



Constituent Concerns Summary

Legislative Oversight And Investigations

August 15, 2024



Licensing Board Issues

- Numerous complaints about delays in issuing licenses
 - Board of Cosmetology: 72 complaints
 - Board of Examiners of Psychology: 61 complaints
 - Board of Social Work: 17 complaints



Board of Cosmetology

- Subject of current LOIC research study
 - A full report is tentatively scheduled for November
 - Focuses on fines, inspections, inspectors, and administrative procedures

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Board of Examiners of Psychology

- Offered to testify in September
 - Could not meet this month due to schedule conflicts
- LOIC staff interviewed two anonymous constituents
 - Interviewees indicated that others had issues but feared retaliation

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Psychology: Practitioner 1

- Delay of six months in application
 - Started applying in early 2024
 - Process required handwritten and physically mailed documents
 - Delay caused by missing recommendation and national board exam scores
 - Needed assistance from board members and state staff

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Psychology: Practitioner 1 (cont.)

- Challenges in licensing process
 - Per June 2024 email, Kentucky Psychological Association acknowledged problems with the Board, including delays in processing applications
 - In May 2024, Board of Examiners requested the Governor remove board member
 - Claimed that psychologists are not staying in Kentucky due to application processing times
 - Licensing issues are discussed in national Facebook groups

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Psychology: Practitioner 2

- In the last two years, only one person worked for the board
- Delays in reapplication and re-attestation; constituent sent materials but did not receive on time.
- Constituent unable to practice for several months despite proof of timely submission.

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Psychology: Practitioner 2 (cont.)

- Constituent unable to take insurance or contract work without an active license.
- Difficulty reaching the board; required to submit all materials on paper, including continuing education credits.
- Local lawyer offered to sue the board; constituent considered practicing in a different state due to these licensing issues.
- Practices in a region with few psychologists, thus constituent's inability to practice results in worsening service shortages

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Board of Social Work

- Constituent provided paperwork to the board for their two year supervised period and received no response
- At the end of their two years, the constituent applied for their license and the board said they would need to repeat their two years

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Boards And Commissions

- Licensing boards were the source of many concerns
 - Licensing boards can control livelihoods
- Governor's Office identifies 388 boards
- Department of Professional Licensing provides support services for 25 boards

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Additional Concerns

- Education and Labor Cabinet
 - Unemployment claims delays
 - Field Office Staff offer limited services
- Department of Transportation
 - Car title delays
 - Driver's license delays

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Additional Concerns (cont.)

- Cabinet for Health and Family Services
 - Participant Directed Services
 - Home and Community Based Waiver
 - Prescription Drug Medicaid/MCO Denials

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Additional Concerns (cont.)

- Public Protection Cabinet
 - Utility issues
 - Reported water outages in Eastern Kentucky
 - Herald Leader, January 30: "Several Kentucky counties deal with water outages, one for eight days"
 - WYMT, June 5: "Water outage reaches fifth day"

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Questions

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