



# Quality Assurance Bulletin

## Quality Assurance Unit

County of Los Angeles – Department of Mental Health

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### BOARD OF BEHAVIORAL SCIENCES REQUIREMENTS: NOTICE TO CLIENTS

This Bulletin provides information regarding Senate Bill (SB) 1024 which updates the Board of Behavioral Sciences' (BBS) legal requirements for specific practitioner disciplines to notify clients on how to file a complaint with the BBS and display their license or registration. This Bulletin provides an update to [Clinical Forms Bulletin No. 20-02](#).

Disciplines governed by the BBS (social workers, professional counselors, and marriage and family therapists) must provide a "Notice to Clients" upon initiating psychotherapy services. **Effective July 1, 2025**, the "Notice to Clients" must include the licensee or registrant's full name, license/registration number, type of license/registration, and the expiration date of the license/registration. Additional requirements related to the "Notice to Clients", such as practitioner information that must be provided in the notice, specific language regarding what the notice must say, font usage, etc., are detailed in [BBS' Changes to Required Notice to Consumers](#).

While the new requirements to the "Notice to Clients" are not effective until July 1, 2025, the DMH "Notice to Client" forms have been updated in preparation for this change and shall be used for any new psychotherapy client on or after January 1, 2025. A new form, MH 761, has been developed to separate licensed and registered practitioners' notices. A statement about the status of a practitioner's license has been added to notify clients of student or registered status to reduce the need for a separate document to be provided to the client. The new and revised forms will be posted on the Clinical Forms webpage under [Client Notices and Disclosures](#) and will now include the following forms:

- MH 740 Notice to Clients for Licensed Practitioners
- MH 741 Notice to Clients for Unlicensed and Unregistered Practitioners (Student Practitioners)
- MH 761 Notice to Clients for Registered Practitioners

The forms will not be available in other languages on January 1, 2025. QA will notify providers when the translated forms are available. Practitioners may continue using the existing forms in other languages until the updated translated forms are available.

NOTE: Contracted providers must comply with the provisions of AB 630, Chapter 220, Statutes of 2019 and SB 1024 including date of implementation and follow their own internal complaint process for unlicensed or unregistered practitioners (e.g., students). Complaints should not be sent to LACDMH Patient's Rights Office.

As a reminder, per the [Board of Psychology](#), all licensed and registered psychologists are required to post a notice in a conspicuous location within their principal psychological business office with information for clients on how to contact the board ([Sample Sign – Psychologist](#)). In addition, per the [Medical Board of California](#), all licensed physicians must provide each patient with a notice that they are licensed and regulated by the Medical Board, which can be verified through the Board's website. The notice shall include a quick response (QR) code that leads to the Board's Notice to Consumer webpage, among other requirements for the notice ([Sample Sign - Physician Surgeon](#)). For directly-operated providers, a notice should be posted in the lobby of the clinic to satisfy client notification requirements for both the Board of Psychology and the Medical Board of California.

Per SB 1024 and effective **January 1, 2025**, licensees and registrants governed by the BBS (social workers, professional counselors, and marriage and family therapists) only need to display their license or registration in a conspicuous place in their primary place of practice when rendering professional clinical services in person. The license or registration no longer needs to be physically on display when services are provided via telehealth. This requirement under the BBS differs from requirements under the Board of Psychology and Medical Board of California. An additional DMH policy will follow addressing procedures for directly-operated providers.

Please note, it is up to each individual practitioner to be aware of and comply with the requirements of their licensing Board.

If DMH directly-operated or contracted providers have questions related to this Bulletin, please contact the QA Policy & Technical Development team at [QAPolicy@dmh.lacounty.gov](mailto:QAPolicy@dmh.lacounty.gov).

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