

## **AGENDA ITEM 8**

### **EXECUTIVE OFFICER'S REPORT**

The following is attached for review:

- a. Operational and budget report.
- b. Report on fee increases and related activities.
- c. Future agenda items.
- d. Other Informational Items – No Board discussion or action.









CSTARQ24 1111 (DEST: A1 CAL2) PM,C,6,5,2,0, ,6212,  
 FISCAL MONTH: 12 JUNE 6(INDEX) 5(PCA ) 2(AGYSRC) 0(NOFUND) FUND(ALL ) GL(6212)  
 DEPT OF CONSUMER AFFAIRS  
 RECEIPTS BY ORGANIZATION AND SOURCE  
 AS OF 06/30/17

\*\*\*\*\* RUN:07/10/17 TIME:18.22

\*\*\*\*\* PAGE 16

ENY: 16 FFY: 16  
 SECTION: 11 CA BD OF OCCUPATIONAL THERAPY  
 SUB-SECTION: 00  
 UNIT: 00  
 SUB-UNIT: 00  
 SUB-SUB-UNIT: 00  
 INDEX: 1475 OCCUPATIONAL THERAPY

PROGRAM  
 PG EL CMP TSK PCA DESCRIPTION

REF	SOURCE	ASRC	DESCRIPTION	PLANNED RECEIPTS	ACTUAL RECEIPTS		BALANCE
					CURRENT MONTH	YEAR-TO-DATE	
980	161000	02	REVENUE CANCELLED WARRANTS	0.00	0.00	567.00	567.00-
*TOTAL SOURCE 161000				1,000.00	0.00	567.00	433.00
980	161400	91	DISHONORED CHECK FEE-VAR	0.00	25.00	125.00	125.00-
*TOTAL SOURCE 161400				0.00	25.00	125.00	125.00-
980	164300	00	PENALTY ASSESSMENTS	15,000.00	0.00	0.00	15,000.00
*TOTAL SOURCE 164300				15,000.00	0.00	0.00	15,000.00
*TOTAL PROG 67				1,371,000.00	44,910.00	1,409,425.59	38,425.59-
*TOTAL REFERENCE 980				1,371,000.00	44,910.00	1,409,425.59	38,425.59-
*TOTAL INDEX 1475				1,393,000.00	50,719.00	1,452,324.87	59,324.87-
*TOTAL SEC 11				1,393,000.00	50,719.00	1,452,324.87	59,324.87-













## **AGENDA ITEM 9**

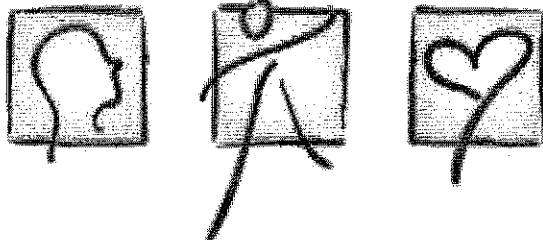
### **STRATEGIC PLAN ACTION PLAN.**

The action plan to implement the strategic plan is attached for review.

# California Board of Occupational Therapy 2016-2019

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*California*  
BOARD OF OCCUPATIONAL THERAPY



Adopted: September 17, 2015

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# **California Board of Occupational Therapy Members**

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**Richard Bookwalter**, OT Member, *Vice President*

**Jeffrey Ferro**, Public Member

**Laura Hayth**, OT Member

**Nancy Michel**, Public Member

**Denise Miller**, OT Member, *President*

**Beata Morcos**, Public Member

**Sharon Pavlovich**, OTA Member, *Secretary*

Edmund G. Brown, Jr., Governor

Alexis Podesta, Acting Secretary, Business, Consumer Services and Housing Agency

Awet Kidane, Director, Department of Consumer Affairs

Heather Martin, Executive Officer, California Board of Occupational Therapy

## Message from the Board President

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On behalf of the California Board of Occupational Therapy (CBOT) I want to thank everyone involved in the strategic planning development process for their vision, focus and commitment to the Board's mission – to protect California consumers of occupational therapy services through effective regulation, licensing and enforcement.

The 2016-2019 Strategic Plan outlines the Board's commitment to uphold our mission, vision and values with all stakeholders and has been a collaborative effort between Board Members, Board staff, and the public. In this document, we have identified key goals that guide our actions and keep us accountable to those we serve.



This strategic plan is the foundation of the Board's intent and focus in the coming years. It builds upon previous strategic plans and recognizes our commitment to uphold our duties within the Department of Consumer Affairs and to the people of the state of California that receive occupational therapy services.

As President of the Board of Occupational Therapy, I invite all interested stakeholders to engage with us in the next three years to achieve the goals identified in this strategic plan. The Board publishes advance notices of all its meetings (including Board, committee and ad hoc) and encourages your participation and contribution.

Denise M. Miller, MBA OT/L

President, Board of Occupational Therapy



## About the Board

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Occupational Therapists (OTs) and Occupational Therapy Assistants (OTAs) provide important health, rehabilitation and habilitation services to people of all ages, who, because of illness, injury, or developmental or psychological impairment, need specialized interventions to regain, develop, or build the skills necessary for independent functioning.

Established in 1917, the occupational therapy profession is one of the oldest allied health professions in the United States. SB 1046 created the California Board of Occupational Therapy, effective January 1, 2001, and required license effective January 1, 2003. The Board is responsible for the licensure and regulation of OTs and OTAs in California.

California passed a title control/trademark law for occupational therapy in 1977 Business and Professions Code (BPC), Section 2570, Ch. 836), prohibiting individuals from using the professional titles recognized for Occupational Therapist (OT, OTR) and Occupational Therapy Assistants (OTA, COTA) without appropriate training and education. The law was updated in 1993 (BPC, Ch. 361) to further clarify the minimum education and examination requirements for practicing occupational therapists and occupational therapy assistants. The law had no registration process with the state or enforcement structure, nor did it prevent unqualified individuals from practicing occupational therapy as long as they did not refer to themselves as an occupational therapist or occupational therapy assistant.

OTs and OTAs focus on an individual's ability to effectively engage in performance areas that are purposeful and meaningful, such as activities of daily living (ADLs), and instrumental ADLs, including, among other things, work, education, play, leisure, wellness, spirituality, social participation and other productive activities.

## Mission

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To protect California consumers of occupational therapy services through effective regulation, licensing and enforcement.

## Vision

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The California Board of Occupational Therapy, as a model consumer protection agency, aspires to be recognized for our valued commitment to all of our stakeholders.

## Values

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<b>CONSUMER PROTECTION</b>	We make effective and informed decisions in the best interest, and for the safety of Californians.
<b>EFFICIENCY</b>	We diligently identify the best ways to deliver high-quality services with the most efficient use of our resources.
<b>FAIRNESS</b>	We treat people equally and make decisions without favoritism or prejudice.
<b>INTEGRITY</b>	We are committed to honesty, ethical conduct and responsibility.
<b>COMMITMENT</b>	We take responsibility and are accountable to the public.
<b>TRANSPARENCY</b>	We hold ourselves accountable to the people of California. We operate openly so that stakeholders can trust that we are fair and honest.

# Strategic Goals

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<b>1</b>	<b>APPLICANT QUALIFICATIONS</b>
	The Board ensures those seeking licensure meet minimum standards of conduct, education, fieldwork and examination.
<b>2</b>	<b>ENFORCEMENT</b>
	The Board enforces the laws and regulations governing occupational therapy practitioners by effectively investigating complaints, non-compliance and irregularities, and concludes with an appropriate response.
<b>3</b>	<b>OUTREACH AND COMMUNICATION</b>
	The Board strives to increase communication, education and outreach efforts to consumers, applicants, licensees, and other stakeholders regarding laws, regulations and the practice of occupational therapy.
<b>4</b>	<b>LAWS AND REGULATIONS</b>
	The Board modifies, implements and enforces statutes and regulations that strengthen and support the Board's mandate and mission.
<b>5</b>	<b>ORGANIZATIONAL EFFECTIVENESS</b>
	The Board strives to build an excellent organization through proper Board governance, effective leadership, and responsible management by securing necessary funding and ensuring responsive staff processes.

## Goal 1: Applicant Qualifications

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*The Board ensures those seeking licensure meet minimum standards of conduct, education, fieldwork and examination.*

1.1	Create and implement "Application Submittal Checklist" guidelines to clarify application requirements and encourage application completeness.
1.2	Pursue regulatory amendment that would require Occupational Therapists seeking advanced practice approval to complete only Board approved courses, in order to streamline the review process for advanced practice applications.
1.3	Create and implement a cross-reference table that clarifies the relationship between Professional Development Units, Continuing Education Units, and Continuing Education hours in order to better assist licensees in determining whether or not their continuing education courses meet state requirements.
1.4	Develop an outreach strategy to educate potential applicants on the Board's licensure process including pre and post-licensure requirements.

## Goal 2: Enforcement

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*The Board enforces the laws and regulations governing occupational therapy practitioners by effectively investigating complaints, non-compliance and irregularities, and concludes with an appropriate response.*

2.1	Pursue an increase in budgetary authority to secure necessary staffing to improve enforcement processing times.
2.2	Promulgate regulations that require applicants and licensees to attest to reading the governing laws and regulations in order to increase familiarity and instill accountability and individual integrity.
2.3	Expand capacity to manage the increase in both the number of enforcement actions and number of license applications to maintain or increase timely response to consumer complaints and increase consumer protection.

## Goal 3: Outreach and Communication

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*The Board strives to increase communication, education and outreach efforts to consumers, applicants, licensees, and other stakeholders regarding laws, regulations and the practice of occupational therapy.*

3.1	Communicate the enforcement process and timeline with complainants and respondents by updating the current enforcement process flowcharts to with the disciplinary process timeline and include flowchart in all complaint responses.
3.2	Develop multimedia (videos, webinars and printed materials), and house them on the Board Web site, that would increase student understanding of the application process and general Board information.
3.3	Develop multimedia (videos, webinars and printed materials), and house them on the Board Web site, that would educate and inform licensees and consumers about general Board processes, regulatory requirements and practice issues.
3.4	Implement email address reporting requirement on new applications and license renewals in order to increase access to the licensee population and better communicate Board information.
3.5	Utilize current social media outlets and technology to increase Board communication to stakeholders by 50%.
3.6	Secure budgetary authority to increase necessary staffing and resources to establish a Board Outreach Coordinator position.

## Goal 4: Laws and Regulations

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*The Board modifies, implements and enforces statutes and regulations that strengthen and support the Board's mandate and mission.*

4.1	Promulgate regulations requiring applicants and renewal licensees provide an email address so the Board can increase communication.
4.2	Research regulatory issues affecting the full range of Occupational Therapy practice settings to address diverse Occupational Therapy service delivery models.
4.3	Develop an internal and external "Frequently Asked Questions" for staff and for consumers and licensees, respectively, and post to Web site to clarify laws and regulations.
4.4	Explore the feasibility of a statute amendment that alters the definition of Occupational Therapy to clarify the scope of the Board's oversight over the varying Occupational Therapy capacities.

## Goal 5: Organizational Effectiveness

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*The Board strives to build an excellent organization through proper Board governance, effective leadership, and responsible management by securing necessary funding and ensuring responsive staff processes.*

5.1	Conduct a workload analysis and compile data to support appropriate Board staffing levels.
5.2	Devise a plan for knowledge transfer and mentorship opportunities to help facilitate growth and development among Board staff.
5.3	Create a succession plan that includes all Board positions to increase business continuity, efficiency, and staff acquisition, retention, and development.





**PREPARED BY:  
SOLID PLANNING SOLUTIONS  
DEPARTMENT OF CONSUMER AFFAIRS**

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*This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the California Board of Occupational Therapy in June 2015. Subsequent amendments may have been made after Board adoption of this plan.*

2016 - 2019 Strategic Plan Action Plan			Q1 2017			Q2 2017			Q3 2017			Q4 2017			Q1 2018			Q2 2018		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
<b>1.1</b>	<b>Create and implement "Application Submittal Checklist" guidelines to clarify application requirements and encourage application completeness.</b>	<b>Responsibility</b>																		
1.1.1	Draft a checklist.	Admin SSA																		
1.1.2	Create a process overview and description (e.g., when fees are paid) that will go with paper applications.	Admin SSA																		
1.1.3	Board members to review	Board																		
1.1.4	Field test checklist and overview with students.	EO																		
1.1.5	Obtain Executive Officer and Legal approval on the checklist and application overview documents.	EO & Legal Office																		
1.1.6	Attach the checklist to the paper application instructions.	Webmaster																		
1.1.6	Post the application overview description on the Board Web site.	Webmaster																		
<b>1.2</b>	<b>Pursue regulatory amendment that would require Occupational Therapists seeking advanced practice approval to complete only Board approved courses, in order to streamline the review process for advanced practice applications.</b>	<b>Responsibility</b>																		
1.2.1	Identify the approved courses.	Admin SSA																		
1.2.2	Create a list of approved courses and post to Web site.	Admin SSA and Webmaster																		
1.2.3	Amend existing regulatory language to require applicants to complete only Board approved courses.	AEO and Admin SSA																		
1.2.4	Obtain Board approval on the proposed amended regulatory language.	AEO and Admin SSA																		
1.2.5	Create regulations packet including initial statement of reason, strikeout text and notice.	AEO and Admin SSA																		
1.2.6	Obtain Executive Officer approval of regulations packet.	EO																		
1.2.7	Obtain DCA Legal Office and Agency approval of regulations packet.	EO and DCA Legal Office																		
1.2.8	Submit regulation packet to the Office of Administrative Law for noticing.	AEO and Admin SSA																		
1.2.9	Capture public comments provided during public comment period.	AEO and Admin SSA																		
1.2.10	Take the proposed regulatory amendment to the Board for adoption.	EO																		

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1.2.11a	Create a System Investigation Request (SIR) to make necessary changes to the instructions in BreEZe for the online application and obtain Legal approval.	BreEZe SME																		
1.2.11b	Test and pass/fail the changes in BreEZe for accuracy prior to their implementation.	BreEZe SME																		
1.2.11c	Changes executed in future release.	DCA BreEZe																		
1.2.12	Finalize the file for review and submit to DCA.	AEO and Admin SSA																		
1.2.13	Obtain approval by DCA and other control agencies.	DCA																		
1.2.14	Prepare and submit the rule making file to the Office of Administrative Law.	AEO and Admin SSA																		
1.2.15	Post the effective date of the amended regulation on the Board Web site.	Webmaster																		
1.2.16	Make necessary changes to the instructions for the paper application, obtain Legal approval, and post it to the Web site.	Admin SSA																		
1.2.17	Train staff on new requirements.	AEO																		
1.2.18	Educate licensees on new requirements.	AEO and EO																		
1.3	<b>Create and implement a cross-reference table that clarifies the relationship between Professional Development Units (PDU), Continuing Education Units, and Continuing Education hours in order to better assist licensees in determining whether or not their continuing education courses meet state requirements.</b>	<b>Responsibility</b>																		
1.3.1	Review NBCOT and AOTA activity tables/ course information for PDU requirements.	AEO																		
1.3.2	Review Board PDU requirements.	AEO																		
1.3.3	Compare and contrast differences to educate practitioners about what activities are applicable to state requirements.	AEO																		
1.3.4	Develop a table that clarifies the activities that are applicable to state requirements and highlights those activities that are not acceptable.	AEO																		
1.3.5	Present the PDU information to the Board.	EO																		
1.3.6	Obtain Legal approval on the new PDU information.	EO/DCA Legal																		
1.3.7	Educate stakeholders about acceptable and unacceptable activities (PDU information).	AEO/EO																		
1.3.8	Post the new tables and information on the Board Web site.	Webmaster																		

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<b>Develop an outreach strategy to educate potential applicants on the Board's licensure process including pre and post-licensure requirements.</b>			<b>Responsibility</b>																	
<b>1.4</b>																				
1.4.1	Identify existing and needed materials.	Admin SSA																		
1.4.2	Develop post-licensure information for students.	Admin SSA																		
1.4.3	Work with DCA to design outreach materials.	Admin SSA																		
1.4.4	Determine and obtain information that needs DCA Legal approval.	EO/DCA Legal																		
1.4.5	Post new information to the Board Web site.	Webmaster																		
1.4.6	Provide all the materials to California schools and offer to provide outreach in person.	EO																		
1.4.7	Attend the annual Occupational Therapy Association of California OTAC conference each October to educate students and licensees.	AEO/EO																		
<b>2.1</b>	<b>Pursue an increase budgetary authority to secure necessary staffing to improve enforcement processing times.</b>	<b>Responsibility</b>	<b>COMPLETED</b>																	
<b>Enhance consumer protection by expanding capacity to meet the increase in investigations of licensees and applicants in order to improve complaint response times.</b>			<b>Responsibility</b>																	
<b>2.2</b>																				
2.2.1	Obtain additional enforcement positions.	<b>COMPLETED</b>																		
2.2.2	Recruitment process: Develop new duty statements and obtain DCA OHR approval.	<b>COMPLETED</b>																		
2.2.3	Recruitment process: Advertise, review applications in ECOS, interview, background check and hire six new staff.	<b>COMPLETED</b>																		
2.2.4	Onboard and train six new staff.	<b>COMPLETED</b>																		
2.2.5	Develop and obtain DCA approval for performance expectations and attendance guidelines.	EO/DCA OHR and Labor Relations																		
2.2.6	Redistribute existing case load among new hires.	<b>COMPLETED</b>																		
2.2.7	Re-establish in-person visits by probation monitors.	AEO																		
2.2.8	Conduct probation reports on new hires.	AEO																		
2.2.9	Increase expert consultants under contract by 50%.	AEO																		
<b>2.3</b>	<b>Promulgate regulations that require applicants and licensees to attest to reading the governing laws and regulations in order to increase familiarity and instill accountability and individual integrity.</b>	<b>Responsibility</b>	<b>COMPLETED</b>																	

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<b>3.1</b>	<b>Communicate the enforcement process and timeline with complainants and respondents by updating the current enforcement process flowcharts with the disciplinary process timeline and include flowchart in all complaint responses.</b>	<b>Responsibility</b>																		
3.1.1	Prepare and/or update existing enforcement process flowchart and add timeline.	Enforcement SSA																		
3.1.2	Develop narrative explaining the process and glossary of enforcement process.	Enforcement SSA																		
3.1.3	Obtain DCA Legal approval on the flow chart, timeline, narrative and glossary.	AEO																		
3.1.4	Staff training regarding revised acknowledgement and inquiry correspondence and update procedure manual.	AEO																		
3.1.5	Post to Web site and add to Board Member Disciplinary Resource Manual.	Webmaster																		
<b>3.2</b>	<b>Develop multimedia (videos, webinars and printed materials), and house them on the Board Web site, that would increase applicant understanding of the application process and general Board information.</b>	<b>Responsibility</b>																		
3.2.1	Incorporate materials developed in Objectives 1.1 and 1.4.	Admin SSA	Not Necessary																	
3.2.2	Identify general Board information that needs to be disseminated to applicants.	Admin SSA																		
3.2.3	Work with DCA to develop a video or webinar explaining the application process and general Board information.	Admin SSA/OPA/SOLID																		
3.2.4	Obtain Legal approval for newly developed content.	EO/Legal																		
3.2.5	Email links to materials and coordinate webinar with all California school program directors.	EO/SOLID																		
3.2.6	Develop, schedule and conduct application webinar to coincide with OT/OTA graduations.	EO/SOLID																		
3.2.7	Post multimedia materials utilizing current social media outlets and technology.	OPA	On-Going																	
<b>3.3</b>	<b>Develop multimedia (videos, webinars and printed materials), and house them on the Board Web site, that would educate and inform licensees and consumers about general Board processes, regulatory requirements and practice issues.</b>	<b>Responsibility</b>																		
3.3.1	Appoint members to the Board's Education and Outreach Committee.	Board																		
3.3.2	Coordinate appointment packages for all members.	HR Liaison																		
3.3.3	Coordinate meeting(s) schedules and prepare and post meeting materials.	EO																		

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3.3.4	Board's Education and Outreach Committee to identify specific content regarding general Board processes, regulatory requirements and practice issues.	Education and Outreach Committee																		
3.3.5	Board staff to work with DCA to develop a video, webinar, public service announcement to verify license, and/or printed materials explaining Board information.	Admin SSA/OPA/SOLID																		
3.3.6	Obtain Legal approval for newly developed content.	EO/Legal																		
3.3.7	Email links to interested parties/stakeholders.	EO/SOLID																		
3.3.8	Post multimedia materials utilizing current social media outlets and technology.	OPA																		
3.4	<b>Implement email address reporting requirement on new applications and license renewals in order to increase access to the licensee population and better - communicate Board information.</b>	<b>Responsibility</b>																		
3.4.1	Establish new regulatory language to require email address reporting in new applications and license renewals.	<b>COMPLETED</b>																		
3.4.2	Obtain Board approval on the proposed regulatory	<b>COMPLETED</b>																		
3.4.3	Create regulations packet including initial statement of reason, amended text, and notice.	AEO and Admin SSA																		
3.4.4	Obtain Executive Officer approval of regulations packet.	EO																		
3.4.5	Obtain DCA Legal Office and Agency approval of regulations packet.	EO and Legal Office																		
3.4.6	Submit regulation packet to the Office of Administrative Law for noticing.	AEO and Admin SSA																		
3.4.7	Capture public comments provided during public comment period.	AEO and Admin SSA																		
3.4.8	Board to adopt language.	EO																		
3.4.9a	Create a SIR to make necessary changes to the instructions in BreEZe for the online application and obtain Legal approval.	BreEZe SME																		
3.4.9b	Test and pass/fail the changes in BreEZe for accuracy prior to their implementation.	BreEZe SME																		
3.4.9c	Changes executed in future release.	DCA BreEZe																		
3.4.10	Finalize the file for review and submit to DCA.	AEO and Admin SSA																		
3.4.11	Obtain approval by DCA and other control agencies.	DCA																		
3.4.12	Prepare and submit the rule making file to the Office of Administrative Law.	AEO and Admin SSA																		
3.4.13	Post the effective date of the amended regulation on the Board Web site.	Webmaster																		

2016 - 2019 Strategic Plan Action Plan			Q1 2017			Q2 2017			Q3 2017			Q4 2017			Q1 2018			Q2 2018		
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3.4.14	Make necessary changes to the instructions for the paper application and renewal notices, obtain Legal approval, and post it to the Web site.	Admin SSA																		
3.4.15	Receive training for how to export the email addresses from BreEZe into an email ListServ.	BreEZe team																		
3.4.16	Perform a monthly export of the email addresses from BreEZe into the Board's email ListServ.	AEO/DCA OIS																		
3.4.17	Educate licensees on new requirements use email addresses to distribute Board information.	AEO/EO																		
<b>3.5</b>	<b>Utilize current social media outlets and technology to increase Board communication to stakeholders by 50%.</b>	<b>Responsibility</b>																		
3.5.1	Identify the current number of social media followers to establish a baseline.	<b>COMPLETED</b>																		
3.5.2	Measure the number of people (e.g., followers and likes) who join the Board's social media and report to the Board semiannually.	OPA/ Board staff																		
3.5.3	Increase the methods and frequency of communicating with stakeholders.	(Refer to object 3.2 and 3.3)																		
3.5.4	Use email addresses from Objective 3.4 to promote the Board's social media outlets by providing stakeholders with direct links to the Board's social media sites.	TBD/OIS																		
<b>3.6</b>	<b>Secure budgetary authority to increase necessary staffing and resources to establish a Board Outreach Coordinator position.</b>	<b>Responsibility</b>																		
3.6.1	Conduct workload analysis and compile justification data to support Budget Change Proposal (BCP).	Admin SSA																		
3.6.2	Draft BCP concept paper.	Admin SSA																		
3.6.3	Submit BCP concept paper to DCA Budget office.	Admin SSA																		
3.6.4	Draft BCP and submit to DCA Budget Office.	Admin SSA																		
3.6.5	Obtain control agencies' approval of BCP.	DCA Budget Staff																		