

CE Provider

CONTINUING EDUCATION PROVIDER APPROVAL



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California Association of Marriage and Family Therapists
Continuing Education Provider Approval
7901 Raytheon Road, San Diego, CA 92111-1606

www.camft.org/CEprovider



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Part I – Guidelines for Provider Approval

This document includes the guidelines and criteria which applicants and CAMFT-approved continuing education providers must meet in order to be recognized by the program. The application and fee information can be found as a separate document at www.camft.org/CEprovider.

Introduction

The California Association of Marriage and Family Therapists (CAMFT), founded in 1964, is an independent professional organization of approximately 32,000 members representing the interests of licensed marriage and family therapists. It is dedicated to advancing the profession as an art and a science, maintaining high standards of professional ethics, upholding the qualifications for the profession, and expanding the recognition and awareness of the profession.

About the Program

CAMFT recognizes the responsibility of marriage and family therapists, clinical social workers, professional clinical counselors, and educational psychologists to continue their educational and professional development. Each year, thousands of continuing education courses are presented by hundreds of program providers. Many provide Licensed Marriage and Family Therapists (LMFT), Licensed Clinical Social Workers (LCSW), Licensed Professional Clinical Counselors (LPCC), and Licensed Educational Psychologists (LEP) with valuable information that can be successfully applied to the practice of these professions. CAMFT's Continuing Education Provider Approval (CEPA) program was created to assist members of CAMFT and these professions in identifying and participating in quality continuing education.

Program Mission

CAMFT offers continuing education approval for programs that meet the requirements set forth in Division 18 of Title 16 of the California Code of Regulations, §1887 through §1887.15. Those regulated by the Board of Behavioral Sciences (LMFTs, LCSWs, LPCCs, and LEPs) are ethically bound to engage in lifelong learning as a means to ensure practice competence and professional growth. In addition, CAMFT's CEPA program strives to increase the protection of the public through thorough evaluation of continuing education programs. The program standards were created to maintain the highest level of quality in continuing education.

About the CEPA Committee

The CEPA Committee consists of individuals who are representatives of the field of psychotherapy, and have specialization and experience in continuing education planning, administration, and evaluation. Committee members also represent various geographic regions, and possess a diversity of experiences and backgrounds.

The CEPA Committee is responsible for working collaboratively with the program's staff to develop and implement provider guidelines and program policies and procedures. The Committee's tasks also include: (a) evaluating continuing education providers seeking approval to determine whether the prospective providers are capable of meeting their responsibilities as outlined in the Board of Behavioral Sciences' (BBS) CE regulations; (b) communicating the results of those evaluations to CAMFT staff and applicants; (c) reviewing at least one course per year offered by each provider approved by the program for compliance with the *Guidelines for Provider Approval* and requirements of the BBS and, on request, report the findings of such reviews to the BBS; (d) working with the CAMFT Staff Attorney on appeals; (e) taking action as necessary to assure the continuing education coursework offered by its providers meets the continuing education requirements of the Board of Behavioral Sciences.

Acceptable Continuing Education

(for marriage and family therapists, clinical social workers, professional clinical counselors, and educational psychologists)

All training, education, and coursework by CAMFT-approved continuing education providers must incorporate one or more of the following:

- Aspects of the discipline that are fundamental to the understanding or practice of marriage and family therapy, clinical social work, professional clinical counseling, and educational psychology;
- Aspects of the discipline of marriage and family therapy, clinical social work, professional clinical counseling, and educational psychology in which significant recent developments have occurred;
- Aspects of other disciplines that enhance the understanding of the practice of marriage and family therapy, clinical social work, professional clinical counseling, and educational psychology; and
- Courses related to the diagnosis, assessment, and treatment of the client population being served.¹

Applicant Eligibility

All providers who offer continuing education programs relevant to marriage and family therapists, clinical social workers, professional clinical counselors, and educational psychologists may submit an application. These may include, but are not limited to, providers of workshops, conferences, symposiums, trainings, and distance-learning education.

Required CE Provider Program Components

The following is required to obtain and maintain CAMFT approval:

General Program Information

Providers shall have written policies and procedures related to decision-making and program-planning.

Providers shall have a clearly designated program administrator who is responsible for ensuring the provider meets the requirements stated in the Guidelines for Provider Approval and shall provide CAMFT with the name(s) and addresses of the person(s) responsible for the continuing education program. ⁸

Providers shall have a procedure for the smooth and orderly transition of administrative responsibilities from one individual to another. CAMFT's CEPA Program Coordinator must be notified in the event of an administrative change. Providers must notify CAMFT within fifteen (15) calendar days of the date a new program administrator is selected.⁹ Notification can be sent via email or letter.

I. Continuing Education Program Goals

The provider must develop, and operate in accordance with, a written program goals statement that reflects the type and nature of the provider's continuing education offerings and target audience. There must be a clear formulation of the overall mission and goals of the provider.

The individual or authority responsible for administration of the continuing education program must have input into the development of the overall program goals statement.

A mechanism must be provided for periodic appraisal and revision of the program provider's continuing education goals.

II. Course Content

The content of a course shall be relevant to the practice of marriage and family therapy, clinical social work, professional clinical counseling, and/or educational psychology and meet the requirements set forth in Sections 4980.54, 4989.34, 4996.22, and 4999.76 of the California Business and Professions Code.² (See the Acceptable Continuing Education section on page 1 for a description of the aforementioned requirements.)

The content of the course shall be based upon a methodological, theoretical, research, or practice knowledge base, and:

- Demonstrate credibility through the involvement of the broader mental health practices, education, and science communities in studying or applying the findings, procedures, practices or theoretical concepts; or
- Be related to ethical, legal, statutory or regulatory policies, guidelines, and standards that impact each respective practice.³

Each continuing education course shall have written educational goals and specific learning objectives that are measurable and serve as a basis for an evaluation of the effectiveness of the course.⁴

Courses shall have a syllabus that provides a general outline of the course, which shall contain, at a minimum, include the learning objectives for each course and a summary containing the main points for each topic. ⁵

Courses must have an evaluation mechanism that allows each participant to evaluate the continuing education course. ⁶

Courses shall have a mechanism that allows all participants to assess their achievement in accordance with the program's learning objectives.⁷

III. Instructor Qualifications

A continuing education course instructor must satisfy at least two of the following minimum qualifications:

- Hold a license, registration, or certificate in an area related to the subject matter of the course. The license registration or certificate shall be current, valid, and free from restrictions due to disciplinary action by the Board of Behavioral Sciences or any other health care regulatory agency;
- Possess a master's or higher degree from an educational institution in an area related to the subject matter of the course;
- Have training, certification, or experience in teaching subject-matter related to the subject matter of the course; or
- Possess at least two years experience in an area related to the subject matter of the course.

If at any time an instructor's license is restricted pursuant to disciplinary action in California or any other state or territory, he or she must notify all approved providers that he/she is providing instruction for, before instruction begins or immediately upon notice of the decision, whichever occurs first.

IV. Course Evaluation

An evaluation is an important component of continuing education. The provider is required to collect an evaluation document from each participant who expects to receive continuing education credit.

Providers must use the results of the evaluation process to improve the course and to plan for future courses.

The evaluation must include the following elements:

- Whether the learning goals and objectives were met;
- Course appropriateness to participants' education, experience, and licensure level ;
- Effectiveness of the presentation, including use of experiential or active learning;
- Relevance to the practice;
- Currency and accuracy of the information;
- Instructor's knowledge of the subject matter and clarity of delivery;
- Instructor's responsiveness to participants;
- Instructor's ability to utilize course-appropriate technology to support participant learning;
- Suitability and/or usefulness of instructional materials; and
- Location, facilities, technology, administration of the program.

In addition to the requirements stated above, distance-learning course evaluations must include the following elements:

- Accessibility for distance-learning support (i.e., were questions or problems addressed effectively and in a timely manner?);
- Technology's support of participant learning; and
- User-friendliness of course technology (for online courses only).

V. Co-sponsorship

Providers shall have procedures to identify and document the functions of each participating party when the provider works with another party on the development, distribution, and/or presentation of a continuing education course(s).¹⁰

When co-sponsoring a continuing education activity, the CAMFT-approved provider maintains full responsibility for the activity while collaborating with one or more organizations to provide approved continuing education credit.

Co-sponsorship is appropriate when it enables organizations to share financial, administrative, instructional, and other resources in a combined effort to offer high-quality professional development.

The CAMFT-approved provider must have a prior written agreement with the co-sponsor that includes:

- Clarification of the responsibilities of each organization, including financial, administrative, instructional, and others;
- Involvement of the approved provider in all aspects of program planning. A co-sponsorship relationship must be established prior to or during the planning stages of the activity at a point where contributions and changes can still be made;
- In cases where each provider is CAMFT-approved, there must be written documentation regarding which organization will accept and maintain responsibility for the program.

Co-sponsorship is not to be construed as lending or transferring approval status. Unless CAMFT-approved, co-sponsors may not use or display CAMFT recognition numbers or logos on promotional materials, websites, or used in any manner that may be misleading to the public.

VI. Program Management

a. Maintenance of Program Records

Providers shall have written policies and procedures to ensure that program records are properly maintained.

Providers shall maintain records of completion for their continuing education courses for a period of at least four (4) years.¹¹

Records shall include the following:

- Syllabi for all courses;
- The time and location of all courses;
- Course advertisements;
- Course instructors' vitae or resumes;
- Attendance rosters with the names and license numbers of licensees who attended the courses;
- Sign-in sheets; and
- Records of course completion issued to licensees who attended the courses.

The Board of Behavioral Sciences, or CAMFT's CEPA program, may audit the course records of a provider to ensure compliance with the Board's continuing education requirements.¹²

Providers shall submit all documents related to an audit of course material to CAMFT's CEPA program or the Board of Behavioral Sciences upon written request.¹³

Providers who offer distance-learning courses or allow online registration for courses shall employ electronic security measures, and reliable technology.

b. Awarding Course Credit and Monitoring Attendance

Providers shall have written policies and procedures for determining course credit and monitoring attendance.

Providers shall have a methodology for determining the credit hours awarded for the completion of continuing education courses.

Providers shall award continuing education credit hours on the basis that one continuing education credit is equal to one hour of instructional time.¹⁴

A continuing education hour is defined as a 60-minute hour. Continuing education credit shall be awarded only for instructional time. Lunch and other breaks shall not be included in total time awarded for continuing education credit. Courses must be a minimum of one continuing education hour, in one block of time.

Providers shall have a policy that only those individuals who complete the course or program will receive credit for attendance.

In addition to the above requirements, providers of distance-learning courses shall provide a method for verifying the individual participated in the continuing education activity, and that all work was done by the person awarded the credit.

Providers shall create a procedure for monitoring attendance to include:

- An attendance roster;
- Sign-in log; and
- Program evaluations completed by attendees.

c. Record of Course Completion

Providers shall have written policies and procedures for issuing each licensee a record of course completion.

Upon completion of a course, a provider shall issue a record of course completion to a licensee (e.g., letters of verification of attendance, certificates, grade slips, and transcripts) containing the following information:

- Name of the licensee and license number or other identification number;
- Course title;
- Provider name and address;
- Board-recognized approval agency name;
- Date of the course;
- Number of hours of continuing education credit; and
- Signature of the course instructor, provider, or provider designee ¹⁵.

d. Promotion and Advertising

Providers shall have written policies and procedures related to the promotion and advertising of continuing education courses.

A provider shall ensure information publicizing a continuing education course is accurate and includes the following¹⁶:

- The provider's name and approval number;
- The statement "Course meets the qualifications for ___ hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences;
- The refund/cancellation policy in cases of non-attendance by the registrant;
- A clear, concise description of the course content and educational objectives;
- The cost of the course, including all fees;
- The course title;
- A description of the target audience;
- The course schedule;
- The instructor's name and credentials, including relevant professional degree and discipline, current professional position, and expertise in program content;
- Instructions for requesting accommodations for disability;
- A statement of when and how course completion certificates will be awarded;
- A clear indication of any activities within the course or program that are not offered for continuing education credit; and
- Instructions for addressing grievances.

Providers shall ensure that when referring to CAMFT approval, the correct statement is used in all promotional materials such as ads, brochures, and announcements. When referring to CAMFT approval, the following statement must be used:

- “[insert organization/provider name] is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for [insert the title(s) of the target audience]. [insert organization/provider name] maintains responsibility for this program/course and its content.”

Although the information listed above must be available to potential participants prior to enrollment, the Committee understands it is sometimes not feasible to include all items in promotional materials. In cases where one or more of the above points is not included in promotional pieces, the means of obtaining this information must be provided (e.g., web site, phone number, etc.)

e. Grievance

Providers must have written policies and procedures for grievance resolution and must respond to grievances from course attendees, the Board of Behavioral Sciences or CAMFT in a reasonable, ethical and timely manner.¹⁷

These policies and procedures should be posted or made available upon request.

A record of each complaint and the resolution must be kept and reported to CAMFT in the initial application, annual reports, and subsequent renewal applications.

f. Ethics

No provider shall discriminate against any individual or group with respect to any service, program or activity based on gender, race, creed, national origin, sexual orientation, religion, age, or other prohibited basis.¹⁸

Providers shall not require attendees to adhere to any particular religion or creed in order to participate in training.

No provider shall promote or advocate for a single modality of treatment that is discriminatory or likely to harm clients based upon current accepted standards of practice.¹⁹

Providers must be able to demonstrate that their programs train licensees to treat any client in an ethical and clinically sound manner consistent with *CAMFT's Code of Ethics* or their professional association's Code of Ethics.²⁰

Providers must meet all applicable local, state, and federal standards, including the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. §§ 12101-12213 (2008).²¹

Failure to abide by the *Guidelines for Provider Approval* may subject the approved provider to adverse action by the CEPA Committee and may jeopardize the provider's approval status.

Part II - Policies and Procedures

Preface

This document contains the policies and procedures that guide CAMFT's Continuing Education Provider Approval program. Applicants and approved providers are responsible for knowing and abiding by the policies and procedures contained in this document.

1. CEPA Committee

A. Structure of the Committee

The Committee is composed of between 12-16 members appointed by CAMFT's Board of Directors, with nominations solicited openly by means of a nomination process.

In appointing members, the Board of Directors seek individuals who are representatives of the field of psychotherapy, have specialization and experience in continuing education planning, administration, and evaluation. Committee members also represent various geographic regions, and possess a diversity of experiences and backgrounds.

Members of the Committee serve a two-year term. Each member shall serve no more than four consecutive terms. However, in order to stagger membership to the Committee, half of the members of the founding Committee will only serve a one-year term.

In the event a Committee member is unable to complete his/her term, the President of CAMFT's Board of Directors, in consultation with the Chair of the Committee, may appoint a member to complete the term.

The Committee reports to the Executive Director and operates as part of CAMFT's governance structure.

B. CEPA Committee and the Program

CAMFT's CEPA Committee is responsible for developing continuing education provider approval guidelines, evaluating continuing education provider applications, and approving continuing education providers.

The CEPA Committee will evaluate each continuing education provider seeking approval in accordance with the requirements of §1887.4.3 of the California Business and Professions Code which specifies the continuing education provider's responsibilities.²²

The Committee's review of applications is kept confidential and subject only to disclosure within the Association. However, the general work of the Committee will be shared with CAMFT's Board of Directors and thereby made public. Disclosure outside of CAMFT will be in accordance with the laws that govern the continuing education requirements for providers and continuing education provider approval agencies.

C. Conflict of Interest

Committee members have a fiduciary duty to conduct themselves without conflict to the interests of the CEPA program. In their capacity Committee members must subordinate personal, individual business, financial, third-party, and other interests to the welfare and best interests of the CEPA program. The duty of confidentiality continues even after service on the Committee has ended.

A conflict of interest is a transaction or relationship which presents or may present a conflict between a Committee member's obligations to the program and the Committee member's personal, business, or other interests.

All conflicts of interest are not necessarily prohibited or harmful to the program. However, full disclosure of all actual, potential, and perceived conflicts, and a determination are required.

All actual, potential, and perceived conflicts of interest shall be disclosed by Committee members to the Committee Chair and Executive Director whenever a conflict arises. The Committee Chair and Executive Director shall make a determination as to whether a conflict exists and what subsequent action is appropriate (if any).

The Committee Chair and Executive Director shall inform the Committee of such determination and action. The Committee Chair shall retain the right to modify or reverse such determination and action, and shall retain the ultimate enforcement authority with respect to the interpretation and application of this policy.

If the Chair of the Committee has an actual or potential conflict of interest, the Executive Director will make a determination as to whether a conflict exists and what steps to take to address the conflict.

Any Committee member who will be working as a provider of continuing education during the term or his or her service on the Committee will have his or her application, or application for renewal, reviewed by the appointed designee(s).

Committee members who have been approved as providers by CAMFT prior to being nominated by the Committee may continue as a CAMFT-approved provider.

On an annual basis, all Committee members shall be provided with a copy of the Conflict of Interest Policy and required to complete and sign the acknowledgment. All completed forms shall be provided to and reviewed by the Executive Director, as well as all other conflict information provided by Committee members.

2. Application Review Process

A. How Prospective Providers Apply

In order to obtain CAMFT approval as a provider of continuing education for marriage and family therapists, clinical social workers, professional clinical counselors, and/or educational psychologists, applicants must submit a completed initial application for review by the Committee.

The application, along with the necessary supporting materials, must be accompanied by a non-refundable payment covering the appropriate fees (see fees on item 10 on page 12). Applicants should also review the application guide and helpful hints document available on www.camft.org/ceprovider. Applicants who would like assistance in completing the application may contact the CEPA Program Coordinator.

B. Consideration of Applications

A continuing education provider must meet the BBS' course content as specified in §1887.4.0 of the California Business and Professions Code and CAMFT's *Guidelines for Provider Approval* criteria to qualify to become a CAMFT-approved provider.

The initial application may take up to sixty (60) calendar days to process.

Continuing education provider applications may be submitted at any time.

CAMFT-approved provider numbers are non-transferable.

The application guide and initial application form are available at www.camft.org/ceprovider. As described in the application guide, applications can be submitted in digital form. In order to be considered, the application must be complete and include the non-refundable application fee (see fees on item 10 on page 12).

Upon receipt of application and process of payment by CAMFT, applicants will be notified via email. If you do not receive an email notification, please contact the CEPA Program Coordinator to confirm receipt.

Applications are reviewed by at least two reviewers who are knowledgeable about continuing professional development and CAMFT's provider approval program.

When reviews have been completed, applications will be approved, deferred, or denied.

3. Types of Committee Action

A. Approvals

An applicant is not considered a CAMFT-approved provider until a continuing education provider number is issued by CAMFT's CEPA program.

A provider's initial approval will be valid for one (1) year from the date the provider number is issued.

Approved providers will be listed on the CAMFT website along with links to their website(s).

Providers may choose to discontinue provider status at any time by providing written notice to CAMFT's CEPA Program Coordinator.

B. Deferrals

The Committee may defer action on an initial or renewal application if more information is needed to allow the Committee to make a decision about the applicant's compliance with the *Guidelines for Provider Approval*.

The purpose of the deferral is to allow the Committee to require clarification regarding policies and/or procedures or to seek additional information on the CE program or materials submitted with an initial or renewal application.

A deferred initial application will have a maximum of forty-five (45) calendar days from the date of notification of deferral to submit required information for the Committee's consideration.

If a renewal application is deferred, the Committee may request necessary information from a provider with a specified deadline for response to allow the Committee to review the response in a timely manner.

Provider applicants whose initial or renewal application has been deferred may request a one-time phone consultation to discuss the Committee's concerns as identified in the notification letter. The provider applicant must submit a consult request to the CEPA Program Coordinator in writing within fifteen (15) calendar days from the date of the notification of deferral. A consult does not guarantee approval.

During the deferral process, any changes made to provider requirements will not apply to a deferred applicant's initial application or a provider's renewal application.

Once the Committee receives the requested materials, the Committee will have forty-five (45) calendar days to make a determination as to the applicant's or provider's status.

If the requested information is not received by the specified deadline or does not adequately address the Committee's concerns regarding compliance with the *Guidelines for Provider Approval*, an initial or renewal application will be denied or revoked. Any request for approval at a later time will require a new application.

C. Denials and Revocation of CAMFT-Approved Provider Status

The Committee may deny a provider application or revoke its approval of a provider for good cause. Good cause includes, but is not limited to, the following:

- A provider is convicted of a felony or misdemeanor offense substantially related to the activities of a continuing education provider;
- A provider fails to comply with any provisions of Chapters 13, 13.5, 14 and 16 of the California Business and Professions Code or Title 16, Division 18 of the California Code of Regulations;
- A provider makes a material misrepresentation of fact in information submitted to CAMFT;
- A provider fails to respond to an audit request; or
- A provider fails to address non-compliance issues identified during an audit or deferral.

After a thorough application review, applicants or providers who do not demonstrate compliance with the *Guidelines for Provider Approval* will not be approved.

After a thorough case review, where there is a finding that a CAMFT-approved provider committed an act to justify revocation the provider's approved status will be revoked.

The reasons for denial or revocation of approved provider status will be described in writing to the applicant.

A decision to deny an application or revoke an approved-provider status can be made at any stage of the application or renewal process.

Applicants who are denied approved provider status may reapply or appeal a decision that they and/or their course(s) do not meet statutory or regulatory criteria.²³

Approved-providers whose status is revoked may appeal the revocation in writing.

Applicants will not be denied approval or have their approved-provider status revoked based on information from external sources without the applicant having been given an opportunity to respond to such information.

4. Appeal of Committee Decision

A. Adverse Decisions

The following decisions made by the Committee are considered adverse decisions which the applicant or provider may appeal in accordance with the procedures outlined below:

- Denial; or
- Revocation of Approval.

An applicant or provider is not entitled to an appeal if the denial or revocation of approval is based on a failure to pay fees or a failure to provide materials requested by the Committee in a complete and timely manner.

A decision of denial or revocation of approval shall be transmitted to the applicant or provider in a notification letter. The notification letter shall include the basis for the adverse decision and inform the applicant or provider of the right to an appeal when applicable.

B. Request for Appeal

A request for appeal must be made in writing within fifteen (15) calendar days of the notification of an adverse decision to the Provider.

The request for appeal should include additional information and/or documentation which would address the issues raised by the Committee in its letter denying or revoking approval.

The request for appeal shall include a statement of reasons for appealing the decision of the Committee. Any issue not specified in the request for appeal will not be considered on appeal.

A written request for appeal filed on time by an applicant or provider shall stay the adverse decision until the appeal process is completed.

A \$300 non-refundable appeal fee will be charged to the appellant to cover administrative costs. Payment shall be submitted with the appellant's request for appeal letter. Payment of the appeal fee must be made by the fifteenth (15) day.

The written request for appeal should be addressed to: CEPA Committee Chair, CAMFT, 7901 Raytheon Road, San Diego, CA 92111.

C. Scope and Conduct of Appeal

The issues addressed by the subcommittee for appeals and CAMFT Staff Attorney will be limited to those stated in the appellant's request for appeal letter.

The subcommittee and CAMFT Staff Attorney shall have forty-five (45) calendar days to consider the issues raised in the request for appeal letter as well as the additional information which was provided by the applicant or provider in response to the denial or termination of approval.

The subcommittee will state the outcome of its review in a letter addressed to the appellant. The subcommittee will send a courtesy copy to the CEPA Program Coordinator.

The subcommittee shall have the power to grant approval, to deny approval, to terminate approval, or to order further proceedings of the Committee. The decision of the subcommittee is final.

5. Renewals and Annual Fees

A. Renewal Period

CAMFT-approved providers will be renewed upon satisfactory completion of the first year for a period of three (3) years, as long as they meet all of the applicable continuing education requirements. Those providers who do not meet the requirements may have their renewal application deferred, until such time as they are able to demonstrate compliance with the continuing education regulations²⁴.

B. Timeframe and Process for First-Year Renewals

To renew a provider status, providers must submit a first-year renewal application form along with supporting documents and the annual fee (see fees on item 10 on page 12).

All forms and supporting documents must be submitted eight (8) weeks prior to the approval's expiration date in order to give the Committee time to verify compliance with the *Guidelines for Provider Approval*.

Required documents will include:

- A list of all courses presented in the previous year with date, title, and number of attendees, along with a short summary of program content.
- A description of any anticipated changes in the professional development program since the date of last approval (administrative and/or content related).
- A sample of documents associated with professional development activities (e.g., program announcements and registration forms, program brochures, evaluation forms, summary of evaluations, and record of course completion).

C. Timeframe and Process for Three (3)-Year Renewals

To renew a provider status, providers must submit a three (3)-year renewal application form along with supporting documents and the annual fee (see fees on item 10 on page 12).

All forms and supporting documents must be submitted eight (8) weeks prior to the approval's expiration date in order to give the committee time to verify compliance with the continuing education regulations.

Required documents will include:

- A list of all courses presented in the previous three (3) years with date, title, and number of attendees, along with a short summary of program content.
- A description of any anticipated changes in the professional development program since the date of last approval (administrative and/or content related.)
- A sample of documents from three (3) professional development activities from each of the three (3) years (e.g., program announcements and registration forms, program brochures, evaluation forms, summary of evaluations, and record of course completion.)

D. Annual Fees and Late Renewals

Providers are responsible for paying annual fees and renewing approvals in a timely fashion; however, three months prior to a renewal or annual fee due date, as a courtesy, CAMFT will mail an invoice.

If applicable, CAMFT will also send a letter requesting a completed first-year or three-year renewal application form and any necessary supporting documents. Providers will be given a link to the necessary renewal forms and fee schedule.

Providers who submit renewal forms or pay the annual fee late (i.e., not post-marked by their due date) will be subject to a non-refundable late fee of \$100.

Providers who do not submit a renewal form or payment of the annual fee within sixty (60) calendar days after the due date are no longer approved and must reapply for approval.

While the renewal or payment of annual fee is pending, providers who do not submit renewal forms or annual fees on time will not be recognized as a CAMFT-approved continuing education provider.

6. Audits and Annual Review of Courses

Members of the CEPA Committee will conduct random periodic reviews of courses offered by CAMFT-approved providers who have been granted a three (3)-year renewal to determine compliance with *Guidelines for Provider Approval* and continuing education regulations and, upon request, report the findings of such reviews to the BBS.²⁵

Providers will be notified by mail when they have been selected for an audit. Providers will have forty-five (45) calendar days to provide a response. Responses may be submitted via email or regular mail.

Providers who fail to respond to an audit will have their approval status revoked. There are no extensions for submitting a response to an audit request. Any request for approval at a later time will require a new application.

When an audit reveals a provider is non-compliant with CAMFT's *Guidelines for Provider Approval* and/or the continuing education regulations, CAMFT will notify the provider of the non-compliance via mail and will specify a date by which the provider is expected to demonstrate compliance.

7. Consumer Complaints

If the CEPA Program Coordinator receives a complaint from the BBS, providers, or from licensees concerning the activities of any of CAMFT's approved providers or their courses, the following process will be used to address the complaint:²⁶

The CEPA Program Coordinator will notify the Chair of the CEPA Committee of the complaint. The nature of the complaint may be further clarified, as necessary, with the complainant.

Under these procedures, an approved provider is informed when an organization or individual brings a complaint against it.

The provider named in the complaint will be informed in writing of the nature of the complaint and given the opportunity to respond within a specific time period.

Once the provider has been informed of the complaint, a written withdrawal of participation in CAMFT CE Provider Program by the provider shall be deemed termination of approval.

Upon review of the response from the provider, CAMFT staff may request any additional information that is needed.

The CEPA Program Coordinator and the CAMFT Staff Attorney will review the complaint and the response from the provider. CAMFT staff will work with the provider to attempt to resolve any concerns. If the complaint cannot be resolved at this level, CAMFT staff will refer the complaint to members of the Committee who are designated to review complaints.

This subcommittee will make a determination of action to be taken regarding the complaint and will notify the CAMFT Staff Attorney.

The CAMFT Staff Attorney, on behalf of the Committee, will forward a response to the provider that may include any of the following:

- An educational letter (i.e., a no-fault letter, a letter clarifying and explaining the criteria and issuing a warning, or a sanctions letter);
- A reduction of the current approval period;
- Loss of specific privileges (e.g., ability to co-sponsor programs or offer distance-learning coursework);
- Loss of approval status.

The complainant will be notified by the CAMFT Staff Attorney of any final action related to the complaint within ninety (90) calendar days from the date the letter is received.

In addition to processing received complaints, the Committee reserves the right to independently pursue any inquiry or complaint that comes to its attention.

In considering renewal applications, the Committee may take into account the significant nature of complaints.

8. Maintenance of CAMFT-Approved Provider Information

CAMFT will maintain a list of the name and addresses of persons responsible for each approved provider's continuing education program.

CAMFT requires that providers notify the CEPA Program Coordinator any time a new program administrator is designated. CAMFT must be notified of the change in writing within fifteen (15) calendar days of the effective date of the change.

Upon request, CAMFT will provide the Board of Behavioral Sciences with the name, address, and designated program administrator of each provider.²⁷

9. Right to Take Action

CAMFT reserves the right to take action as necessary to ensure that continuing education coursework offered by its providers meets the continuing education requirements of the Board of Behavioral Sciences.²⁸

10. Applicant Approval and Provider Renewal Fees

A. Application Fee

The non-refundable \$300 initial application fee must accompany the application.

CAMFT Chapters and members who are individual CE providers: \$200 initial application fee.

Applications are accepted at any time.

There is no renewal application fee, but providers must submit annual fees with a renewal application.

B. Establishment Fee

A one-time non-refundable establishment fee of \$300 will be charged to new applicants only.

The charge will be invoiced following approval.

Do not send this fee with the initial application.

C. Annual Fee

A non-refundable \$300 annual fee will be invoiced to CAMFT-approved providers.

CAMFT Chapters and members who are individual CE providers: \$200 annual fee.

D. Late Fee

Providers who submit annual reports or renewal application forms that are not post-marked by their approval expiration date will be subject to a non-refundable late fee of \$100.

E. Renewal Fee

Providers must submit the annual fee with a renewal application. There is no additional fee for renewals.

F. Acceptable forms of payment

Payments may come in the form of check, money order, or credit card (Visa, MC, AMEX, and Discover). Cash will not be accepted.

Payments should be mailed to: CEPA, CAMFT, 7901 Raytheon Road, San Diego, CA 92111.

G. Fee Changes

CAMFT reserves the right to change these fees at any time, and will provide timely notice to all providers if the fee schedule is revised.

(Endnotes)

¹ California Business and Profession Code §4980.54, 4989.34, 4996.22, and 4999.76.

² California Code of Regulations, Title 16, Division 18, Article 8, §1887.4.0.(a).

³ California Code of Regulations, Title 16, Division 18, Article 8, §1887.4.0.(b)(1-2).

⁴ California Code of Regulations, Title 16, Division 18, Article 8, §1887.4.0.(c)(1).

⁵ California Code of Regulations, Title 16, Division 18, Article 8, §1887.4.0.(c)(3).

⁶ California Code of Regulations, Title 16, Division 18, Article 8, §1887.4.0.(c)(2).

⁷ California Code of Regulations, Title 16, Division 18, Article 8, §1887.4.0.(c)(4).

⁸ California Code of Regulations, Title 16, Division 18, Article 8 § 1887.4.2.(2).

⁹ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.2.(a)(2).

¹⁰ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(j).

¹¹ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(d) and 1887.12(b).

¹² California Code of Regulations, Title 16, Division 18, Article 8 §1887.12.

¹³ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(l).

¹⁴ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(d) and §1887.5(a).

¹⁵ California Code of Regulations, Title 16, Division 18, Article 8 §1887.11.0.

¹⁶ California Code of Regulations, Title 16, Division 18, Article 8 §1887.9.

¹⁷ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(i).

¹⁸ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(f).

¹⁹ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(g).

²⁰ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(h).

²¹ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.3.(k).

²² California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.2. (a)(1).

²³ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.2.(a)(7).

²⁴ California Code of Regulations, Title 16, Division 18, Article 8 §1887-§1887.4.3.

²⁵ California Code of Regulations, Title 16, Division 18, Article 8 §1887-§1887.4.3.

²⁶ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.2.(a)(4).

²⁷ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.2.(a)(3).

²⁸ California Code of Regulations, Title 16, Division 18, Article 8 §1887.4.2.(a)(6).

Lexicon of Terms

Annual fee: Administrative charge for maintenance of CAMFT-approved status.

Conflict of interest: A transaction or relationship which presents or may present a conflict between a Committee member's obligations to the program and the Committee member's personal, business, or other interests.

Continuing Education (CE): A form of systematic learning at least one hour in length including, but not limited to, academic studies, extension studies, lectures, conferences, seminars, workshops, viewing of videotapes or film instruction, viewing or participating in other audiovisual activities including interactive video instruction and activities electronically transmitted from another location which has been verified and approved by the continuing education provider.

Continuing education hour: Is defined as a 60-minute hour. CE credits shall be awarded only for instructional time. Lunch and other breaks shall not be included in total time awarded for CE credit. Courses must be a minimum of one CE hour, in one block of time.

Continuing education program: An educational offering designed to help LMFTs, LCSWs, LPCCs, and/or LEPs maintain or expand their competence in their role. A CE program can be made up of various CE activities including, but not limited to, workshops, conferences, and distance-learning options. (Note: If you offer only one course—that is your continuing education program.)

Course credit: One course credit is equal to one continuing education hour of instructional time.

Distance learning: The acquisition of knowledge and skills through mediated information and technologies. Distance education includes live or self-paced coursework which may be conducted online, or by studying a publication or audio/video recordings. Post-tests are required for all methods where the participant does not have the opportunity to interact with the instructor and ask questions during the course.

Electronic security measures: Access to consumer personal information must be protected by password or some other secure method. Credit card transactions must be processed on a secure payment site.

Grievance: Any complaint made by a participant, potential participant or former participant about a provider's course offerings, promotional or education materials, course site, facilities or technological resources is considered a grievance.

Individual CE provider: A person who independently offers continuing education as a sole instructor. The provider must be applying for themselves and not on behalf of a group or organization

Initial approval: The one (1) year period of time in which an approved provider may offer continuing education coursework, valid from the date a provider number is issued.

LCSW: Acronym for Licensed Clinical Social Worker.

LEP: Acronym for Licensed Educational Psychologist.

LMFT: Acronym for Licensed Marriage and Family Therapist.

LPCC: Acronym for Licensed Professional Clinical Counselor.

Program Administrator: person or persons responsible for the provider's continuing education program.

Program Goals: General statements of what the CE program intends to accomplish and broadly describes the kind of learning the provider hopes participants will achieve. Program goals are statements of long range intended outcomes of the program and should be consistent with the provider/organization's mission. Goals should be relevant to the educational needs and interests of the intended audience.

Program planning: The total process of designing and developing continuing education activities. The process includes assessing learning needs; selecting topics; defining education objectives; selecting instructors/authors, facilities, and other educational resources; and developing evaluation mechanisms.

Provider: An organization institution, association, university, or other person or entity assuming full responsibility for the course(s) offered.

Renewal period: A three (3) year period following the expiration of the initial approval period.



www.camft.org/CEprovider