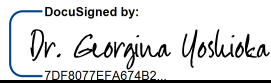




INFORMATION NOTICE 23-03

Effective Date	July 16, 2024
Revised Date	October 15, 2025
To	Department of Behavioral Health (DBH) Staff, Contract Agencies, and Fee-for-Service (FFS) Providers
From	Georgina Yoshioka, DSW, MBA, LCSW, Director 
Subject	DBH and BBS Complaint Notification Requirements
Purpose	To inform DBH staff, contracted agencies and fee-for-service providers of California Board of Behavioral Science requirement to provide notification to clients of where to file a complaint.
Background	Effective July 1, 2025, the California Board of Behavioral Sciences (BBS) began requiring that all mental health counselors, whether licensed or unlicensed, provide a notice to each of their clients stating where they can file a complaint (SB1024, Chapter 160, Statutes of 2024).
Requirements	<p>SB1024 requires a Complaint Notification be provided to all new clients receiving services, including psychotherapy, provided by Board of Behavioral Sciences (BBS) licensees and registrants within their respective scope of practice, marriage and family therapists, licensed educational psychologists, clinical social workers, and professional clinical counselors.</p> <p>To account for the increasing use of telehealth, as well as field-based services, and the difficulty of physically displaying a license or registration when providing services in non-clinic setting, effective January 1, 2025, licensees and registrants are only required to display their license or registration in a visible place in their primary place of practice <u>when rendering professional clinical services in person</u>. The license or registration does not need to physically be on display when services are provided via telehealth and/or in a non-clinic setting (e.g., field-based – non-crisis).</p> <p>Therefore, to ensure that all clients maintain access to essential information confirming their provider’s licensure or registration, the additional information below, along with the name and contact information for the applicable entity for reporting complaints, is now required in the “Notice to Clients”, via DBH Notice to Clients – Licensed Providers form (CLP067):</p> <ul style="list-style-type: none">• Full name of provider as filed with the Board.

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Requirements, continued

- License or registration number.
- Type of license or registration (e.g., licensed marriage and family therapist, associate clinical social worker, etc.).
- Expiration date of license or registration number

For unlicensed or unregistered providers with the BBS who are providing services within the scope of practice of Board licensees within an exempt setting (including a governmental entity), it is required to provide new clients with the **Notice to Clients – Unlicensed (CLP068)**, informing them how to file a complaint with DBH.

All service providers (i.e. licensed or unlicensed) shall document in their client's record that the Notice to Clients was provided. There is **no** requirement to provide an updated notice to **current clients** receiving services.

The Notice to Clients can be sent via electronic means, such as by email, with client consent. The law only requires that the notice be written in at least 12-point font, thus, the font size of the Notice should not be altered.

The DBH and BBS Complaint Notification to Clients forms, which include the required font, language, and structure, are located in the [Departmental Forms](#) section of the DBH Website:

- Notice to Clients – License ([CLP067_E](#))
- Notice to Clients – Unlicensed ([CLP068_E](#))

Reference

- [Board of Behavioral Services – Law Change: Display of License/Registration requirements and Required Notice to Consumers.](#)
- [Senate Bill \(SB\) 1024, Chapter 160, Licensees and Registrants](#)

Questions

For questions regarding this Information Notice, please contact DBH Office of Compliance at DBH-ComplianceQuestions@dbh.sbcounty.gov or (909) 388-0879.
