



# A Legislative Summary Document Regarding Board of Examiners of Psychologists

Contents

Key Findings from Previous Audits  
and Reviews

Travel Expenditures

## State Auditor's Observations

The Board of Examiners of Psychologists (BEP) can improve the efficiency and quality of services in its core processes. For example, BEP should streamline the levels of review in its complaint resolution process to improve efficiency. BEP exceeded its performance target for average complaint resolution time by 85 days in fiscal year 2000.

In addition, BEP should redirect staff involved in issuing new licenses to more value-added activities. The resources associated with activities that do not add value equate to approximately 1.3 full-time equivalent (FTE) employees at an annual cost of about \$35,700.

Prepared for the 78th Legislature  
by the State Auditor's Office

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*This is not an audit report and, with the exception of any audit report summaries, the material in this document has not been subjected to all of the tests and confirmations performed in an audit.*

# Board of Examiners of Psychologists

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## Key Findings from Previous Audits and Reviews

January 1, 2001–December 31, 2002

### *An Audit of Small Agency Internal Control and Financial Processes*

(Report No. 02-016, December 2001)

The Board of Examiners of Psychologists (BEP) can improve the efficiency and quality of services in its core processes. Specifically, BEP should:

- Streamline the levels of review in its complaint resolution process to improve efficiency. BEP exceeded its performance target for average complaint resolution time by 85 days in fiscal year 2000.
- Calculate complaint resolution times separately for different types of complaints. Separately tracking types of complaints is important for internal reporting. When calculating average complaint processing time, BEP currently combines processing times for continuing education deficiencies with processing times for substantive complaints. If BEP had excluded continuing education deficiencies from this calculation, it would have exceeded its performance target by more than 85 days.
- Redirect staff involved in issuing new licenses to more value-added activities. The resources associated with activities that do not add value equate to approximately 1.3 full-time equivalent (FTE) employees at an annual cost of about \$35,700.
- Strengthen controls over licensing data integrity. BEP initially reported it issued 397 new licenses in fiscal year 2000, but it later revised that number to 467.

<b>Status of Audit Recommendations<sup>1</sup> as of November 30, 2002 (unaudited)</b>	
BEP has reported the following:	
Implemented	4
Partially implemented	2
<b>Total recommendations</b>	<b>6</b>
<sup>1</sup> From management letter No. 02-310	

## Travel Expenditures

Travel Expenditures by Appropriation Year (unaudited)			
	2000	2001	2002
In-State Travel	\$ 23,524	\$ 19,991	\$ 17,466
Out-of-State Travel	467	2,913	0
Foreign Travel	0	0	0
Other Travel Costs	(104)	0	18
<b>Total Travel Expenditures</b>	<b>\$ 23,888</b>	<b>\$ 22,904</b>	<b>\$ 17,484</b>
Limit on Travel Expenditures (Cap)	25,221	25,221	467 <sup>a</sup>
<b>Expenditures in Excess of Cap</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>

<sup>a</sup> Caps apply to total travel in appropriation years 2000 and 2001, but caps apply only to out-of-state travel and foreign travel in appropriation year 2002. Caps, calculated by the Comptroller of Public Accounts, have been adjusted for any increases requested by BEP and approved by the Legislative Budget Board in accordance with the General Appropriations Act.

Source: Uniform Statewide Accounting System (USAS) as of November 30, 2002. Amounts are subject to change as agencies continue to record additional expenditures or adjustments.