



Oregon

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Mental Health Regulatory Agency

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Mental Health Regulatory Agency (MHRA) Customer Service Standards Policy

Updated: 6/20/2025

POLICY STATEMENT

MHRA's customer service goal is to treat all customers in a courteous and efficient manner, ensuring we provide the highest quality of customer care while enforcing the rules and regulations of the Oregon Board of Psychology and the Oregon Board of Licensed Professional Counselors and Therapists.

The purpose of this policy is to:

- Ensure universal accessibility and responsive communication with MHRA customers and business partners.
- Reinforce equitable customer service across the agency.
- Continuously measure customer service to make improvements providing a better experience for all customers.

Applicability and Responsibility

This policy applies to all MHRA staff, and the MHRA Executive Director holds ultimate responsibility for all customer service issues.

DEFINITIONS

Agency: MHRA

Agency Contact Information: Customer service phone numbers, office/walk-in service location, mailing addresses, hours of operation, and instruction on how to schedule an appointment

Customer: Any applicant, licensee, or entity who interacts with the Agency

Customer Service: Timely, accessible, equitable, and responsive support-based interactions between the Agency and its customers

POLICY

Professional Workplace

The Mental Health Regulatory Agency will ensure all communications are respectful, professional, and support the values and mission of Oregon state government and the agency.

Hours of Operation

Core hours of customer-facing access and service are 9:00 am – 4:00 pm.

Inclusive Customer Access

MHRA will provide inclusive customer access by:

- Complying with the Americans with Disabilities Act (ADA), and Enterprise Information Systems' (EIS) E-Government Guidance;
- Offering communication preferences for all customers by making phone, email, and webform submissions available when possible; and
- Posting agency contact information on the MHRA website. The Agency Licensing Manager will assign responsibility for maintaining accuracy of website information. To the extent possible, the Agency will post any scheduled closures deviating from the posted hours of operation on MHRA & Board websites in advance of the closure, including voicemail and website. For unplanned closures, the Agency will follow the DAS policy on Temporary Interruption of Employment (State HR Policy 60.015.01).

Responsiveness

Agency employees will acknowledge receipt of voicemail and e-mails within one business day. If an employee has scheduled time out of office, they will update their e-mail autoreply with details about when the employee will return and an alternate contact name, phone, and e-mail of an individual who can provide assistance while the employee is not available.

MHRA will routinely review mail procedures to ensure all paper mail is opened, routed, and acted upon within a timely manner.

Customer Service Strategy

- Review and update websites continuously to provide accurate information reflecting changes to contact information, rules, laws, and processes.
- Annually review offered tools and self-service options for customers.
- Regularly evaluate systems and processes to identify and implement improvements.
- Regularly evaluate customer service and feedback using:
 - Consistently evaluate service goals based on customer feedback/surveys and legislatively approved customer satisfaction KPMs.
 - Ongoing review of common concerns from customer calls
 - Quality Assurance checks of agency actions and correspondence with customers
 - Ongoing communication and relationship-building with interested parties, including other state agencies and professional organizations
- Continuously improve customer satisfaction through various means including:
 - System enhancements
 - Rulemaking
 - Agency website guidance and FAQs
 - Communication materials for outreach purposes
 - Staff training