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*Research to
Illuminate Workforce
Capacity: Moving
Beyond Licensee
Counts for Capacity
Conceptualization*

*David Fye
Laura Shaughnessy*

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Learning Objectives

As a result of participating in this presentation, participants will be able to ...

- ✓ 1. Learn how surveying licensees and reporting on the data can lead to a better understanding of a changing workforce and improve board internal policies and processes.
- ✓ 2. Critically evaluate the types of questions that could yield useful information to help a board ensure they are appropriately protecting the public and engaging professionals to understand their experiences.
- ✓ 3. Describe key steps in survey construction and the role of regulatory board members in designing surveys to capture the experiences of licensed professional counselors.



David B. Fye, JD

David is the Executive Director for the Kansas Behavioral Sciences Regulatory Board and is a licensed attorney in Kansas.



Laura Shaughnessy, LCPC

Laura is Vice-Chair of the Kansas Behavioral Sciences Regulatory Board and Chair of the Professional Counseling Advisory Committee for the KS BSRB. She is in private practice in Roeland Park, KS.

Kansas Behavioral Sciences Regulatory Board

In 1980, the Kansas Legislature combined the operations of the State Board of Examiners of Psychologists and the Board of Social Work Examiners. The new agency was titled the Kansas Behavioral Sciences Regulatory Board (BSRB)



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Kansas Behavioral Sciences Regulatory Board

Over the years that followed, as more mental health and behavioral health professions gained licensure status, those professions were organized under the BSRB, including:

Professional counseling

Marriage and family therapy

Master's level psychology

Addiction counseling

Behavior analysis



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BSRB Advisory Committees



Professional Counselor Advisory Committee
(12 Members)



Addiction Counselor Advisory Committee
(9 Members)



Behavior Analysis Advisory Committee
(10 Members)



BSRB BOARD
(12 MEMBERS)



Psychology Advisory Committee
(12 Members)



Social Work Advisory Committee
(13 Members)



Master's Level Psychology Advisory Committee
(12 Members)



Marriage and Family Therapy Advisory Committee
(8 Members)



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Kansas Behavioral Sciences Regulatory Board

For the professional counseling profession, the BSRB offers two levels of permanent license:

- Licensed Clinical Professional Counselors (LCPCs) – An independent level of license which allows practitioners to diagnose and treat individuals independently**
- Licensed Professional Counselors (LPCs) – A permanent license allowing diagnosing and treating under supervision**



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Behavioral Sciences Regulatory Board History of Permanent Licenses July 2015 to Current

	July 2015	July 2016	July 2017	July 2018	July 2019	Mar 2020	July 2021	July 2022	July 2023	Jan 2024	Mar 2024	May 2024	July 2024	Sept 2024	Nov 2024	Jan 2025	Mar 2025	May 2025
LP	897	967	926	984	949	1,006	988	952	1,034	1,083	1,094	1,106	985	1,011	1,037	1,047	1,058	1,069
LASW	22	21	21	19	17	13	9	5	4	4	4	4	4	4	4	4	4	4
LBSW	1,756	1,754	1,764	1,725	1,638	1,577	1,466	1,346	1,241	1,202	1,201	1,194	1,160	1,142	1,133	1,132	1,137	1,135
LMSW	3,519	3,684	3,774	3,862	3,927	3,861	3,970	4,012	4,087	4,102	4,107	4,078	4,128	4,157	4,148	4,137	4,137	4,116
LSCSW	1,966	2,009	2,033	2,088	2,172	2,274	2,474	2,680	2,900	2,980	3,009	3,062	3,109	3,151	3,207	3,239	3,282	3,313
LPC	648	733	760	813	847	882	937	981	1,047	1,110	1,108	1,118	1,139	1,178	1,200	1,209	1,221	1,207
LCPC	500	546	561	619	704	747	843	1,034	1,169	1,260	1,298	1,319	1,373	1,407	1,446	1,486	1,512	1,550
LMLP	288	304	303	302	295	291	294	308	335	337	341	345	346	350	349	348	352	356
LCP	291	298	294	297	288	293	282	289	276	277	281	280	279	269	274	274	274	276
LMFT	354	350	340	347	324	327	335	330	313	315	319	307	309	302	292	305	311	304
LCMFT	444	499	535	566	611	620	681	754	794	821	830	845	852	862	874	878	885	894
LAC	930	919	729	620	618	569	578	522	542	511	512	515	515	517	518	520	517	521
LMAC	-	-	262	343	363	375	427	431	415	430	435	436	441	440	433	433	433	433
LCAC	537	528	541	527	566	541	570	556	583	569	572	572	580	580	587	593	595	596
LaBA	-	-	15	18	14	14	12	17	19	16	18	18	18	19	18	18	17	18
LBA	-	-	129	175	199	229	263	333	396	436	441	449	456	469	477	488	502	524
Total																		
Permanent Licenses	12,152	12,612	12,987	13,305	13,532	13,619	14,129	14,550	15,155	15,453	15,570	15,648	15,694	15,858	15,997	16,111	16,237	16,316

Note: In March 2020, the state of Kansas began to experience the COVID-19 pandemic. During this time, the Governor released Executive Orders which delayed enforcement of expiration of licenses until the end of May 2021.

Behavioral Sciences Regulatory Board History of Permanent Licenses July 2015 to Current

	July 2015	July 2016	July 2017	July 2018	July 2019	Mar 2020	July 2021	July 2022	July 2023	Jan 2024	Mar 2024	May 2024	July 2024	Sept 2024	Nov 2024	Jan 2025	Mar 2025	May 2025
Total LPs	897	967	926	984	949	1,006	988	952	1,034	1,083	1,094	1,106	985	1,011	1,037	1,047	1,058	1,069
Total SWs	7,263	7,468	7,592	7,694	7,754	7,725	7,919	8,043	8,232	8,288	8,321	8,338	8,401	8,454	8,492	8,512	8,560	8,568
Total PCs	1,148	1,279	1,321	1,432	1,551	1,629	1,780	2,015	2,216	2,370	2,406	2,437	2,512	2,585	2,646	2,695	2,733	2,757
Total LMLPs/LCPs	579	602	597	599	583	584	576	597	611	614	622	625	625	619	623	622	626	632
Total MFTs	798	849	875	913	935	947	1,016	1,084	1,107	1,136	1,149	1,152	1,161	1,164	1,166	1,183	1,196	1,198
Total ACs	1,467	1,447	1,532	1,490	1,547	1,485	1,575	1,509	1,540	1,510	1,519	1,523	1,536	1,537	1,538	1,546	1,545	1,550
Total BAs	-	-	144	193	213	243	275	350	415	452	459	467	474	488	495	506	519	542
Total Permanent Licenses	12,152	12,612	12,987	13,305	13,532	13,619	14,129	14,550	15,155	15,453	15,570	15,648	15,694	15,858	15,997	16,111	16,237	16,316

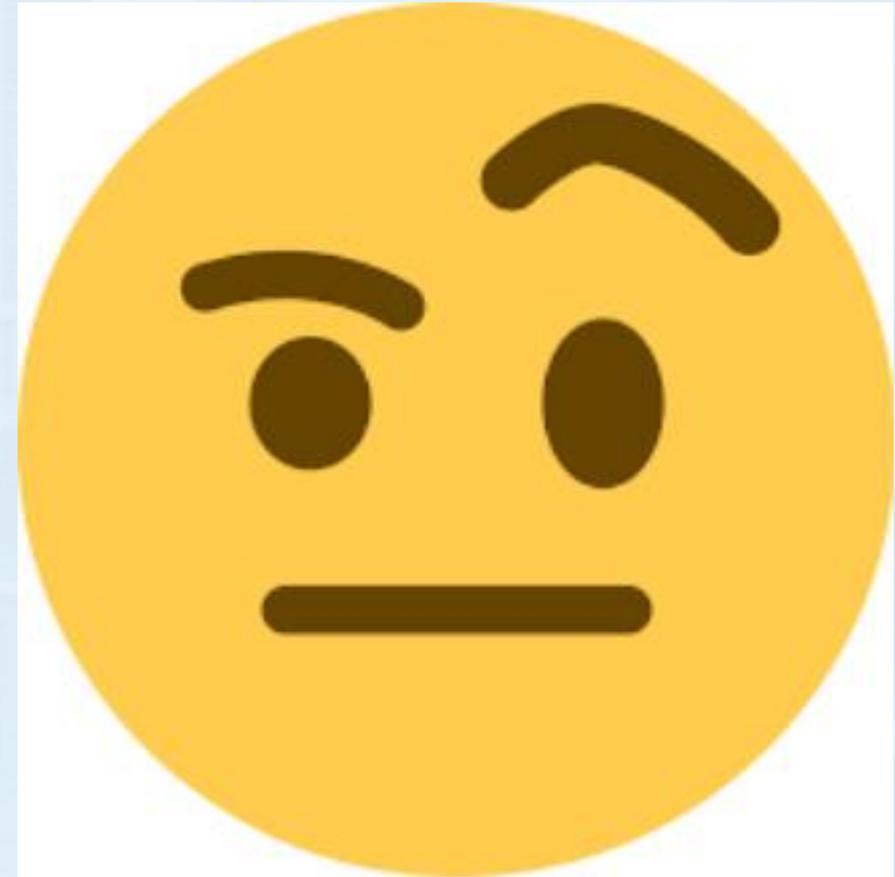
Note : In March 2020, the state of Kansas began to experience the COVID-19 pandemic. During this time, the Governor released Executive Orders which delayed enforcement of expiration of licenses until the end of May 2021.

Workforce Shortage?

From July 2015 to May 2015, the number of licensed professionals regulated by the KS BSRB increased from 12,152 to 16,316, an increase of 34.3%!

For the professional counseling profession, the number of licensed professionals increased by from 1,148 to 2,757, an increase of 140.2%!

During this same time period, the population growth in Kansas was a little over 1.0%



Why are Surveys Important to Executive Directors



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Why are Surveys Important to Board Members



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How an Executive Director can Assist in Surveying Licensees

1. **Review Earlier Surveys – Review surveys previously conducted by licensing boards in other states**
2. **Costs – Research costs and availability of survey tools**
3. **Trends – Look for common trends in survey construction, such as a standard number of questions and how to ensure responses are anonymous**
4. **Internal resources – Evaluate if your staff can assist**
5. **Legal – Consult legal counsel for the Board on any issues**



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How a Board Member can Assist in Surveying Licensees

- 1. Subject-Matter Experts – Gather subject-matter experts (other board members, licensees, etc.)**
- 2. Goals – Set goals for the information you want to attain**
- 3. Wordsmith – Work on the specific language of questions to avoid confusion or ambiguity**
- 4. Consider Answer Options – Multiple choice? Open-answer?**
 - Multiple choice is faster, but limits clarity in answering**
 - Open-answer is clearer, but could lead to survey fatigue**



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How a Board Member can Assist in Surveying Licensees

4. Consider Answer Options – Multiple choice? Open-answer?
 - Multiple choice options are faster to answer, but limit the respondent's ability to clarify when clarity answering
 - Open-answer options allow for more clarifications and provide more of an individual voice for respondents, but may be more challenging to quantify later and too many could lead to survey fatigue or individuals skipping questions
5. Board Charge – Remember you Board's public protection mission



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2025 BSRB Surveys of Professions

In January 2025, the BSRB launched surveys to licensees in six of the seven professions regulated by the Board.

- Survey questions were drafted by each Advisory Committee for the Board
- Uniformity of language was preferred to allow later cross-profession analysis
- Some differences were permitted based on unique aspects of professions
- Number of questions was limited - between 15 to 20 questions
- SurveyMonkey.com was used to send and collect data
- Responses were anonymous, though targeted reminders messages were used
- Survey was held open for 31 days



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2025 Survey of Professional Counselors

As of January 2025...

- 2,695 total professional counselors in Kansas, including:
 - 1,486 Licensed Clinical Professional Counselors (LCPC)
 - 1,209 Licensed Professional Counselors (LPC)

716 professional counselors completed the survey for a response rate of 26.6%

- LCPC 29.7% response rate
- LPC 22.7% response rate

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Highlights of Workforce Data



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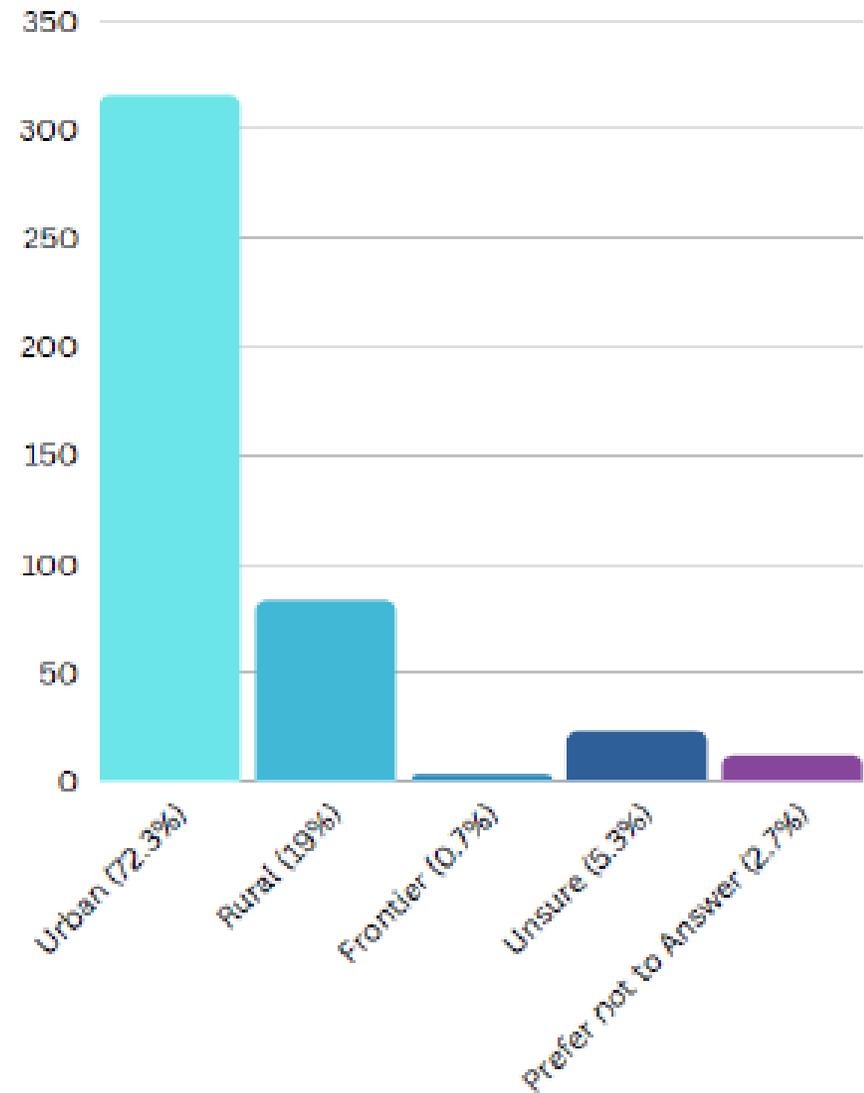
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“Do you practice in a predominantly urban area, rural area, or frontier area?”
(Note: 2020 US Census states that 57% of Kansas live in urban counties.)



LCPC Responses



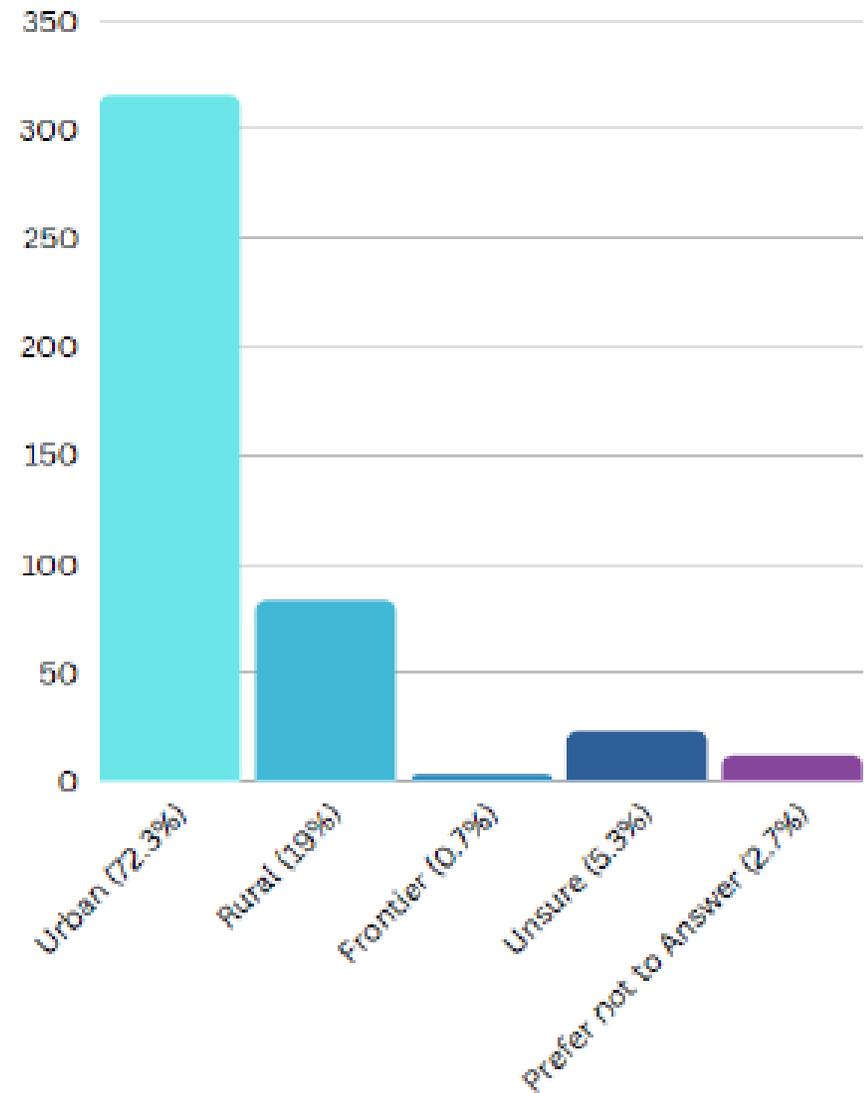
“Do you practice in a predominantly urban area, rural area, or frontier area?”

→ Likely shortfall of practitioners in some rural areas

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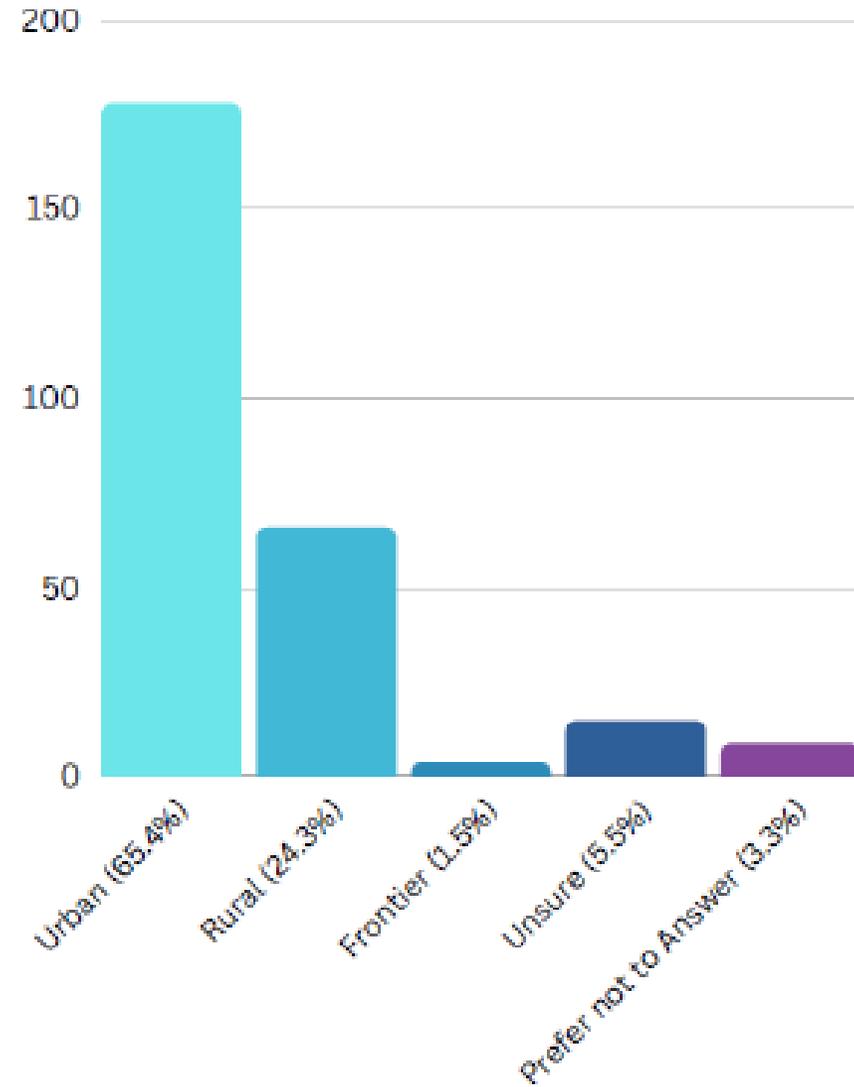
LCPC Responses



“Do you practice in a predominantly urban area, rural area, or frontier area?”

→ Split for LPCs is similar to LCPCs, though ratio is not as pronounced.

LPC Responses



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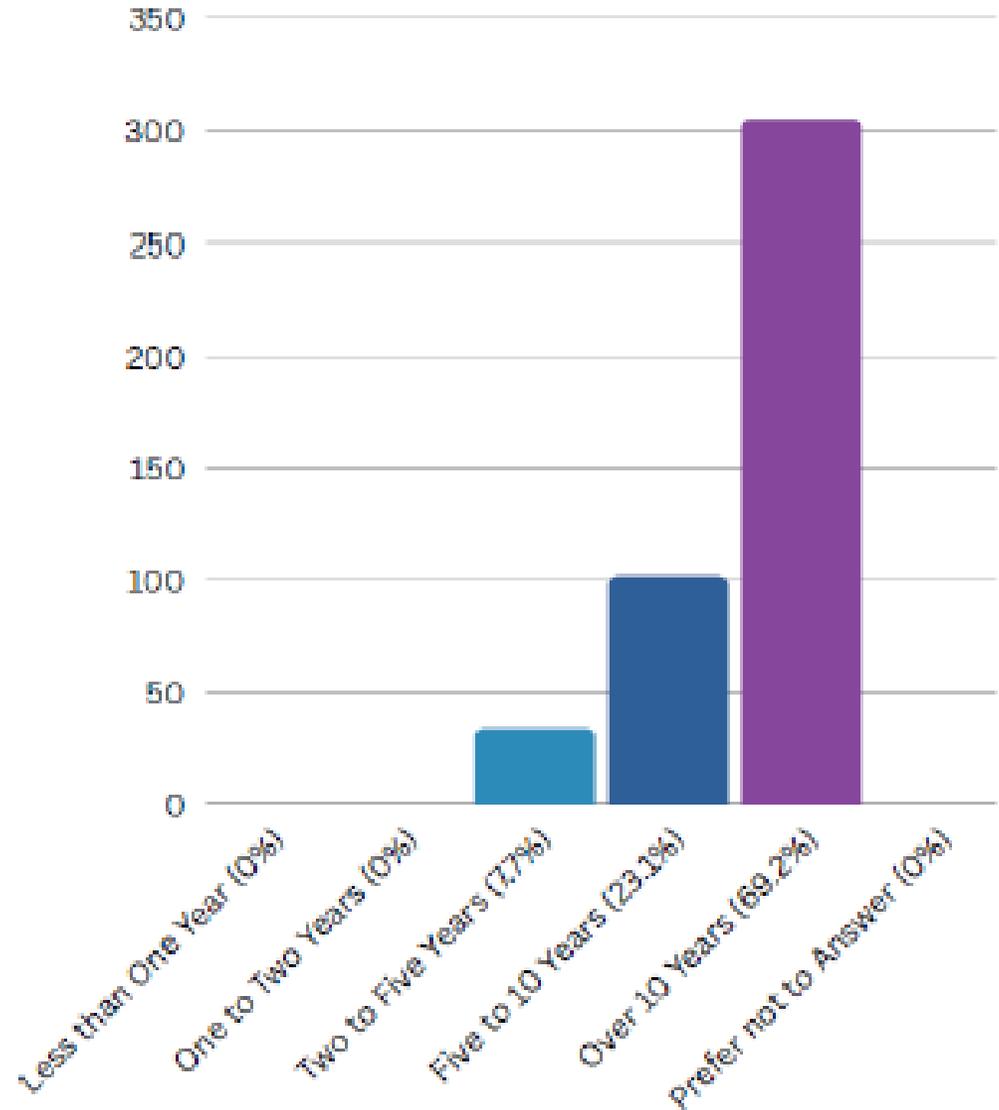


“How many years have you practiced professional counseling (years in Kansas and other states)?”

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LCPC Responses



“How many years have you practiced professional counseling (years in Kansas and other states)?”

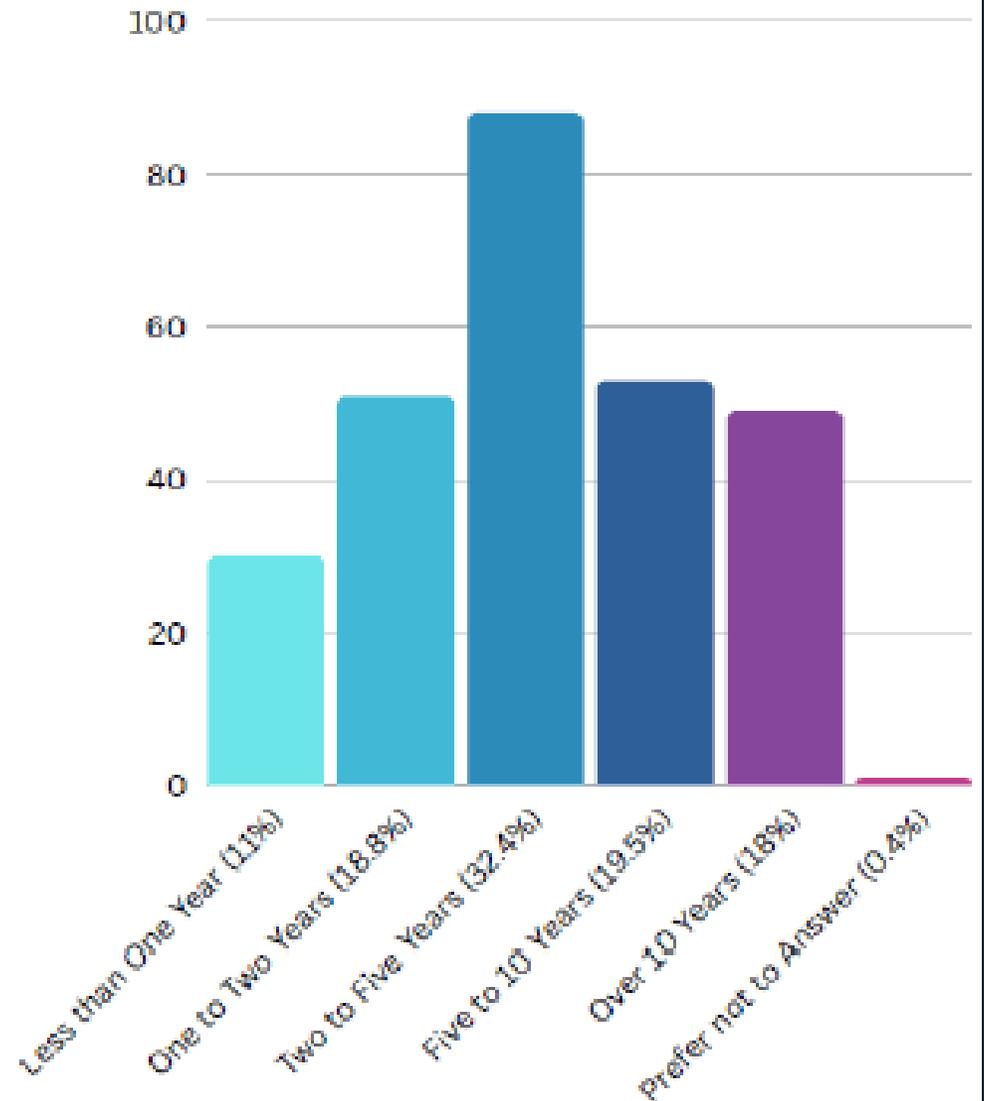
- Most LPCs have practiced less than 5 years.

- However, nearly 40% have practiced over 5 years

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LPC Responses



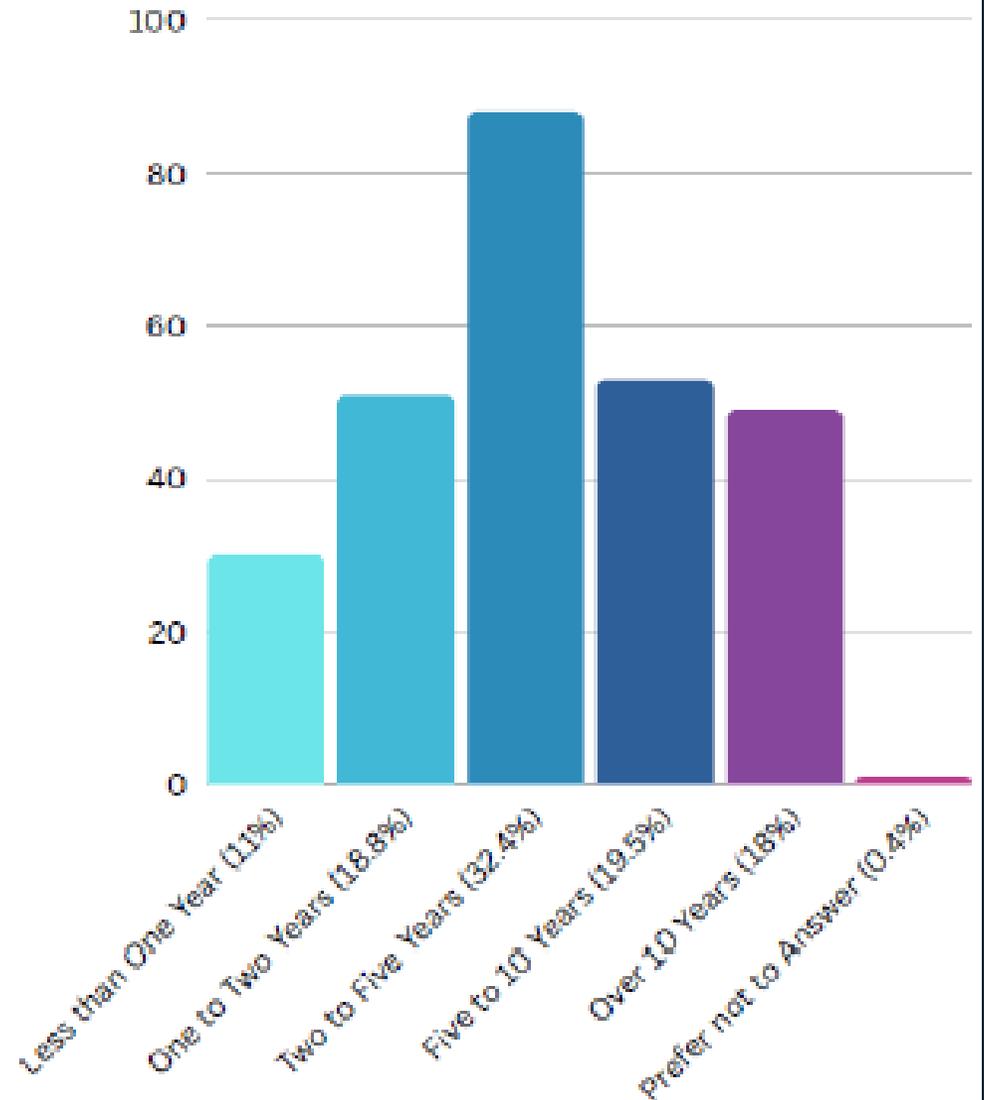
“How many years have you practiced professional counseling (years in Kansas and other states)?”

→ Offering a permanent license below the clinical level has created a path for individuals to continue providing professional counseling services.

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LPC Responses



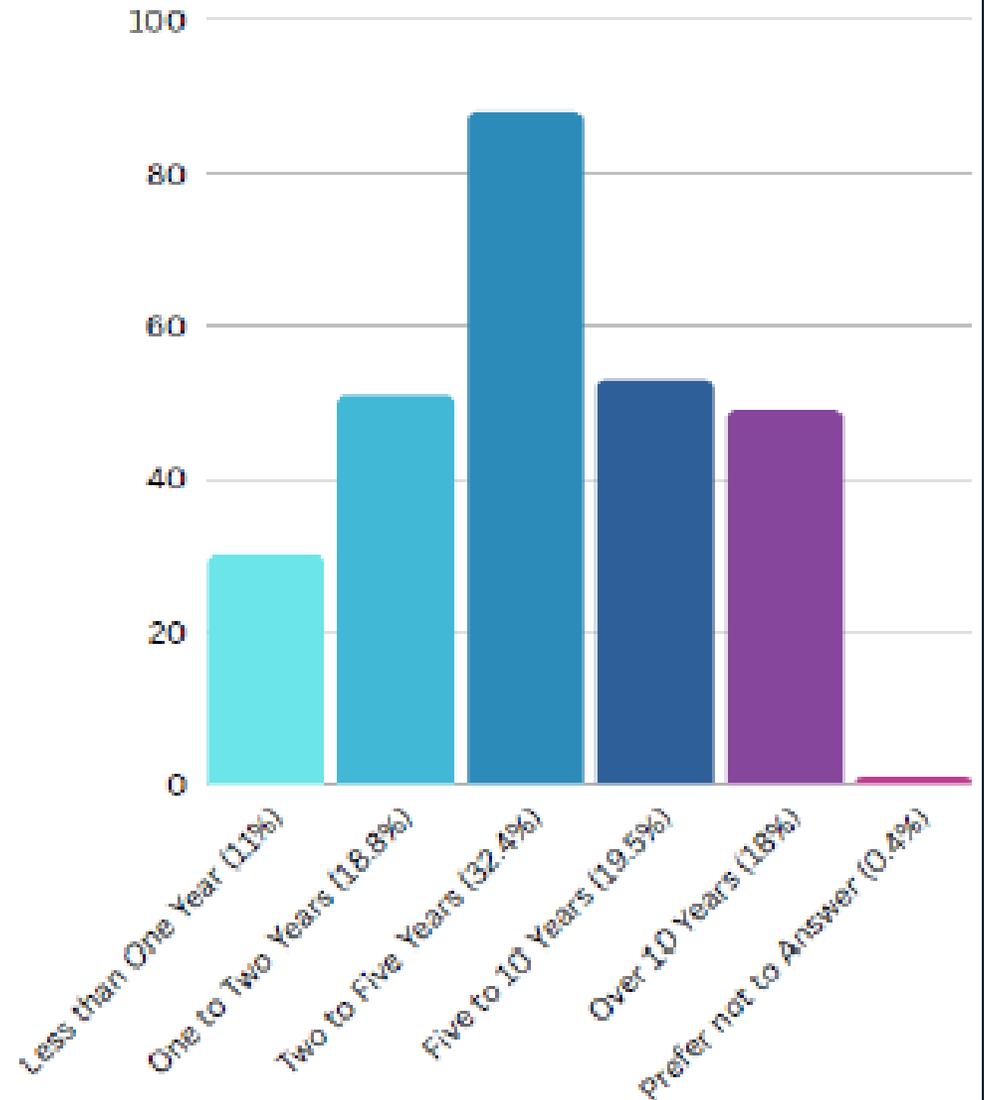
“How many years have you practiced professional counseling (years in Kansas and other states)?”

→ Why have some members of this group not reached a clinical level of license?

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LPC Responses



Focus: LPCs not Becoming LCPCs

“Are you currently working towards attaining a LCPC license in Kansas? If you are not taking steps to receive an LCPC license, please explain why you have made that decision:”

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LPCs not Becoming LCPCs

Responses – 262 LPCs answered

- Some respondents reported their current job does not require a clinical-level license
- Respondents in later stages of careers stated they lacked the desire to acquire LCPC
- Others noted concerns passing clinical test or completing sufficient post-graduate supervised hours



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Focus: Licensed but not Providing Services?

“Do you maintain an active license, but no longer work as a professional counselor? If so, please explain why you are not providing services currently”

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Licensed but not Providing Services

Responses – 269 LCPCs and 173 LPCs answered

- Vast majority of respondents of both groups reported they were still providing services under their licenses
- A few respondents reported working in positions administrative roles that required holding a license, but they do not use it to provide services.
- Other respondents noted they kept a license active as a consultant or to provide supervision.



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Licensed but not Providing Services

- Based on responses to survey, it does not appear that there are a significant number of individuals who retain their licenses, but do not provide services
- But, are licensees that are providing services providing full-time services?



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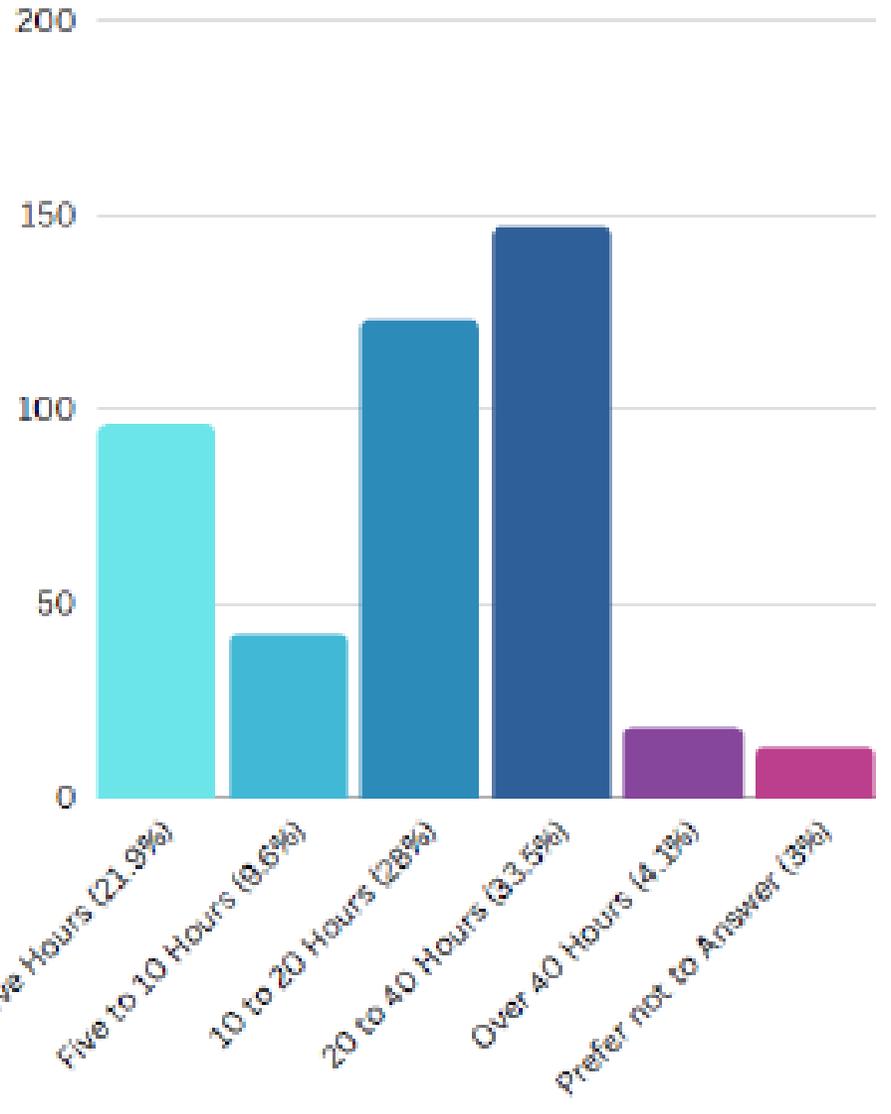
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“In a typical week, how many hours do you provide in-person services to clients?”

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LCPC Responses

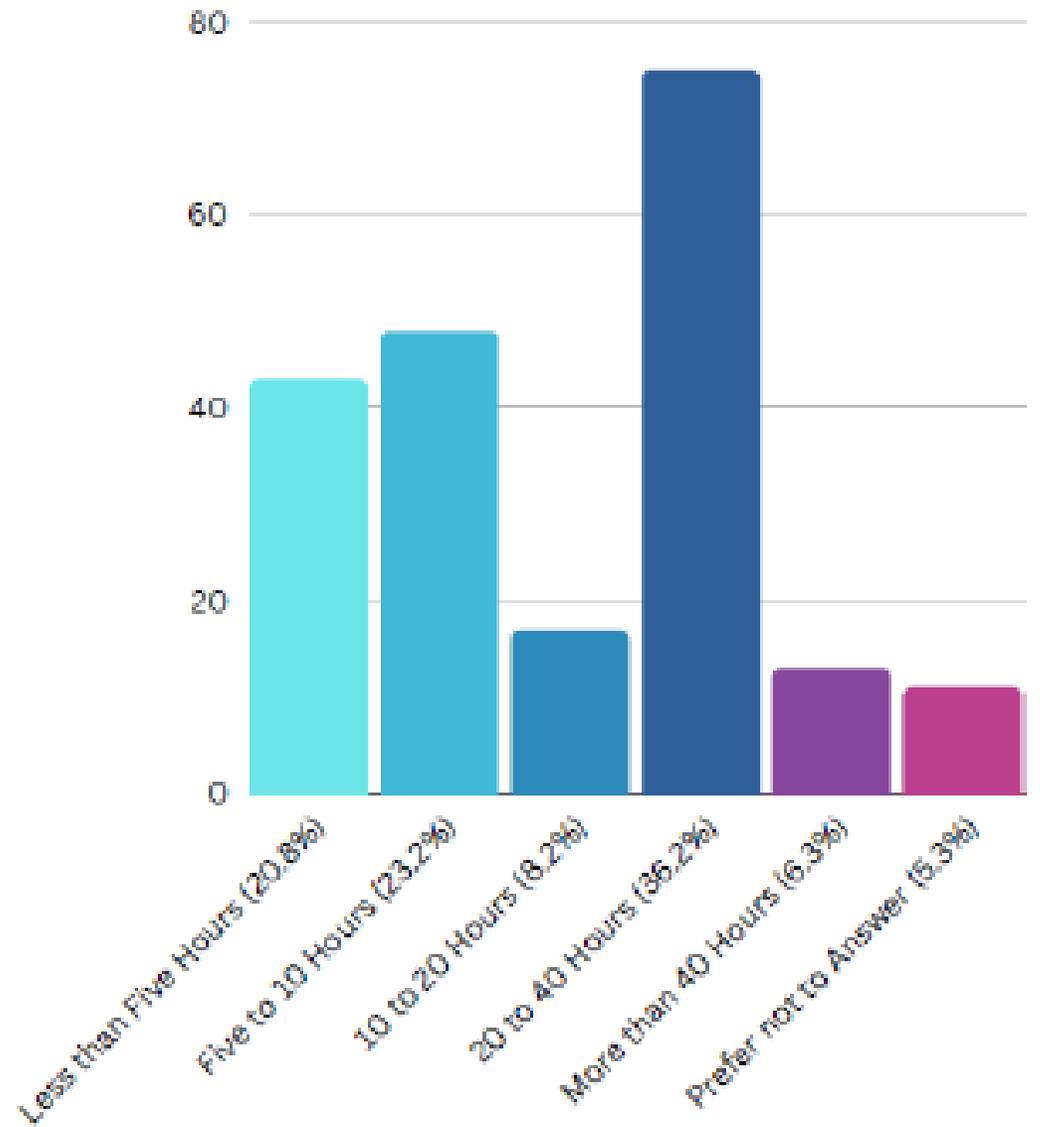


“In a typical week, how many hours do you provide in-person services to clients?”

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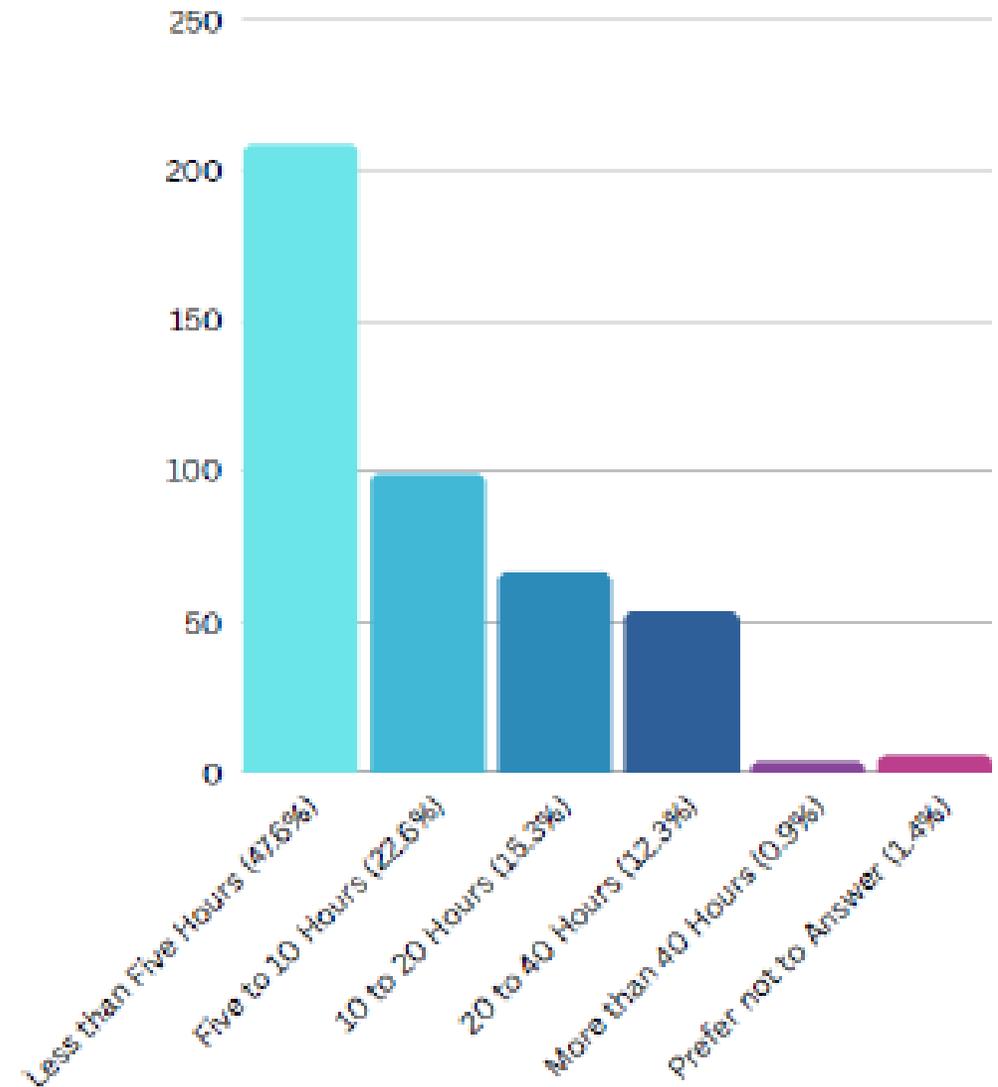
LPC Responses



“In a typical week, how many hours do you provide remote services to clients?”

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LCPC Responses

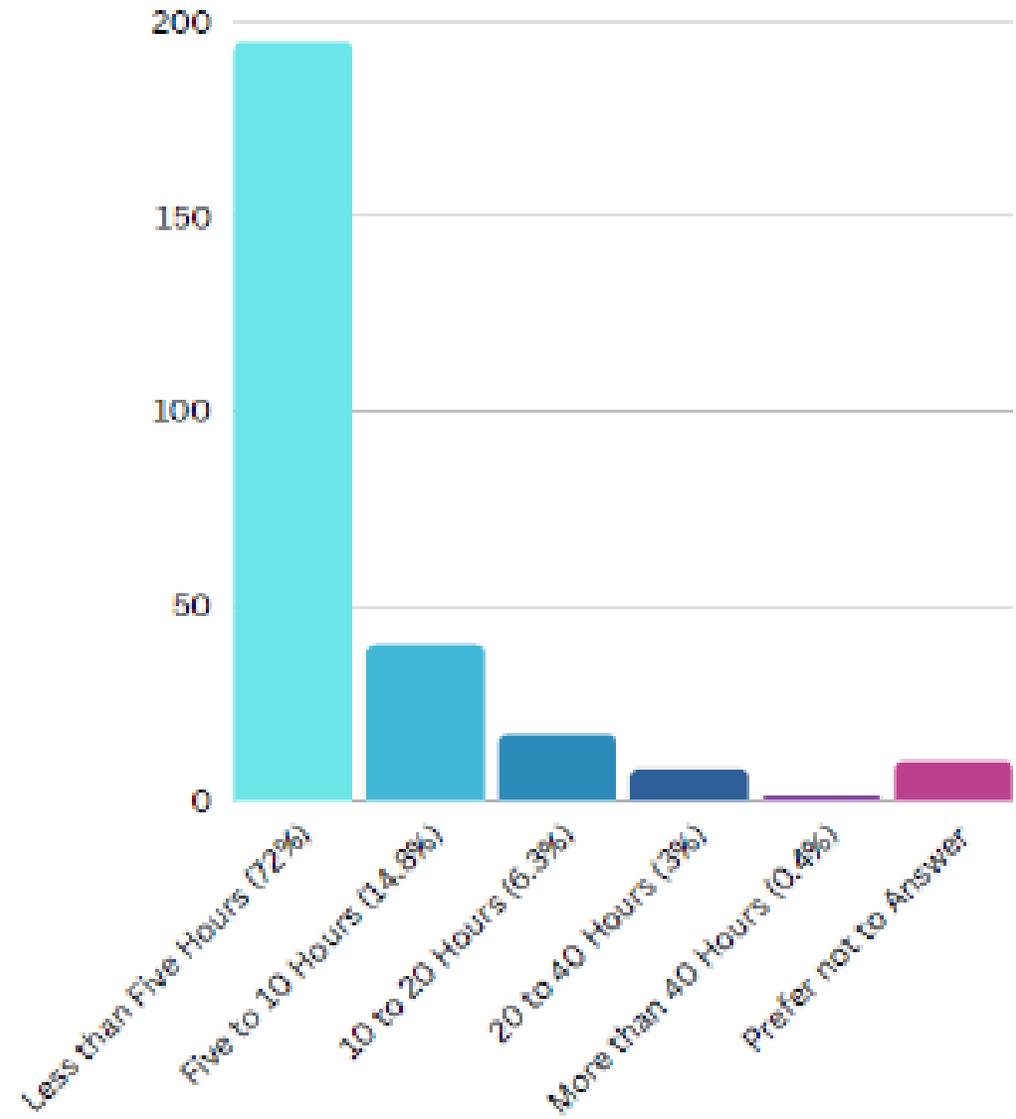


“In a typical week, how many hours do you provide remote services to clients?”

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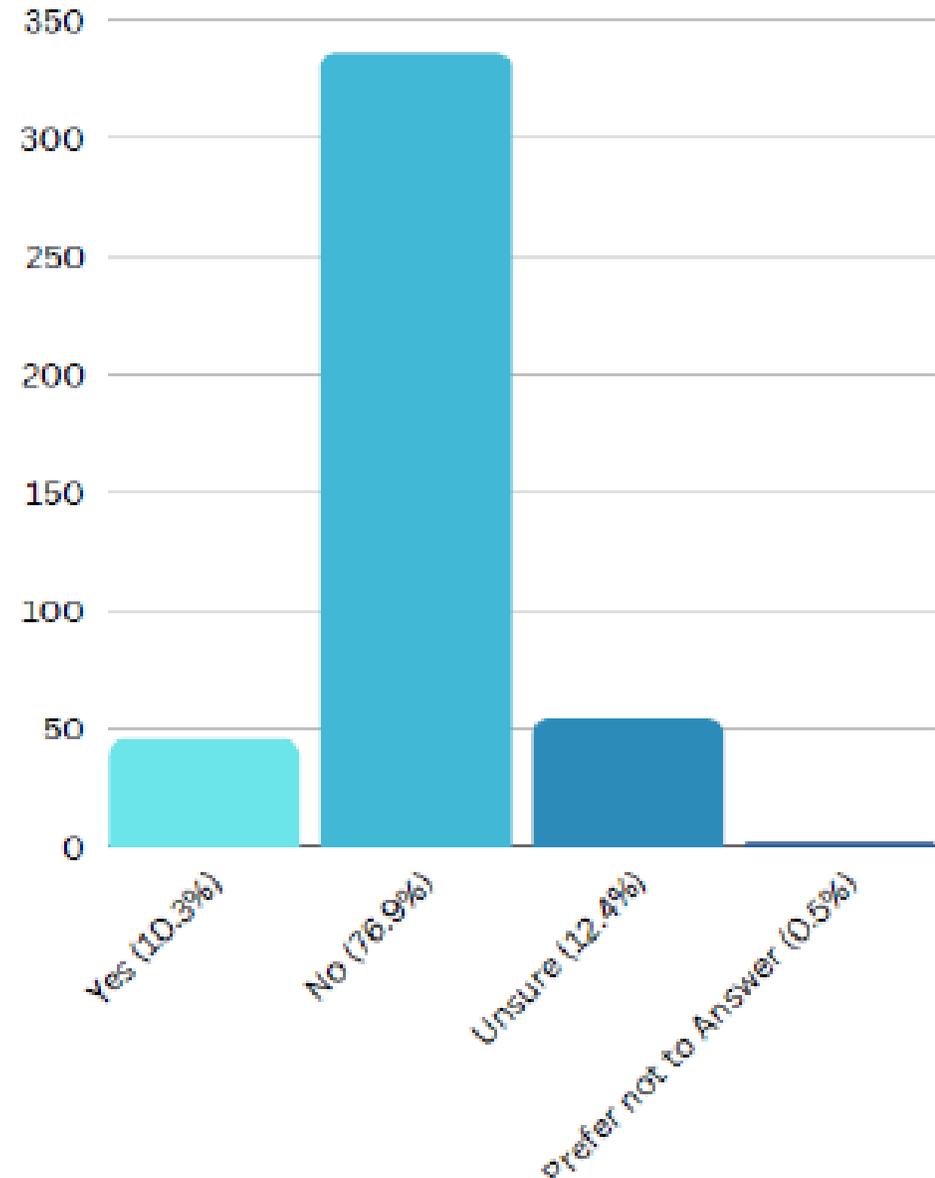
LPC Responses



“Do you anticipate retiring from the professional counseling profession in the next five years?”

→ vast majority of practitioners do not anticipate retiring soon compared to other professions (Note: In a similar survey, 18% of psychologists answered “yes.”)

LCPC Responses

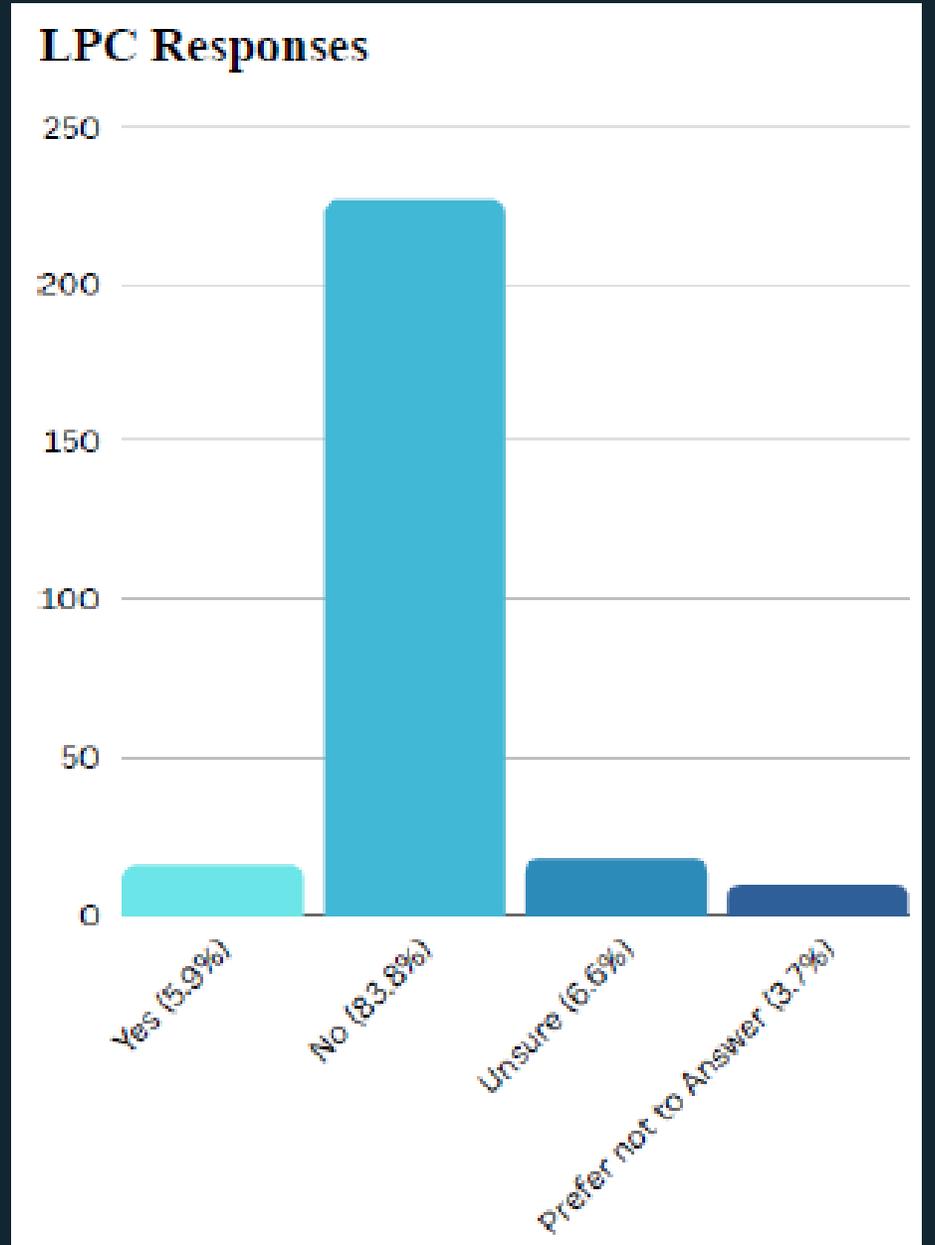


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“Do you anticipate retiring from the professional counseling profession in the next five years?”

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Highlights for Tabletop Exercises



Group 1 – Artificial Intelligence

**Group 2 – Remote Services /
Telehealth**

Group 3 – Supervision



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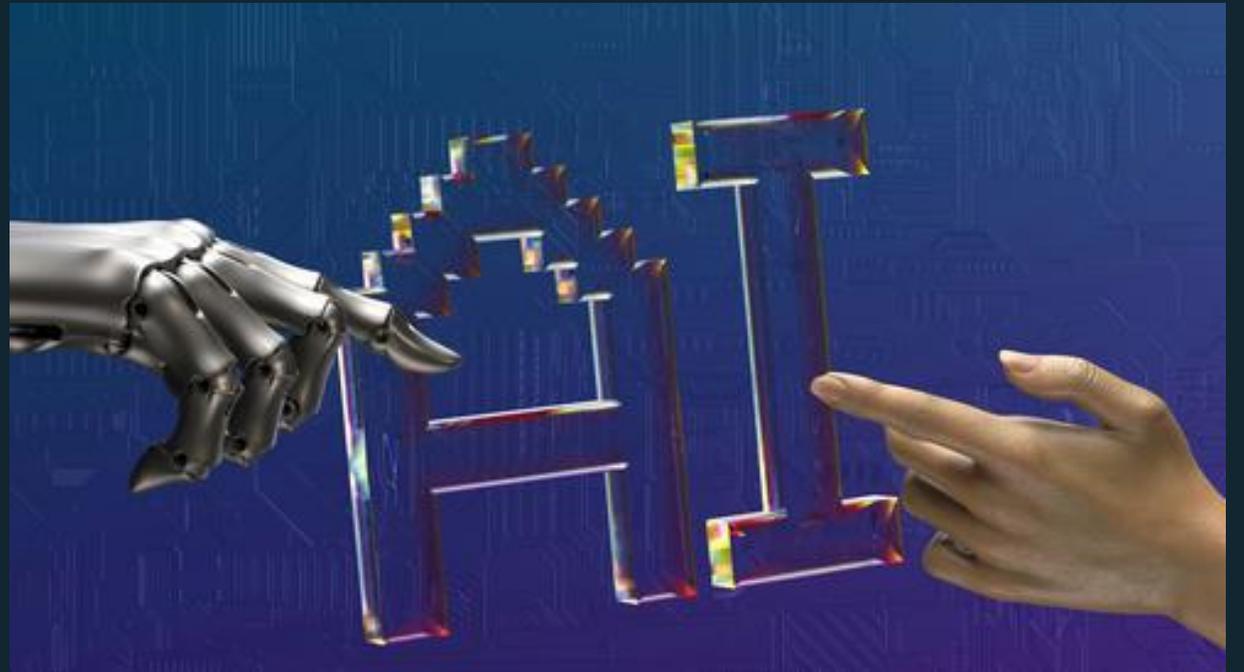
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Focus: Artificial Intelligence

Question 15 (LPC)/Question 16 (LCPC).
Do you currently use artificial intelligence (AI) in your practice? If you do, in what areas do you use AI?

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Artificial Intelligence

Responses – 442 LCPCs and 274 LPCs answered

Most frequent response for both groups was “no”

- 274 LCPCs and 171 LPCs

For LCPCs, several respondents noted they were still unsure about AI.

For LPCs, some respondents noted that AI is not permitted in their practice, while others expressed interest in its potential application while not currently using it.



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Artificial Intelligence

For LCPCs and LPCs that use AI, reported uses included:

- Note-taking assistance
- Transcribing notes
- Enhancing grammar
- Developing treatment plans
- Supporting business functions (marketing and research)



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Artificial Intelligence

Notable survey responses on the use of AI in practice:

- *“Have just begun using HIPPA secure AI for some documentation. Clients PHI is withheld.”*
- *“Have used it to help me outline a blog for our website content.”*
- *“I tested it. I don't have enough clients to make it worth it to pay for it right now. But it was pretty amazing when I tried the free trial and I hope to use it soon.”*



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Artificial Intelligence

Notable survey responses on the use of AI in practice:

- ***“Absolutely not as it is a violation to use any type or form of recording in session or to enter clinical information into such an unregulated and easily accessible system to the masses.”***
- ***“No - this is a great concern of mine! To be transparent I am a millennial :) I am intimately aware of the many pros of advancing technology, and still maintain a high level of hesitancy to incorporate these advancements due to the overwhelming impact of potential cons.”***



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Focus: Remote Services/Telehealth

Question 13 (LPC and LCPC). Over the past two years, have you experienced any issues concerning telehealth, either through professional practice or observations of other practitioners?



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Telehealth / Remote Services

Responses – 336 LCPCs and 224 LPCs answered

Most frequent response for both groups was “no”

- 199 LCPCs and 167 LPCs

For LCPCs, several respondents noted various technical difficulties.

For LPCs, some respondents noted concerns about reliability of technology and some state policies.



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Telehealth / Remote Services

LCPCs who reported concerns highlighted:

- Technical issues / overall unreliability of technology
- Client safety - some clients and licensees often lacked suitable environments in which to conduct therapy sessions.
- Concerns about the focus necessary for effective therapy
- Potential violations of HIPAA regulations.
- Frustrations associated with adhering to differing state laws, for clients traveling across state lines
- Quality of therapy delivered via telehealth platforms



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Telehealth / Remote Services

LPCs who reported concerns highlighted:

- Complexity of practicing telehealth across state lines
- Varying telehealth regulations established in different states, particularly when patients are located in or traveling to those jurisdictions
- Difficulties in connecting with clients by telehealth platforms
- Client confidentiality and ensuring patient safety during telehealth sessions
- Insurance reimbursement for telehealth services.



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Telehealth / Remote Services

Notable survey responses on telehealth / remote services:

- *“Aside from the technical aspect not working well at times, I find virtual to be excellent.”*
- *“I love telehealth. I think it is a wonderful tool.”*
- *“I see a lot of people that wouldn’t or can’t come otherwise.”*
- *“No, I love telehealth and wish I could do more of it.”*



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Telehealth / Remote Services

Notable survey responses on the use of AI in practice:

- *“Clinicians are often uncomfortable with enforcing the requirements necessary when offering telehealth services out of fear that it will harm the therapeutic rapport. However, allowing clients to engage in areas that are not private or while doing other activities is ineffective and irresponsible.”*
- *“Have heard people may still be practicing across state lines and not following the “other” state's protocol or guidelines as it relates to telehealth.”*



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Focus: Supervision

Question 14 (LPC)/Question 15 (LCPC).
Over the past two years, have you experienced any negative issues involving supervision? If so, please explain.



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Supervision

Responses – 345 LCPCs and 227 LPCs answered

Most frequent response for both groups was “no”

- **222 LCPCs and 151 LPCs**

For LCPCs, several respondents noted they were not currently providing supervision.

For LPCs, several respondents noted happiness concerning the supervision they were receiving.



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Supervision

LCPCs who reported concerns highlighted:

- **Cost of continuing education for supervision**
- **Availability of supervisors**
- **Supervisors providing only group supervision**
- **Reports of supervisors overseeing too many supervisees**
- **Difficulty with documentation**
- **Specific difficulties with past supervisees**



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Supervision

LPCs who reported concerns highlighted:

- **Availability of supervision**
- **Cost of supervision**
- **Access to Board-Approved Supervisor list**
- **Limitations on members of other professions providing supervision**
- **Quality of supervision from specific supervisors**



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Supervision

Notable survey responses on supervision:

- *“Telehealth has provided an increased benefit to those supervisees who cannot travel to a supervisor.”*
- *“Not any issues that aren’t remedied through some informative coaching and collaborative discussions.”*



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Supervision

Notable survey responses on supervision:

- *“I LOVE my supervision time! My supervisor is a wealth of resources, thinks outside the box, and is creative.”*
- *“My group and individual supervision has been fantastic. I feel very supported and challenged.”*



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Supervision

Notable survey responses on supervision:

- *“Supervisees not communicating with supervisor and not following policies and procedures because they have their own ideas.”*
- *“Lack of basic counseling skills.”*



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Supervision

Notable survey responses on supervision:

- *“... Supervision is difficult to find and when found the fees are insanely high due to no regulation.”*
- *“I struggle with the notion that only LCPCs can provide supervision. I’m in an environment where I have PhD and PsyD clinicians / psychologists who are willing to provide free supervision.”*



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Tabletop Exercises



Group 1 – Artificial Intelligence

**Group 2 – Remote Services /
Telehealth**

Group 3 – Supervision



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Next Steps?

“Don’t let perfect be the enemy of good.”

- Unknown



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THANK YOU!



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