4,400	Applications	\$ 250	\$	1,100,192.5
8296	Renewals	\$ 325	\$	2,608,718.8
942	Verifications	\$ 20	\$	16,238.20
	Miscellaneous revenue		\$	<u>(22,790.3)</u>
	TOTAL Expected Revenue		\$	3,745,556.2
	Estimated Revenue for Behavioral Health Examiners Fund 85%		\$	3,183,723
	FY2026 (requested) Appropriation		\$	<u>3,013,531</u>
	Total Revenue Surplus over Appropriation		\$	170,192

Sources and Uses

Agency: Board of Behavioral Health Examiners

Fund: BH2256 Behavioral Health Examiner Fund

Revenues are from the fees, fines, and other revenue collected by the Board, and are used to certify and regulate behavioral health professionals in the fields of social work, counseling, marriage and family therapy, and substance abuse counseling.

Cash Flow Summary

	FY 2024 Actuals	FY 2025 Estimate	FY 2026 Request
Beginning Balance	5,279.7	1,702.7	1,719.5
Revenue (from Revenue Schedule)	2,788.9	2,894.2	3,183.7
Total Available	8,068.7	4,596.9	4,903.2
Total Appropriated Disbursements	6,366.0	2,877.4	3,013.6
Total Non-Appropriated Disbursements	-	-	-
Balance Forward to Next Year	1,702.7	1,719.5	1,889.6

Explanation for Negative Ending Balance(s):

Board of Behavioral Health Examiners

Appropriated Expenditure

Expenditure Categories	FY 2024 Actuals	FY 2025 Estimate	FY 2026 Request
Personal Services	1,308.6	1,509.4	1,509.4
Employee Related Expenditures	481.4	689.6	689.6
Professional & Outside Services	80.4	281.3	277.2
Travel In-State	9.3	20.0	20.0
Travel Out-Of-State	1.5	15.0	15.0
Food	-	-	-
Aid To Organizations & Individuals	-	-	-
Other Operating Expenditures	193.2	256.4	256.4
Equipment	-	-	-
Capital Outlay	-	-	-
Capital Equipment	-	-	170.3
Non-Capital Equipment	32.9	75.7	75.7
Debt Service	-	-	-
Cost Allocation & Indirect Costs	-	-	-
Transfers-Out	-	-	-
Appropriated Expenditure Sub-Total:	2,107.4	2,847.4	3,013.6
Non-Lapsing Authority from Prior Years	-	-	-
Administrative Adjustments	58.6	30.0	-
Capital Projects (Land, Bldgs, Improv)	-	-	-
Appropriated 27th Pay Roll	-	-	-
Legislative Fund Transfers	4,200.0	-	-
IT Project Transfers	-	-	-

Sources and Uses

Agency: Board of Behavioral Health Examiners

Fund: BH2256 Behavioral Health Examiner Fund

Proposed Fund Transfer	-	-	-
Residual Equity Transfer	-	-	-
Transfer Due to Fund Balance Cap	-	-	-
Prior Committed or Obligated Expenditures (no entry for AY)	-	-	-
Non-Appropriated 27th Pay Roll	-	-	-
Appropriated Expenditure Total:	6,366.0	2,877.4	3,013.6
Appropriated FTE	20.0	27.0	27.0

Non-Appropriated Expenditure

Expenditure Categories	FY 2024 Actuals	FY 2025 Estimate	FY 2026 Request
Personal Services	-	-	-
Employee Related Expenditures	-	-	-
Professional & Outside Services	-	-	-
Travel In-State	-	-	-
Travel Out-Of-State	-	-	-
Food	-	-	-
Aid To Organizations & Individuals	-	-	-
Other Operating Expenditures	-	-	-
Equipment	-	-	-
Capital Outlay	-	-	-
Capital Equipment	-	-	-
Non-Capital Equipment	-	-	-
Debt Service	-	-	-
Cost Allocation & Indirect Costs	-	-	-
Transfers-Out	-	-	-
Non-Appropriated Expenditure Sub-Total:	-	-	-
Non-Lapsing Authority from Prior Years	-	-	-
Administrative Adjustments	-	-	-
Capital Projects (Land, Bldgs, Improv)	-	-	-
Appropriated 27th Pay Roll	-	-	-
Legislative Fund Transfers	-	-	-
IT Project Transfers	-	-	-
Proposed Fund Transfer	-	-	-
Residual Equity Transfer	-	-	-
Transfer Due to Fund Balance Cap	-	-	-
Prior Committed or Obligated Expenditures (no entry for AY)	-	-	-

Sources and Uses

Agency: Board of Behavioral Health Examiners

Fund: BH2256 Behavioral Health Examiner Fund

Non-Appropriated 27th Pay Roll	-	-	-
Non-Appropriated Expenditure Total:	-	-	-
Non-Appropriated FTE	-	-	-

Funding Issue List

Agency: **Board of Behavioral Health Examiners**

FY 2026

Priority	Funding Issue Title	Total FTE	Total Amount	General Fund	Other Appropriated Funds	Non- Appropriated Funds
1	E-Licensing Expert Consult	-	20.4	-	20.4	-
2	Non-Accredited Program Curriculum Review	-	47.9	-	47.9	-
3	Physical Office Space Reorganization	-	187.9	-	187.9	-
Total:		-	256.2	-	256.2	-

Funding Issue Detail

Agency: Board of Behavioral Health Examiners

Issue: 1 E-Licensing Expert Consult

Calculated ERE:
Uniform Allowance:

Program: Licensing and Regulation
Fund: BH2256 Behavioral Health Examiner Fund (Appropriated)

	Expenditure Categories	FY 2026
6200	Professional & Outside Services	20.4
Program/Fund Total:		20.4

Issue: 2 Non-Accredited Program Curriculum Review

Calculated ERE:
Uniform Allowance:

Program: Licensing and Regulation
Fund: BH2256 Behavioral Health Examiner Fund (Appropriated)

	Expenditure Categories	FY 2026
6200	Professional & Outside Services	47.9
Program/Fund Total:		47.9

Issue: 3 Physical Office Space Reorganization

Calculated ERE:
Uniform Allowance:

Program: Licensing and Regulation
Fund: BH2256 Behavioral Health Examiner Fund (Appropriated)

	Expenditure Categories	FY 2026
6200	Professional & Outside Services	17.6
8400	Capital Equipment	170.3
Program/Fund Total:		187.9

Funding Issue Narrative

Agency: Board of Behavioral Health Examiners

Issue: 1 E-Licensing Expert Consult

Description of Issue: The Board worked with a state-approved contractor to develop a new e-licensing system. This system replaced an outdated Microsoft Access database, which required manual entry of all applications, renewals, and investigative information. This system was intended to increase efficiencies tremendously, allowing applicants, licensees, and complainants to log into a web-based portal and provide pertinent information and documentation. Unfortunately, the implementation of the e-licensing system and poor follow up from the vendor has created the need for duplicative systems to remain in place and the use of external contractors to work toward issue resolution. The Board received an ongoing appropriation to support the continued cost of the e-licensing system, however the appropriation does not cover the full amount of the e-licensing system. The Board planned on utilizing projected savings from old database subscription cost to bridge the gap, but the savings have not been realized as the e-licensing system vendor, Thentia, has been unable to successfully implement data system merging with the view center database which houses historical documents required by statute to be retained. In addition, the e-licensing vendor has not followed through on contractual obligations surrounding report building, synchronization with other systems and addressing issues within the system timely. To ensure the continuation of daily operations the Board has been forced to utilize outside contractors.

Proposal: The Board is requesting a one-time allocation of \$20,400 to cover the cost of expert consultation to ensure proper build out and functionality of the e-licensing portal.

Alternatives Considered: The Board has considered a transition of the platform to a different e-licensing platform vendor. Upon researching transition to a different platform vendor, the Board discovered this would be a costly endeavor and is hopeful through the use of expert consultation the current e-licensing system barriers can be remedied and functionality ensured.

Impact of Not Funding This Year: This agency does not have funding allocated to support the outside consultation needed to ensure e-licensing system functionality, and daily operations are drastically affected. If the funding is not supported the probability of increased processing times, inaccurate reporting, a decreased ability to protect the public will rise.

Statutory Reference: Arizona Revised Statutes, Title 32 – Professions and Occupations, Chapter 33 – Behavioral Health Professionals
This Board is also guided by Arizona Administrative Code, Title 4. Professions and Occupations, Chapter 6. Board of Behavioral Health Examiners.

Equipment to be Purchased (if applicable):

Classification of New Positions:

Annualization(s): E-Licensing System Expert Consult
Total Cost: \$20,400

Alignment with Agency's Strategic Plan or Statutory Responsibilities: The mission statement of this agency is to establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work and substance abuse counseling and to regulate the practice of licensed behavioral health professionals for protection of the public. This e-licensing system will support the efficient provision of licensing and regulation of licenses.

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups: Without timely licensing or investigations, those in need of quality behavioral services are impacted negatively. It is safe to say that those in need of therapeutic services by qualified individuals can be placed in historically underserved, marginalized, or adversely affected groups.

How has feedback been incorporated from groups directly impacted by proposal?: Existing staff and the public continue to express the need for efficient processing of application or licensing requests that are supported by the use of current technology. This funding issue is a result of that communication.

Description of how this furthers the Governor's priorities: With economic growth and workforce development being one of Governor Hobbs priorities, this will support the efficiency and timeliness of licensing applications and requests, which will garner the ability for more Arizonans to secure jobs in the professional workforce.



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Funding for E-Licensing Expert Consult (Priority #1)

Description of Issue

The Board worked with a state-approved contractor to develop a new e-licensing system. This system replaced an outdated Microsoft Access database, which required manual entry of all applications, renewals, and investigative information. This system was intended to increase efficiencies tremendously, allowing applicants, licensees, and complainants to log into a web-based portal and provide pertinent information and documentation. Unfortunately, the implementation of the e-licensing system and poor follow up from the vendor has created the need for duplicative systems to remain in place and the use of external contractors to work toward issue resolution.

The Board received an ongoing appropriation to support the continued cost of the e-licensing system, however the appropriation does not cover the full amount of the e-licensing system. The Board planned on utilizing projected savings from old database subscription cost to bridge the gap, but the savings have not been realized as the e-licensing system vendor, Thentia, has been unable to successfully implement data system merging with the view center database which houses historical documents required by statute to be retained.

In addition, the e-licensing vendor has not followed through on contractual obligations surrounding report building, synchronization with other systems and addressing issues within the system timely. To ensure the continuation of daily operations the Board has been forced to utilize outside contractors.

Proposal

The Board is requesting a one-time allocation of \$20,400 to cover the cost of expert consultation to ensure proper build out and functionality of the e-licensing portal.

Alternatives considered

The Board has considered a transition of the platform to a different e-licensing platform vendor. Upon researching transition to a different platform vendor, the Board discovered this would be a costly endeavor and is hopeful through the use of expert consultation the current e-licensing system barriers can be remedied and functionality ensured.

Impact of not funding this year

This agency does not have funding allocated to support the outside consultation needed to ensure e-licensing system functionality, and daily operations are drastically affected. If the funding is not supported the probability of increased processing times, inaccurate reporting, a decreased ability to protect the public will rise.

Statutory reference

Arizona Revised Statutes, Title 32 – Professions and Occupations, Chapter 33 – Behavioral Health Professionals

This Board is also guided by Arizona Administrative Code, Title 4. Professions and Occupations, Chapter 6. Board of Behavioral Health Examiners.

Equipment to be purchased (if applicable)

N/A

Classification of new positions

N/A

Annualization(s):

E-Licensing System Expert Consult

Total Cost: \$20,400

Alignment with agency's strategic plan or statutory responsibilities

The mission statement of this agency is to establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work and substance abuse counseling and to regulate the practice of licensed behavioral health professionals for protection of the public. This e-licensing system will support the efficient provision of licensing and regulation of licenses.

Impact on historically underserved, marginalized, or adversely affected groups

Without timely licensing or investigations, those in need of quality behavioral services are impacted negatively. It is safe to say that those in need of therapeutic services by qualified individuals can be placed in historically underserved, marginalized, or adversely affected groups.

How has feedback been incorporated from groups directly impacted by proposal

Existing staff and the public continue to express the need for efficient processing of application or licensing requests that are supported by the use of current technology. This funding issue is a result of that communication.

Description of how this furthers the Governor's priorities

With economic growth and workforce development being one of Governor Hobbs priorities, this will support the efficiency and timeliness of licensing applications and requests, which will garner the ability for more Arizonans to secure jobs in the professional workforce.

Funding Issue Narrative

Agency: Board of Behavioral Health Examiners

Issue: 2 Non-Accredited Program Curriculum Review

Description of Issue: The Board receives applications for Counseling licensure where the applicant has attended a non- accredited program. In order to process these applications an in-depth review of the applicant's educational program must be completed including the review of all class content included in the program to ensure adherence to Arizona Administrative Code Title 4 Chapter 6. This lengthy and in-depth process detracts from staff expediently processing applications, creating a delay in overall application processing times. In 2024, the Board received a total of 237 applications in this category, a 35% increase from the prior year. Board projections indicate continued volume increase, estimating 319 applications in 2025 that will require in-depth educational review.

Proposal: The Board has the opportunity to engage with the Center for Credentialing and Education to complete the in-depth educational reviews needed to process these applications, at a rate of \$150.00 per application, with a two to six week processing time, greatly reducing overall application processing time. The Board requests funding to outsource the processing of these applications in the amount of \$47,850.

Alternatives Considered: Board staff has historically completed this processing internally, the increase in application volume over the past 5 years has exponentially increased the overall workload for board staff, leading to significant application processing delays for Counseling licenses. The cost of internal staff time and ERE to complete the reviews is much more costly than the offered rate of \$150 per application and the outside vendor is able to quickly complete the reviews as they dedicate subject matter experts solely to the educational review task. Utilizing an outside vendor is much more affordable and decreases processing time, but requires increased funding to support the increased volume.

Impact of Not Funding This Year: This agency does not have funding allocated to incur this cost, the overall processing time for Counseling applications is far longer than any other type of licensure application processed by the Board and the delays will continue to compound without the needed funding. Application processing time directly impacts the workforce, delaying growth and development and preventing the people of Arizona access to behavioral health care with qualified individuals.

Statutory Reference: Arizona Revised Statutes, Title 32 – Professions and Occupations, Chapter 33 – Behavioral Health Professionals
This Board is also guided by Arizona Administrative Code, Title 4. Professions and Occupations, Chapter 6. Board of Behavioral Health Examiners.

Equipment to be Purchased (if applicable):

Classification of New Positions:

Annualization(s): Educational Review
Fiscal Impact Estimate
Center for Credentialing & Education
\$150 x 319 applications = \$47,850
TOTAL REQUEST
\$47,850

Alignment with Agency's Strategic Plan or Statutory Responsibilities: The mission statement of this agency is to establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work and substance abuse counseling and to regulate the practice of licensed behavioral health professionals for protection of the public. Expedited processing will support the efficient provision of licensing and regulation of licenses.

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups: Without timely licensing or investigations, those in need of quality behavioral services are impacted negatively. It is safe to say that those in need of therapeutic services by qualified individuals can be placed in historically underserved, marginalized, or adversely affected groups.

How has feedback been incorporated from groups directly impacted by proposal?: Existing staff and the public continue to express the need for efficient processing of application or licensing requests. This funding issue is a result of that communication.



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Funding for Non-Accredited Program Curriculum Review (Priority # 2)

Description of Issue

The Board receives applications for Counseling licensure where the applicant has attended a non- accredited program. In order to process these applications an in-depth review of the applicant's educational program must be completed including the review of all class content included in the program to ensure adherence to Arizona Administrative Code Title 4 Chapter 6. This lengthy and in-depth process detracts from staff' expediently processing applications, creating a delay in overall application processing times. In 2024, the Board received a total of 237 applications in this category, a 35% increase from the prior year. Board projections indicate continued volume increase, estimating 319 applications in 2025 that will require in-depth educational review.

Proposal

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Alternatives considered

Board staff has historically completed this processing internally, the increase in application volume over the past 5 years has exponentially increased the overall workload for board staff, leading to significant application processing delays for Counseling licenses. The cost of internal staff time and ERE to complete the reviews is much more costly than the offered rate of \$150 per application and the outside vendor is able to quickly complete the reviews as they dedicate subject matter experts solely to the educational review task. Utilizing an outside vendor is much more affordable and decreases processing time, but requires increased funding to support the increased volume.

Impact of not funding this year

This agency does not have funding allocated to incur this cost, the overall processing time for Counseling applications is far longer than any other type of licensure application processed by the Board and the delays will continue to compound without the needed funding. Application processing time directly impacts the workforce, delaying growth and development and preventing the people of Arizona access to behavioral health care with qualified individuals.

Statutory reference

Arizona Revised Statutes, Title 32 – Professions and Occupations, Chapter 33 – Behavioral Health Professionals

This Board is also guided by Arizona Administrative Code, Title 4. Professions and Occupations, Chapter 6. Board of Behavioral Health Examiners.

Equipment to be purchased (if applicable)

N/A

Classification of new positions

N/A

Annualization(s):

	<i>Educational Review</i>	
	Fiscal Impact Estimate	
Center for Credentialing & Education		\$150 x 319 applications = \$47,850
TOTAL REQUEST		<hr/> \$47,850

Alignment with agency's strategic plan or statutory responsibilities

The mission statement of this agency is to establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work and substance abuse counseling and to regulate the practice of licensed behavioral health professionals for protection of the public. Expedited processing will support the efficient provision of licensing and regulation of licenses.

Impact on historically underserved, marginalized, or adversely affected groups

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How has feedback been incorporated from groups directly impacted by proposal

Existing staff and the public continue to express the need for efficient processing of application or licensing requests. This funding issue is a result of that communication.

Description of how this furthers the Governor's priorities

With economic growth and workforce development being one of Governor Hobbs priorities, this will support the efficiency and timeliness of licensing applications and requests, which will garner the ability for more Arizonans to secure jobs in the professional workforce.

Funding Issue Narrative

Agency: Board of Behavioral Health Examiners

Description of how this furthers the Governor's priorities:

Issue: 3 Physical Office Space Reorganization

Description of Issue: The Board of Behavioral Health Examiners was approved to add 7 new full-time staff positions in FY25 to address the continually increasing number of applicants, licensee's, and complaints. Board staff positions are hybrid and require at least weekly in office presence. At this time there is not an ample amount of work space available to accommodate the new 7 positions. The Board worked with a state-approved contractor to develop a plan to incorporate work space to accommodate Board Staff growth. The cost of the office space modification is a one-time need, future growth was incorporated into the proposal, utilizing all available square footage to maximize the number of work spaces available.

Proposal: The office space build out proposal utilizes the existing footprint of the current Board Of Behavioral Health Examiners office space located on the 3rd floor of 1740 West Adams Street. The proposal decreases the size of the existing 18 work spaces allowing for the addition of 10 new workspaces, for a total of 28 modular work spaces. The proposal includes new office furniture for the four leadership offices to ensure cohesion and equity with other state agencies.

Alternatives Considered: Initially, the Board considered adding cubicle spaces to the existing layout, utilizing the existing modular cubicle products, and purchasing additional parts as needed. Upon consultation with ADOA, was informed, this approach to organizing the space would be more costly than fully redesign of the space, utilizing new products, as the current products in the AZBBHE space are over 20 years old, and discontinued leading to inflated cost and difficulties sourcing the same or compatible products.

Impact of Not Funding This Year: This agency does not have funding allocated to support the cost of the space redesign, if not funded this year, the staff will continue to share space, commute to and from the office between required in person meetings, and overflow into Board shared conference rooms throughout the building, limiting access to shared spaces for all Boards housed in 1740 West Adams.

Statutory Reference: Arizona Revised Statutes, Title 32 – Professions and Occupations, Chapter 33 – Behavioral Health Professionals
This Board is also guided by Arizona Administrative Code, Title 4. Professions and Occupations, Chapter 6. Board of Behavioral Health Examiners.

Equipment to be Purchased (if applicable): \$170,278.63

Classification of New Positions: N/A

Annualization(s): \$187,880.91

Alignment with Agency's Strategic Plan or Statutory Responsibilities: The mission statement of this agency is to establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work and substance abuse counseling and to regulate the practice of licensed behavioral health professionals for protection of the public. Appropriate space for staff ensures the continuation of rapid, efficient, streamlined work.

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups: Without timely licensing or investigations, those in need of quality behavioral services are impacted negatively. It is safe to say that those in need of therapeutic services by qualified individuals can be placed in historically underserved, marginalized, or adversely affected groups.

How has feedback been incorporated from groups directly impacted by proposal?: Existing staff are supportive of continuing the hybrid work environment, which requires the space to be reconfigured to allow for all members of the team to work from the office at the same time. Staff requests and opinions were taken into consideration during the space planning bid process.

Description of how furthers the Governor's priorities: With economic growth and workforce development being one of Governor Hobbs priorities, this will support the continued growth in our workforce, creating an environment where staff can thrive and continue to improve timeliness of processing licensing applications and requests, which will garner the ability for more Arizonans to secure jobs in the professional workforce.



STATE OF ARIZONA
BOARD OF BEHAVIORAL HEALTH EXAMINERS
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KATIE HOBBS
Governor

TOBI ZAVALA
Executive Director

Funding for Physical Office Space Reorganization (Priority #3)

Description of Issue

The Board of Behavioral Health Examiners was approved to add 7 new full-time staff positions in FY25 to address the continually increasing number of applicants, licensee's and complaints. Board staff positions are hybrid and require at least weekly in office presence. At this time there is not an ample amount of work space available to accommodate the new 7 positions. The Board worked with a state-approved contractor to develop a plan to incorporate work space to accommodate Board Staff growth.

The cost of the office space modification is a one-time need, future growth was incorporated into the proposal, utilizing all available square footage to maximize the number of work spaces available.

Proposal

The office space build out proposal utilizes the existing footprint of the current Board Of Behavioral Health Examiners office space located on the 3rd floor of 1740 West Adams Street. The proposal decreases the size of the existing 18 work spaces allowing for the addition of 10 new workspaces, for a total of 28 modular work spaces. The proposal includes new office furniture for the four leadership offices to ensure cohesion and equity with other state agencies.

Alternatives considered

Initially, the Board considered adding cubicle spaces to the existing layout, utilizing the existing modular cubicle products, and purchasing additional parts as needed. Upon consultation with ADOA, was informed, this approach to organizing the space would be more costly than fully redesign of the space, utilizing new products, as the current products in the AZBBHE space are over 20 years old, and discontinued leading to inflated cost and difficulties sourcing the same or compatible products.

Impact of not funding this year

This agency does not have funding allocated to support the cost of the space redesign, if not funded this year, the staff will continue to share space, commute to and from the office between required in person meetings, and overflow into Board shared conference rooms throughout the building, limiting access to shared spaces for all Boards housed in 1740 West Adams.

Statutory reference

Arizona Revised Statutes, Title 32 – Professions and Occupations, Chapter 33 – Behavioral Health Professionals

This Board is also guided by Arizona Administrative Code, Title 4. Professions and Occupations, Chapter 6. Board of Behavioral Health Examiners.

Equipment to be purchased (if applicable)

\$ 170,278.63

Classification of new positions

N/A

Annualization(s):

TOTAL REQUEST \$ 187,880.91

Alignment with agency's strategic plan or statutory responsibilities

The mission statement of this agency is to establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work and substance abuse counseling and to regulate the practice of licensed behavioral health professionals for protection of the public. Appropriate space for staff ensures the continuation of rapid, efficient, streamlined work.

Impact on historically underserved, marginalized, or adversely affected groups

Without timely licensing or investigations, those in need of quality behavioral services are impacted negatively. It is safe to say that those in need of therapeutic services by qualified individuals can be placed in historically underserved, marginalized, or adversely affected groups.

How has feedback been incorporated from groups directly impacted by proposal

Existing staff are supportive of continuing the hybrid work environment, which requires the space to be reconfigured to allow for all members of the team to work from the office at the same time. Staff requests and opinions were taken into consideration during the space planning bid process.

Description of how this furthers the Governor's priorities

With economic growth and workforce development being one of Governor Hobbs priorities, this will support the continued growth in our workforce, creating an environment where staff can thrive and continue to improve timeliness of processing licensing applications and requests, which will garner the ability for more Arizonans to secure jobs in the professional workforce.

Summary of Expenditure and Budget Request for All Funds

Agency: **Board of Behavioral Health Examiners**

Appropriated Funds		FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program:					
BHA-1-0	Licensing and Regulation	2,107.4	2,757.4	256.2	3,013.6
Appropriated Funds Total:		2,107.4	2,757.4	256.2	3,013.6
Expenditure Categories					
	FTE	20.0	27.0	-	27.0
	Personal Services	1,308.6	1,509.4	-	1,509.4
	Employee Related Expenditures	481.4	689.6	-	689.6
	Subtotal Personal Services and ERE	1,790.0	2,199.0	-	2,199.0
	Professional & Outside Services	80.4	191.3	85.9	277.2
	Travel In-State	9.3	20.0	-	20.0
	Travel Out-Of-State	1.5	15.0	-	15.0
	Other Operating Expenditures	193.2	256.4	-	256.4
	Capital Equipment	-	-	170.3	170.3
	Non-Capital Equipment	32.9	75.7	-	75.7
Expenditure Categories Total:		2,107.4	2,757.4	256.2	3,013.6
Board of Behavioral Health Examiners Total for All Funds:		2,107.4	2,757.4	256.2	3,013.6
Appropriated and Non-Appropriated		FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2025 Funding Issue	FY 2026 Total Request
BHA-1-0	Licensing and Regulation	2,107.4	2,757.4	256.2	3,013.6
Board of Behavioral Health Examiners Total for All Funds:		2,107.4	2,757.4	256.2	3,013.6

Summary of Expenditure and Budget Request for Selected Funds

Agency: Board of Behavioral Health Examiners

Fund: BH2256 Behavioral Health Examiner Fund (Appropriated)

		FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program:					
BHA-1-0	Licensing and Regulation	2,107.4	2,757.4	256.2	3,013.6
	Behavioral Health Examiner Fund (Appropriated) Summary Total:	2,107.4	2,757.4	256.2	3,013.6
Expenditure Categories					
	FTE	20.0	27.0	-	27.0
	Personal Services	1,308.6	1,509.4	-	1,509.4
	Employee Related Expenditures	481.4	689.6	-	689.6
	Subtotal Personal Services and ERE	1,790.0	2,199.0	-	2,199.0
	Professional & Outside Services	80.4	191.3	85.9	277.2
	Travel In-State	9.3	20.0	-	20.0
	Travel Out-Of-State	1.5	15.0	-	15.0
	Other Operating Expenditures	193.2	256.4	-	256.4
	Capital Equipment	-	-	170.3	170.3
	Non-Capital Equipment	32.9	75.7	-	75.7
	Expenditure Categories Total:	2,107.4	2,757.4	256.2	3,013.6

Program Budget Unit Summary of Expenditure and Budget Request for All Funds

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				

Expenditure Categories

FTE	20.0	27.0	-	27.0
Personal Services	1,308.6	1,509.4	-	1,509.4
Employee Related Expenditures	481.4	689.6	-	689.6
Subtotal Personal Services and ERE	1,790.0	2,199.0	-	2,199.0
Professional & Outside Services	80.4	191.3	85.9	277.2
Travel In-State	9.3	20.0	-	20.0
Travel Out-Of-State	1.5	15.0	-	15.0
Other Operating Expenditures	193.2	256.4	-	256.4
Capital Equipment	-	-	170.3	170.3
Non-Capital Equipment	32.9	75.7	-	75.7
Expenditure Categories Total:	2,107.4	2,757.4	256.2	3,013.6

Fund Source

Appropriated Funds

Behavioral Health Examiner Fund (Appropriated)	2,107.4	2,757.4	256.2	3,013.6
Appropriated Funds Total:	2,107.4	2,757.4	256.2	3,013.6
Licensing and Regulation Total:	2,107.4	2,757.4	256.2	3,013.6

Sub Program: BHA-1-1 Licensing and Regulation

Expenditure Categories

FTE	20.0	27.0	-	27.0
Personal Services	1,308.6	1,509.4	-	1,509.4
Employee Related Expenditures	481.4	689.6	-	689.6
Subtotal Personal Services and ERE	1,790.0	2,199.0	-	2,199.0
Professional & Outside Services	80.4	191.3	85.9	277.2
Travel In-State	9.3	20.0	-	20.0
Travel Out-Of-State	1.5	15.0	-	15.0
Other Operating Expenditures	193.2	256.4	-	256.4
Capital Equipment	-	-	170.3	170.3
Non-Capital Equipment	32.9	75.7	-	75.7

Program Budget Unit Summary of Expenditure and Budget Request for All Funds

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Sub Program: BHA-1-1 Licensing and Regulation				

Expenditure Categories Total:	2,107.4	2,757.4	256.2	3,013.6
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Fund Source

Appropriated Funds

Behavioral Health Examiner Fund (Appropriated)	2,107.4	2,757.4	256.2	3,013.6
Appropriated Funds Total:	2,107.4	2,757.4	256.2	3,013.6
Licensing and Regulation Total:	2,107.4	2,757.4	256.2	3,013.6

Program Budget Unit Summary of Expenditure and Budget Request for Selected Funds

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Fund: BH2256 Behavioral Health Examiner Fund				
Appropriated				
Personal Services	1,308.6	1,509.4	-	1,509.4
Employee Related Expenditures	481.4	689.6	-	689.6
Subtotal Personal Services and ERE	1,790.0	2,199.0	-	2,199.0
Professional & Outside Services	80.4	191.3	85.9	277.2
Travel In-State	9.3	20.0	-	20.0
Travel Out-Of-State	1.5	15.0	-	15.0
Other Operating Expenditures	193.2	256.4	-	256.4
Capital Equipment	-	-	170.3	170.3
Non-Capital Equipment	32.9	75.7	-	75.7
Expenditure Categories Total:	2,107.4	2,757.4	256.2	3,013.6
Behavioral Health Examiner Fund Total:	2,107.4	2,757.4	256.2	3,013.6
Program Total for Select Funds:	2,107.4	2,757.4	256.2	3,013.6

Sub Program: BHA-1-1 Licensing and Regulation

Fund: BH2256 Behavioral Health Examiner Fund

Appropriated

Personal Services	1,308.6	1,509.4	-	1,509.4
Employee Related Expenditures	481.4	689.6	-	689.6
Subtotal Personal Services and ERE	1,790.0	2,199.0	-	2,199.0
Professional & Outside Services	80.4	191.3	85.9	277.2
Travel In-State	9.3	20.0	-	20.0
Travel Out-Of-State	1.5	15.0	-	15.0
Other Operating Expenditures	193.2	256.4	-	256.4
Capital Equipment	-	-	170.3	170.3
Non-Capital Equipment	32.9	75.7	-	75.7
Expenditure Categories Total:	2,107.4	2,757.4	256.2	3,013.6
Behavioral Health Examiner Fund Total:	2,107.4	2,757.4	256.2	3,013.6

Program Budget Unit Summary of Expenditure and Budget Request for Selected Funds

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Sub Program: BHA-1-1 Licensing and Regulation				
Fund: BH2256 Behavioral Health Examiner Fund				
Sub Program Total for Select Funds:	2,107.4	2,757.4	256.2	3,013.6

Program Summary of Expenditure and Budget Request

Agency: Board of Behavioral Health Examiners

Program: Licensing and Regulation

Program Summary		FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
BHA-1-1	Licensing and Regulation	2,107.4	2,757.4	256.2	3,013.6
Licensing and Regulation Summary Total:		2,107.4	2,757.4	256.2	3,013.6
Expenditure Categories					
FTE	FTE	20.0	27.0	-	27.0
6000	Personal Services	1,308.6	1,509.4	-	1,509.4
6100	Employee Related Expenditures	481.4	689.6	-	689.6
Subtotal Personal Services and ERE		1,790.0	2,199.0	-	2,199.0
6200	Professional & Outside Services	80.4	191.3	85.9	277.2
6500	Travel In-State	9.3	20.0	-	20.0
6600	Travel Out-Of-State	1.5	15.0	-	15.0
7000	Other Operating Expenditures	193.2	256.4	-	256.4
8000	Capital Equipment	-	-	170.3	170.3
8500	Non-Capital Equipment	32.9	75.7	-	75.7
Expenditure Categories Total:		2,107.4	2,757.4	256.2	3,013.6
Fund Source					
Appropriated Funds					
BH2256	Behavioral Health Examiner Fund (Appropriated)	2,107.4	2,757.4	256.2	3,013.6
Appropriated Funds Total:		2,107.4	2,757.4	256.2	3,013.6
Licensing and Regulation Summary Total:		2,107.4	2,757.4	256.2	3,013.6

Program Summary of Expenditure and Budget Request for Selected Funds

Agency:	Board of Behavioral Health Examiners
Program:	Licensing and Regulation
Fund:	BH2256 Behavioral Health Examiner Fund (Appropriated)

Program Expenditures	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
BHA-1-1 Licensing and Regulation	2,107.4	2,757.4	256.2	3,013.6
Behavioral Health Examiner Fund (Appropriated)	2,107.4	2,757.4	256.2	3,013.6
Summary Total:	2,107.4	2,757.4	256.2	3,013.6
Appropriated Funding				
6000 Personal Services	1,308.6	1,509.4	-	1,509.4
6100 Employee Related Expenditures	481.4	689.6	-	689.6
Subtotal Personal Services and ERE	1,790.0	2,199.0	-	2,199.0
6200 Professional & Outside Services	80.4	191.3	85.9	277.2
6500 Travel In-State	9.3	20.0	-	20.0
6600 Travel Out-Of-State	1.5	15.0	-	15.0
7000 Other Operating Expenditures	193.2	256.4	-	256.4
8000 Capital Equipment	-	-	170.3	170.3
8500 Non-Capital Equipment	32.9	75.7	-	75.7
Expenditure Categories Total:	2,107.4	2,757.4	256.2	3,013.6
Fund BH2256 - A Total:	2,107.4	2,757.4	256.2	3,013.6
Licensing and Regulation Total:	2,107.4	2,757.4	256.2	3,013.6

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
FTE				
FTE	20.0	27.0	-	27.0
Expenditure Category Total:	-	-	-	-
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	20.0	27.0	-	27.0
Appropriated Funds Total:	20.0	27.0	-	27.0
Fund Source Total:	20.0	27.0	-	27.0
Personal Services				
Personal Services	1,308.2	1,509.4	-	1,509.4
Board & Commission Members Compensation	0.4	-	-	-
Expenditure Category Total:	1,308.6	1,509.4	-	1,509.4
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	1,308.6	1,509.4	-	1,509.4
Appropriated Funds Total:	1,308.6	1,509.4	-	1,509.4
Fund Source Total:	1,308.6	1,509.4	-	1,509.4
Employee Related Expenditures				
Employee Related Expenses	-	689.6	-	689.6
FICA Taxes	97.0	-	-	-
Medical Insurance	207.2	-	-	-
Basic Life	0.1	-	-	-
Long-Term Disability (ASRS)	1.7	-	-	-
Dental Insurance	1.8	-	-	-
Workers' Compensation	8.9	-	-	-
Arizona State Retirement System	140.2	-	-	-
Personnel Board Pro-Rata Charges	11.3	-	-	-
Information Technology Pro Rata Charge	8.0	-	-	-
Accumulated Sick Leave Fund Charge	5.2	-	-	-

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

		FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation					
Expenditure Category Total:		481.4	689.6	-	689.6
Fund Source					
Appropriated Funds					
BH2256	Behavioral Health Examiner Fund (Appropriated)	481.4	689.6	-	689.6
Appropriated Funds Total:		481.4	689.6	-	689.6
Fund Source Total:		481.4	689.6	-	689.6
Professional & Outside Services					
	Professional and Outside Services	-	191.3	85.9	277.2
	Attorney General Legal Services	44.5	-	-	-
	Temporary Agency Services	33.2	-	-	-
	Education & Training	1.0	-	-	-
	Other Professional & Outside Services	1.6	-	-	-
Expenditure Category Total:		80.4	191.3	85.9	277.2
Fund Source					
Appropriated Funds					
BH2256	Behavioral Health Examiner Fund (Appropriated)	80.4	191.3	85.9	277.2
Appropriated Funds Total:		80.4	191.3	85.9	277.2
Fund Source Total:		80.4	191.3	85.9	277.2
Travel In-State					
	Travel In-State	-	20.0	-	20.0
	Mileage - Private Vehicle	5.7	-	-	-
	Lodging	3.1	-	-	-
	Meals with Overnight Stay	0.5	-	-	-
	Other Miscellaneous In- State Travel	0.0	-	-	-
Expenditure Category Total:		9.3	20.0	-	20.0
Fund Source					
Appropriated Funds					
BH2256	Behavioral Health Examiner Fund (Appropriated)	9.3	20.0	-	20.0
Appropriated Funds Total:		9.3	20.0	-	20.0

Program Expenditure Schedule

Agency: **Board of Behavioral Health Examiners**

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Fund Source Total:	9.3	20.0	-	20.0
Travel Out-Of-State				
Travel Out of State	-	15.0	-	15.0
Airfare and Other Common Carrier Charges	0.5	-	-	-
Lodging Out-of-State	1.0	-	-	-
Expenditure Category Total:	1.5	15.0	-	15.0
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	1.5	15.0	-	15.0
Appropriated Funds Total:	1.5	15.0	-	15.0
Fund Source Total:	1.5	15.0	-	15.0
Other Operating Expenditures				
Other Operating Expenses	-	256.4	-	256.4
Risk Management Charges to State Agencies	5.3	-	-	-
Internal Service Computer Processing, Hosting, Maintenance and Support Costs	9.4	-	-	-
External Programming and System Development Costs	12.1	-	-	-
Other External Computer Processing, Hosting, Maintenance and Support Costs	4.3	-	-	-
Charges Imposed Related to AFIS.	3.6	-	-	-
External Telecommunications Charges	12.6	-	-	-
Building Rent Charges to State Agencies	77.0	-	-	-
Miscellaneous Rent	3.6	-	-	-
Late Charges on Overdue Payments	0.0	-	-	-
Repair & Maintenance - Other Equipment	6.8	-	-	-
Software Support, Maintenance Short-term Licensing	0.2	-	-	-
Office Supplies	19.2	-	-	-
Computer Supplies	0.4	-	-	-
Conference Registration / Attendance Fees	3.7	-	-	-
Other Education & Training Costs	0.5	-	-	-

Program Expenditure Schedule

Agency: **Board of Behavioral Health Examiners**

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Internal Printing	0.2	-	-	-
External Printing	0.1	-	-	-
Postage & Delivery	8.6	-	-	-
Document Shredding and Destruction Services	1.9	-	-	-
Dues	1.8	-	-	-
Books, Subscriptions & Publications	0.2	-	-	-
Costs for Digital Imaging or Producing Microfilm & Microfiche	13.7	-	-	-
Security Services	5.7	-	-	-
Fingerprinting, Background Checks, Etc.	2.0	-	-	-
Other Miscellaneous Operating	0.3	-	-	-
Expenditure Category Total:	193.2	256.4	-	256.4

Fund Source

Appropriated Funds

BH2256 Behavioral Health Examiner Fund (Appropriated)	193.2	256.4	-	256.4
Appropriated Funds Total:	193.2	256.4	-	256.4
Fund Source Total:	193.2	256.4	-	256.4

Capital Equipment

Capital Equipment	-	-	170.3	170.3
Expenditure Category Total:	-	-	170.3	170.3

Fund Source

Appropriated Funds

BH2256 Behavioral Health Examiner Fund (Appropriated)	-	-	170.3	170.3
Appropriated Funds Total:	-	-	170.3	170.3
Fund Source Total:	-	-	170.3	170.3

Non-Capital Equipment

Non-Capital Resources	-	75.7	-	75.7
Computer Equipment – Non-Capitalized Purchases	21.2	-	-	-
Purchased or licensed software / website	11.7	-	-	-

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Expenditure Category Total:	32.9	75.7	-	75.7
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	32.9	75.7	-	75.7
Appropriated Funds Total:	32.9	75.7	-	75.7
Fund Source Total:	32.9	75.7	-	75.7

Employee Retirement Coverage				
Retirement System	FTE	Personal Services	Fund#	
Arizona State Retirement System	27.0	1,509.4	BH2256-A	

Program: BHA-1-1 Licensing and Regulation				
FTE				
FTE	20.0	27.0	-	27.0
Expenditure Category Total:	-	-	-	-
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	20.0	27.0	-	27.0
Appropriated Funds Total:	20.0	27.0	-	27.0
Fund Source Total:	20.0	27.0	-	27.0

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Sub Program: BHA-1-1 Licensing and Regulation				
Personal Services				
Personal Services	1,308.2	1,509.4	-	1,509.4
Board & Commission Members Compensation	0.4	-	-	-
Expenditure Category Total:	1,308.6	1,509.4	-	1,509.4
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	1,308.6	1,509.4	-	1,509.4
Appropriated Funds Total:	1,308.6	1,509.4	-	1,509.4
Fund Source Total:	1,308.6	1,509.4	-	1,509.4
Employee Related Expenditures				
Employee Related Expenses	-	689.6	-	689.6
FICA Taxes	97.0	-	-	-
Medical Insurance	207.2	-	-	-
Basic Life	0.1	-	-	-
Long-Term Disability (ASRS)	1.7	-	-	-
Dental Insurance	1.8	-	-	-
Workers' Compensation	8.9	-	-	-
Arizona State Retirement System	140.2	-	-	-
Personnel Board Pro-Rata Charges	11.3	-	-	-
Information Technology Pro Rata Charge	8.0	-	-	-
Accumulated Sick Leave Fund Charge	5.2	-	-	-
Expenditure Category Total:	481.4	689.6	-	689.6
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	481.4	689.6	-	689.6
Appropriated Funds Total:	481.4	689.6	-	689.6
Fund Source Total:	481.4	689.6	-	689.6

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Sub Program: BHA-1-1 Licensing and Regulation				
Professional & Outside Services				
Professional and Outside Services	-	191.3	85.9	277.2
Attorney General Legal Services	44.5	-	-	-
Temporary Agency Services	33.2	-	-	-
Education & Training	1.0	-	-	-
Other Professional & Outside Services	1.6	-	-	-
Expenditure Category Total:	80.4	191.3	85.9	277.2
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	80.4	191.3	85.9	277.2
Appropriated Funds Total:	80.4	191.3	85.9	277.2
Fund Source Total:	80.4	191.3	85.9	277.2
Travel In-State				
Travel In-State	-	20.0	-	20.0
Mileage - Private Vehicle	5.7	-	-	-
Lodging	3.1	-	-	-
Meals with Overnight Stay	0.5	-	-	-
Other Miscellaneous In- State Travel	0.0	-	-	-
Expenditure Category Total:	9.3	20.0	-	20.0
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	9.3	20.0	-	20.0
Appropriated Funds Total:	9.3	20.0	-	20.0
Fund Source Total:	9.3	20.0	-	20.0

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Sub Program: BHA-1-1 Licensing and Regulation				
Travel Out-Of-State				
Travel Out of State	-	15.0	-	15.0
Airfare and Other Common Carrier Charges	0.5	-	-	-
Lodging Out-of-State	1.0	-	-	-
Expenditure Category Total:	1.5	15.0	-	15.0
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	1.5	15.0	-	15.0
Appropriated Funds Total:	1.5	15.0	-	15.0
Fund Source Total:	1.5	15.0	-	15.0
Other Operating Expenditures				
Other Operating Expenses	-	256.4	-	256.4
Risk Management Charges to State Agencies	5.3	-	-	-
Internal Service Computer Processing, Hosting, Maintenance and Support Costs	9.4	-	-	-
External Programming and System Development Costs	12.1	-	-	-
Other External Computer Processing, Hosting, Maintenance and Support Costs	4.3	-	-	-
Charges Imposed Related to AFIS.	3.6	-	-	-
External Telecommunications Charges	12.6	-	-	-
Building Rent Charges to State Agencies	77.0	-	-	-
Miscellaneous Rent	3.6	-	-	-
Late Charges on Overdue Payments	0.0	-	-	-
Repair & Maintenance - Other Equipment	6.8	-	-	-
Software Support, Maintenance Short-term Licensing	0.2	-	-	-
Office Supplies	19.2	-	-	-
Computer Supplies	0.4	-	-	-
Conference Registration / Attendance Fees	3.7	-	-	-
Other Education & Training Costs	0.5	-	-	-

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Sub Program: BHA-1-1 Licensing and Regulation				
Internal Printing	0.2	-	-	-
External Printing	0.1	-	-	-
Postage & Delivery	8.6	-	-	-
Document Shredding and Destruction Services	1.9	-	-	-
Dues	1.8	-	-	-
Books, Subscriptions & Publications	0.2	-	-	-
Costs for Digital Imaging or Producing Microfilm & Microfiche	13.7	-	-	-
Security Services	5.7	-	-	-
Fingerprinting, Background Checks, Etc.	2.0	-	-	-
Other Miscellaneous Operating	0.3	-	-	-
Expenditure Category Total:	193.2	256.4	-	256.4

Fund Source

Appropriated Funds

BH2256 Behavioral Health Examiner Fund (Appropriated)	193.2	256.4	-	256.4
Appropriated Funds Total:	193.2	256.4	-	256.4
Fund Source Total:	193.2	256.4	-	256.4

Capital Equipment

Capital Equipment	-	-	170.3	170.3
Expenditure Category Total:	-	-	170.3	170.3

Fund Source

Appropriated Funds

BH2256 Behavioral Health Examiner Fund (Appropriated)	-	-	170.3	170.3
Appropriated Funds Total:	-	-	170.3	170.3
Fund Source Total:	-	-	170.3	170.3

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

	FY 2024 Actuals	FY 2025 Expenditure Plan	FY 2026 Funding Issue	FY 2026 Total Request
Program: BHA-1-0 Licensing and Regulation				
Sub Program: BHA-1-1 Licensing and Regulation				
Non-Capital Equipment				
Non-Capital Resources	-	75.7	-	75.7
Computer Equipment – Non- Capitalized Purchases	21.2	-	-	-
Purchased or licensed software / website	11.7	-	-	-
Expenditure Category Total:	32.9	75.7	-	75.7
Fund Source				
Appropriated Funds				
BH2256 Behavioral Health Examiner Fund (Appropriated)	32.9	75.7	-	75.7
Appropriated Funds Total:	32.9	75.7	-	75.7
Fund Source Total:	32.9	75.7	-	75.7

Employee Retirement Coverage				
Retirement System	FTE	Personal Services	Fund#	
Arizona State Retirement System	27.0	27.0	BH2256-A	

Program Expenditure Schedule

Agency: Board of Behavioral Health Examiners

Administrative Costs Summary

FY 2026

Personal Services	90.6
ERE	39.7
Administrative Costs Total:	130.3

Administrative Costs / Total Expenditure Ratio

Request

Admin %

FY 2026

3,013.6

4.3%

Funding Issue List

Agency: Board of Behavioral Health Examiners

FY 2025

Priority	Funding Issue Title	Total FTE	Total Amount	General Fund	Other Appropriated Funds	Non-Appropriated Funds
1	Website Migration	-	90.0	-	90.0	-
Total:		-	90.0	-	90.0	-

Funding Issue Detail

Agency: Board of Behavioral Health Examiners

Issue: 1 Website Migration

Program: Licensing and Regulation

Fund: BH2256 Behavioral Health Examiner Fund (Appropriated)

Expenditure Categories		FY 2025
6200	Professional & Outside Services	90.0
8400	Capital Equipment	-
Program/Fund Total:		90.0

Funding Issue Narrative

Agency: Board of Behavioral Health Examiners

Issue: 1 Website Migration

Description of Issue: The current Board website exists on the Drupal 7.97 platform. This platform will come to its end of its life on January 5, 2025, eliminating the ability to patch security or make any type of update. ADOA-ASET informed the Board that a full website migration to the Drupal 9 platform is needed to ensure security and functionality of the website. Through collaboration with ADOA- ASET, a Scope of Work was developed and distributed to state approved vendors, who will provide quotes, to complete the necessary migration, testing and implementation of the new website. The cost of the website migration and implementation is a one-time cost estimated to be between \$90,000 and \$110,000 and then is able to be maintained through ADOA-ASET. The current website is hosted by GoDaddy and requires external vendor contracting for updates. The vendor previously contracted with the Board to complete updates, testing and patching is no longer contracted with the state. The Board would like to utilize this time period between vendors and end of life for the current website, to transition to a platform that will be supported and managed through ADOA-ASET.

Proposal: We are requesting a one-time supplemental allocation to the FY25 budget of \$90,000 to fund the website migration to the Drupal 9 platform, testing, and implementation. Upon completion of the project the platform will then be managed by ADOA-ASET, ensuring functionality and security.

Alternatives Considered: Due to the Drupal 7.97 platform coming to its end of life, the only option is to complete a full migration to another platform. There is no alternative to the full migration of the website. The board did consider self-development of the website, but upon consultation with ADOA-ASET, the Board established the length of time and allocation of internal man hours and expertise needed to self-develop and migrate the site would exceed the cost of utilizing a vendor for the migration.

Impact of Not Funding This Year: This agency does not have funding allocated to support the migration of the website to the Drupal 9 platform. Without the funding to support the project, there will likely be security breaches and diminished functioning and possible failure of the current website.

Statutory Reference: Arizona Revised Statutes, Title 32 – Professions and Occupations, Chapter 33 – Behavioral Health Professionals
This Board is also guided by Arizona Administrative Code, Title 4. Professions and Occupations, Chapter 6. Board of Behavioral Health Examiners.

Equipment to be Purchased (if applicable): N/A

Classification of New Positions: N/A

Annualization(s): Website Migration
Total one-time supplemental request \$90,000

Alignment with Agency's Strategic Plan or Statutory Responsibilities: The mission statement of this agency is to establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work and substance abuse counseling and to regulate the practice of licensed behavioral health professionals for protection of the public. Website migration will ensure security, availability, and accessibility of public information, the licensing portal, complaint submission, verification of licensee's and ensure continued compliance with statutory requirements.

Impact on Historically Underserved, Marginalized, or Adversely Affected Groups: Existing staff and ADOA continue to express the need for website migration to ensure security, safety and efficient processing of application or licensing requests that are supported by the use of current technology. This funding issue is a result of that communication.

How has feedback been incorporated from groups directly impacted by proposal?: With economic growth and workforce development being one of Governor Hobbs priorities, this will support the efficiency and timeliness of licensing applications and requests, which will garner the ability for more Arizonans to secure jobs in the professional workforce.

Description of how furthers the Governor's priorities:

Funding Issue Narrative

Agency: Board of Behavioral Health Examiners



STATE OF ARIZONA
BOARD OF BEHAVIORAL HEALTH EXAMINERS
1740 WEST ADAMS STREET, SUITE 3600
PHOENIX, AZ 85007
PHONE: 602.542.1882 FAX: 602.364.0890
Board Website: www.azbbhe.us
Email Address: information@azbbhe.us

KATIE HOBBS
Governor

TOBI ZAVALA
Executive Director

Supplemental Funding Issue for Website Migration

Description of Issue

The current Board website exists on the Drupal 7.97 platform. This platform will come to its end of its life on January 5, 2025, eliminating the ability to patch security or make any type of update. ADOA-ASET informed the Board that a full website migration to the Drupal 9 platform is needed to ensure security and functionality of the website. Through collaboration with ADOA- ASET, a Scope of Work was developed and distributed to state approved vendors, who will provide quotes, to complete the necessary migration, testing and implementation of the new website.

The cost of the website migration and implementation is a one-time cost estimated to be between \$90,000 and \$110,000 and then is able to be maintained through ADOA-ASET. The current website is hosted by GoDaddy and requires external vendor contracting for updates. The vendor previously contracted with the Board to complete updates, testing and patching is no longer contracted with the state. The Board would like to utilize this time period between vendors and end of life for the current website, to transition to a platform that will be supported and managed through ADOA-ASET.

Proposal

We are requesting a one-time supplemental allocation to the FY25 budget of \$90,000 to fund the website migration to the Drupal 9 platform, testing, and implementation. Upon completion of the project the platform will then be managed by ADOA-ASET, ensuring functionality and security.

Alternatives considered

Due to the Drupal 7.97 platform coming to its end of life, the only option is to complete a full migration to another platform. There is no alternative to the full migration of the website. The board did consider self-development of the website, but upon consultation with ADOA-ASET, the Board established the length of time and allocation of internal man hours and expertise needed to self-develop and migrate the site would exceed the cost of utilizing a vendor for the migration.

Impact of not funding this year

This agency does not have funding allocated to support the migration of the website to the Drupal 9 platform. Without the funding to support the project, there will likely be security breaches and diminished functioning and possible failure of the current website.

Reference

Arizona Revised Statutes, Title 32 – Professions and Occupations, Chapter 33 – Behavioral Health Professionals

This Board is also guided by Arizona Administrative Code, Title 4. Professions and Occupations, Chapter 6. Board of Behavioral Health Examiners.

Equipment to be purchased (if applicable)

N/A

Classification of new positions

N/A

Annualization(s):

Website Migration

Total one-time supplemental request \$90,000

Alignment with agency's strategic plan or statutory responsibilities

The mission statement of this agency is to establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work and substance abuse counseling and to regulate the practice of licensed behavioral health professionals for protection of the public. Website migration will ensure security, availability, and accessibility of public information, the licensing portal, complaint submission, verification of licensee's and ensure continued compliance with statutory requirements.

Impact on historically underserved, marginalized, or adversely affected groups

Without the ability to utilize electronic means, timely licensing and investigations will be prohibited, negatively impacting those in need of quality behavioral services. It is safe to say that those in need of therapeutic services by qualified individuals can be placed in historically underserved, marginalized, or adversely affected groups.

How has feedback been incorporated from groups directly impacted by proposal

Existing staff and ADOA continue to express the need for website migration to ensure security, safety and efficient processing of application or licensing requests that are supported by the use of current technology. This funding issue is a result of that communication.

Description of how this furthers the Governor's priorities

With economic growth and workforce development being one of Governor Hobbs priorities, this will support the efficiency and timeliness of licensing applications and requests, which will garner the ability for more Arizonans to secure jobs in the professional workforce.

Agency Summary

Board of Behavioral Health Examiners

Tobi Zavala, Executive Director

Phone: 6025421617

A.R.S. §§ 32-3251 to 32-3322

Mission:

To establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work, and substance abuse counseling, and to regulate the practice of licensed behavioral health professionals for the protection of the public.

Description:

The Board of Behavioral Health Examiners licenses and biennially renews licensure for approximately 16,816 behavioral health professionals, requiring these professionals to meet minimum standards of education, experience, and competency, as measured by examination. The Board also receives and investigates complaints, takes necessary disciplinary action, and responds to inquiries from consumers regarding the licensure status and complaint history of individual behavioral health professionals.

Agency Summary: (\$ Thousands)

Program	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
▶ Licensing and Regulation	2,107.4	2,757.4	3,013.6
Agency Total:	2,107.4	2,757.4	3,013.6

Funding:

	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Other Appropriated Funds	2,107.4	2,757.4	3,013.6
Total Funding	2,107.4	2,757.4	3,013.6

FTE Positions	20.0	27.0	27.0
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5 Year Plan

Issue 1 Increased Licensure Applications

Description: From FY18-FY23, the Board had a 89% increase in the number of applications. The anticipated volume is expected to continue to increase with the Board's changes in 2018 to A.R.S. § 32-3274 which regulates licensure by endorsement, and the Universal Recognition path to licensure passed in Laws 2019, Chapter 55. Additionally, there is an increased demand for behavioral health professionals.

Ongoing challenges related to the increased volume:

1. Increased documents, tracking, applicant follow-up and incoming phone/email traffic.
2. Prioritizing different types of applications and those in varying stages in the process is more challenging with the influx.
3. Increasing number of renewal applications.
4. Increased traffic in background investigations.

Solutions:

The Board plans to address these challenges as follows:

1. The Board will continue to streamline application processing through use of electronic systems.
2. The Board will maximize new credentialing staff by restructuring responsibilities by duty type and level of complexity.
3. The Board will address increasing investigations with new staff, which will allow appropriate case assignment numbers.
4. The Board is continuing to LEAN the application process by eliminating inefficient or redundant procedures.

Issue 2 Continued migration to electronic business practices

Description: The Board recognizes the need to move to a more paperless environment to assist the public with submitting information to the Board and help staff process incoming work more efficiently. The Board is implementing an e-licensing system, which allows individuals to apply for licensure through a web-based portal. This eliminates manual data entry for applications, address changes, renewals, and other important data. This increases efficiencies and streamlines processes, while making the information exchange easier with the public.

Solutions:

The Board plans to continue evaluating processes and communication that can be moved to an electronic platform as follows:

1. Continued implementation of e-licensing system.
2. Convert forms used by the public to an online platform.
3. Use digital signature programs to secure authorization on forms requiring signatures.
4. Improve the Board's digitization of records originally in paper format for archiving according to retention schedules.
5. Consolidate electronic resources, streamlining processes.

Resource Assumptions

	FY 2027 Estimate	FY 2028 Estimate	FY 2029 Estimate
Full-Time Equivalent Positions	27.0	27.0	27.0
General Fund	-	-	-
Other Appropriated Funds	2,825.7	2,825.7	2,825.7
Non-Appropriated Funds	-	-	-
Federal Funds	-	-	-

◆ **Goal 1** To improve agency operations to ensure equitable, consistent, and timely enforcement of statutes and rules regulating behavioral health professionals.

Performance Measures	FY 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Administration as a percentage of total cost	5.0	5.0	5.0	5.0	5.0
Applications received	3,220	3,542	3,637	3,896	4,400
Average days to resolve a complaint	203	180	130	180	180
Average number of days to process verifications	4	4	4	4	4
Average number of days to renew a license from receipt of application to issuance	7	5	2	5	5
Individuals licensed	3,062	3,368	3,434	3,705	4,156
Number of complaints received about licensees	235	259	228	284	312
Number of new and existing licenses issued	16,816	18,498	18,112	20,347	21,915
Numbers of inspections/investigations	1,277	1,405	1,396	1,545	1,690
Percent of application reviews completed within 180 days	99	99	99	99	99
Renewals received	6,233	6,856	6,716	7,542	8,296
Verifications received	711	782	778	860	942

Agency 5 Year Plan

BHA Board of Behavioral Health Examiners

Issue 1 Increased Licensure Applications

Description: From FY18-FY23, the Board had a 89% increase in the number of applications. The anticipated volume is expected to continue to increase with the Board's changes in 2018 to A.R.S. § 32-3274 which regulates licensure by endorsement, and the Universal Recognition path to licensure passed in Laws 2019, Chapter 55. Additionally, there is an increased demand for behavioral health professionals. Ongoing challenges related to the increased volume:

1. Increased documents, tracking, applicant follow-up and incoming phone/email traffic.
2. Prioritizing different types of applications and those in varying stages in the process is more challenging with the influx.
3. Increasing number of renewal applications.
4. Increased traffic in background investigations.

Solutions:

The Board plans to address these challenges as follows:

1. The Board will continue to streamline application processing through use of electronic systems.
2. The Board will maximize new credentialing staff by restructuring responsibilities by duty type and level of complexity.
3. The Board will address increasing investigations with new staff, which will allow appropriate case assignment numbers.
4. The Board is continuing to LEAN the application process by eliminating inefficient or redundant procedures.

Issue 2 Continued migration to electronic business practices

Description: The Board recognizes the need to move to a more paperless environment to assist the public with submitting information to the Board and help staff process incoming work more efficiently. The Board is implementing an e-licensing system, which allows individuals to apply for licensure through a web-based portal. This eliminates manual data entry for applications, address changes, renewals, and other important data. This increases efficiencies and streamlines processes, while making the information exchange easier with the public.

Solutions:

The Board plans to continue evaluating processes and communication that can be moved to an electronic platform as follows:

1. Continued implementation of e-licensing system.
2. Convert forms used by the public to an online platform.
3. Use digital signature programs to secure authorization on forms requiring signatures.
4. Improve the Board's digitization of records originally in paper format for archiving according to retention schedules.
5. Consolidate electronic resources, streamlining processes.

Resource Assumptions

	FY 2027 Estimate	FY 2028 Estimate	FY 2029 Estimate
Full-Time Equivalent Positions	27.0	27.0	27.0
General Fund	-	-	-
Other Appropriated Funds	2,825.7	2,825.7	2,825.7
Non-Appropriated Funds	-	-	-
Federal Funds	-	-	-

AGENCY SUMMARY

Program: BHA Board of Behavioral Health Examiners
Director: Tobi Zavala, Executive Director
Phone: Board of Behavioral Health Examiners 6025421617
Statute: A.R.S. §§ 32-3251 to 32-3322
Plan Contact: Polly Knape, Deputy Director
 Board of Behavioral Health Examiners 6025421811

Mission:

To establish and maintain standards of qualifications and performance for licensed behavioral health professionals in the fields of counseling, marriage and family therapy, social work, and substance abuse counseling, and to regulate the practice of licensed behavioral health professionals for the protection of the public.

Description:

The Board of Behavioral Health Examiners licenses and biennially renews licensure for approximately 16,816 behavioral health professionals, requiring these professionals to meet minimum standards of education, experience, and competency, as measured by examination. The Board also receives and investigates complaints, takes necessary disciplinary action, and responds to inquiries from consumers regarding the licensure status and complaint history of individual behavioral health professionals.

◆ **Goal 1 To improve agency operations to ensure equitable, consistent, and timely enforcement of statutes and rules regulating behavioral health professionals.**

Performance Measures:

ML	Budget	Type		FY 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Administration as a percentage of total cost	5.0	5.0	5.0	5.0	5.0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Applications received	3,220	3,542	3,637	3,896	4,400
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Renewals received	6,233	6,856	6,716	7,542	8,296
<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Verifications received	711	782	778	860	942
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Average number of days to process verifications	4	4	4	4	4
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Percent of application reviews completed within 180 days	99	99	99	99	99
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Individuals licensed	3,062	3,368	3,434	3,705	4,156
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of new and existing licenses issued	16,816	18,498	18,112	20,347	21,915
<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Numbers of inspections/ investigations	1,277	1,405	1,396	1,545	1,690
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of complaints received about licensees	235	259	228	284	312
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OC	Average days to resolve a complaint	203	180	130	180	180
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OC	Average number of days to renew a license from receipt of application to issuance	7	5	2	5	5

Budget Related Performance Measures

BHA Board of Behavioral Health Examiners

PROGRAM SUMMARY

Program: Board of Behavioral Health Examiners (BHA)
Contact: Tobi Zavala, Executive Director 6025421617
2nd Contact: Polly Knape, Deputy Director 6025421811
Statute: A.R.S. §§ 32-3251 to 32-3322

ML	Budget	Type	Performance Measures	FY 2023 Actual	FY 2024 Estimate	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
X	X	OC	Average number of days to renew a license from receipt of application to issuance	7	5	2	5	5
X	X	OC	Average days to resolve a complaint	203	180	130	180	180
X	X	IP	Number of complaints received about licensees	235	259	228	284	312

Not in Master List

Goals without any Performance Measures Marked for inclusion in the Master List

The display of the footnote: * = Agency, Program, or Sub Program has no goals with publishable performance measures.

Explore Plans

P 0 BHA Board of Behavioral Health Examiners

G 1 To improve agency operations to ensure equitable, consistent, and timely enforcement of statutes and rules regulating behavioral health professionals.

- P 1 Administration as a percentage of total cost
- P 2 Applications received
- P 3 Average days to resolve a complaint
- P 4 Average number of days to process verifications
- P 5 Average number of days to renew a license from receipt of application to issuance
- P 6 Individuals licensed
- P 7 Number of complaints received about licensees
- P 8 Number of new and existing licenses issued
- P 9 Numbers of inspections/investigations
- P 10 Percent of application reviews completed within 180 days
- P 11 Renewals received
- P 12 Verifications received

P 1 BHA-1-0 Licensing and Regulation

S 1 BHA-1-1 Licensing and Regulation

Explore Plans

P 0 BHA Board of Behavioral Health Examiners

G 1 BHA-G001 To improve agency operations to ensure equitable, consistent, and timely enforcement of statutes and rules regulating behavioral health professionals.

- P 1 BHA-PM0001 Percent of application reviews completed within 180 days
- P 2 BHA-PM0002 Renewals received
- P 3 BHA-PM0003 Average number of days to process verifications
- P 4 BHA-PM0004 Numbers of inspections/investigations
- P 5 BHA-PM0005 Number of new and existing licenses issued
- P 6 BHA-PM0006 Average number of days to renew a license from receipt of application to issuance
- P 7 BHA-PM0007 Verifications received
- P 8 BHA-PM0008 Average days to resolve a complaint
- P 9 BHA-PM0009 Administration as a percentage of total cost
- P 10 BHA-PM0010 Number of complaints received about licensees
- P 11 BHA-PM0011 Applications received
- P 12 BHA-PM0012 Individuals licensed

P 1 BHA-1-0 Licensing and Regulation

S 1 BHA-1-1 Licensing and Regulation