

FINAL REPORT

*of the
Minnesota Board of Social Work's*

SPECIAL COMMITTEE ON BOARD OPERATIONS (SCOBO)

March 2002

Table of Contents

- I. Background Information
- II. Mission and Goals
 - A. Mission of the Minnesota Board of Social Work
 - B. Goals of the Special Committee on Board Operations (SCOBO)
- III. Overview of Major SCOBO Activities
- IV. Summary of SCOBO Recommendations
 - A. Changes to Licensure Functions
 - B. Changes to the Complaint Process
 - C. Changes to Administrative Activities
- V. Potential Impact of SCOBO Recommendations
 - A. Estimated Start-Up Costs
 - B. Estimated Ongoing Savings and Costs
 - C. Impact on Services to Applicants, Licensees and the Public
- VI. Priorities for the Short- and Long-Term
- VII. Budget and Fiscal Analysis
- VIII. Summary

Attachments

- | | |
|---------------|---|
| ATTACHMENT A: | SCOBO Members |
| ATTACHMENT B: | SCOBO Subcommittee Members |
| ATTACHMENT C: | Summary of SCOBO Recommendations
Adopted by the Board of Social Work |
| ATTACHMENT D: | Comparison and Breakdown of Board Expenditures
for Fiscal Years 1998 to 2003 |

I. BACKGROUND INFORMATION

The Minnesota Board of Social Work voted to create a "Special Committee on Board Operations" (SCOBO) at its January 7, 2000 Board meeting. It was created in conjunction with the Board's decision to increase licensure and renewal fees by 44%. The Board created SCOBO as a way to minimize the need for large fee increases in the future. Specifically, SCOBO was directed to "review the Board's statutes and rules and overall operations, and in 18 months make recommendations to the Board on ways to streamline, simplify and cut costs." (*Minutes of Regular Board Meeting, January 7, 2000.*)

The Board wanted SCOBO members to reflect various perspectives. To that end, in addition to appointing three Board members and three Board staff, the Board appointed three members from the Board's Advisory Committee (representatives from social work professional associations), and three members from the social work community generally. See *Attachment A* for information about the individuals appointed to serve on SCOBO.

SCOBO met thirteen times between November 2000 and January 2002. This *Final Report* was completed in March 2002.

II. MISSION AND GOALS

A. MISSION OF THE MINNESOTA BOARD OF SOCIAL WORK

The Minnesota Board of Social Work is a state regulatory agency created by the Minnesota Legislature in 1987. The governing Board consists of 15 members appointed by the Governor to serve four-year terms. Board members include ten licensed social workers (at the baccalaureate and master's levels) and five members of the public. The Board employs a staff of ten full-time equivalents: an executive director, two social workers, an investigator, an office manager, and six support staff. State law requires the Board to protect the public by adopting and enforcing standards for licensure of social workers and for regulation of their professional conduct. See *Minnesota Statutes, section 148B.20, subdivision 1.*

In 1994, the governing Board articulated its mission as follows: "The Minnesota Board of Social Work strives to ensure to the citizens of Minnesota quality social work services by establishing and enforcing professional standards."

B. GOALS OF THE SPECIAL COMMITTEE ON BOARD OPERATIONS

After establishing SCOBO, the governing Board instructed SCOBO to do the following:

- Review all aspects of the Board's regulatory activities, including statutory mandates and the Board's rules;
- Find ways to streamline and simplify the Board's regulation of social workers, while continuing to fulfill the Board's mission to protect the public;

- Recommend statutory, rule and operational changes that will enable the Board to control future costs (by reducing expenses and increasing revenue), while continuing to fulfill the Board's mission to protect the public; and
- Complete these tasks within an 18-month time period.

III. OVERVIEW OF MAJOR SCOBO ACTIVITIES

SCOBO organized its review of Board operations into three major categories: licensure, complaints and administrative operations. At the end of each meeting, SCOBO directed Board staff to compile specific information for consideration at the next meeting. In two instances where the issues were particularly complex, SCOBO delegated the task of in-depth research and analysis to subcommittees. *Attachment B* shows the membership of SCOBO subcommittees. The results of subcommittee work, including subcommittee recommendations, were reported to and acted on by SCOBO.

All SCOBO decisions were reached by consensus of those present at the meeting. Absent members received a tape recording of the meeting, and their input was solicited and recorded at the next meeting.

SCOBO was careful to limit its scope of review to Board processes and functions that had the potential to reduce Board expenses or increase Board revenue. When issues arose that did not have a potential impact on the Board's budget, SCOBO referred these issues back to the Board.

IV. SUMMARY OF SCOBO RECOMMENDATIONS

Over the course of its 18-month lifespan, SCOBO recommended and the Board adopted many process changes that are expected to cut costs and save staff time. *Attachment C* catalogues each of the recommendations adopted by the Board, and indicates which recommendations require statutory and rule changes.

A. CHANGES TO LICENSURE FUNCTIONS

Almost two-thirds of the Board's operations relate to its licensure functions, so it was not surprising that SCOBO spent most of its year reviewing the four-level license structure, supervision requirements applicable to the various levels of licensure, and eligibility requirements and application processes applied to alternative statuses. Predictably, the majority of SCOBO's recommendations relate to licensure issues. In the end, SCOBO supported initiatives implemented by licensure staff prior to the creation of SCOBO, and identified additional ways to increase the Board's efficiency and simplify the process for applicants and licensees in the following areas:

- the renewal process;
- supervision requirements;
- inactive status requirements;
- emeritus status requirements;
- qualifications for temporary permits; and
- the four-level license structure.

SCOBO recommendations adopted by the Board relating to licensure functions are detailed in *Attachment C*. Only two SCOBO recommendations were not adopted by the Board (and therefore do not appear in *Attachment C*): the Board did not adopt SCOBO's recommendations that licensees on inactive and emeritus status be allowed to retain their license wall certificates.

B. CHANGES TO THE COMPLAINT PROCESS

SCOBO also made significant recommendations on how the Board could improve its complaint-related processes. As with licensure functions, SCOBO supported complaint-process changes already initiated by Board staff, and then identified additional ways to

- control legal costs;
- reduce the time and cost of communicating with licensees, the public, and Board members on complaint-related matters;
- improve the efficient collection of complaint-related data; and
- reduce the incidence of ethical violations.

Only two complaint-process recommendations were not adopted by the Board: The Board did not agree to reduce the number of complaint panel members required to sign off on dismissed complaints; and the Board was not willing to commit at this time to developing an ethics examination or self-study course to use as a tool in disciplinary cases or as a continuing education course. The latter issue was referred to the Board's Advisory Committee for consideration by the various social work professional associations. Specific complaint-process SCOBO recommendations adopted by the Board are listed in *Attachment C*.

C. CHANGES TO ADMINISTRATIVE ACTIVITIES

Finally, SCOBO recommended administrative changes to the Board relating to

- the Board's budget strategies;
- fees charged for certain services;
- better utilization of the Board's website;
- ways to enhance the Board's efficient use of its database; and
- a strategy for reducing meeting-related costs.

All but one of SCOBO's administrative recommendations were adopted by the Board; these are itemized in *Attachment C*. The Board did not adopt SCOBO's recommendation that Board membership be reduced from fifteen to ten members.

V. POTENTIAL IMPACT OF SCOBO RECOMMENDATIONS

A. ESTIMATED START-UP COSTS

Investment of Staff Time. While it is impossible to predict with any accuracy the start-up costs associated with implementing all of the changes recommended by SCOBO, staff offer a preliminary estimate that the investment over the next two years may exceed \$100,000. This figure includes \$85,000 for implementing licensure changes (pursuing legislative changes, amending rules, implementing statutory and rule changes, revising forms, revising the licensure handbook, developing new processes, notifying all licensees, and training staff); \$15,000 for implementing complaint-process changes (developing new systems, developing database enhancements, and training staff).

B. ESTIMATED ONGOING SAVINGS AND COSTS

Savings in Materials, Supplies and Postage. It is difficult to quantify the savings to be realized once all SCOBO recommendations are implemented. Nonetheless, staff offer a preliminary estimate that the Board may save approximately \$2,160 every two years in materials, supplies and postage due to fewer mailings by licensure and complaint unit staff.

Impact on Staff Time. The long-term impact on staff time is likely to be mixed; over time there will be savings in some areas and costs in others. On balance, staff cautiously predict that the net savings may be as much as one full-time equivalent staffperson.

Staff estimate that the Board could potentially save 1.0 full-time equivalent staff time in some licensure functions (time saved by doing fewer mailings; performing fewer reviews of continuing education; spending less time monitoring supervision activities; investing less time in inactive, emeritus, and temporary permit applications; and simplifying the license structure). Other changes (such as the repeal of all licensure exemptions) could create the need for an additional .50 full-time equivalent in staff time to process an estimated 1,500 additional applications and renewals, and resolve the inevitable increase in unauthorized practice and ethical complaints. If this were to happen, the additional staff time would be greatly offset by the revenue generated by 1,500 new licensees (see discussion of "Revenue Gains," below).

Except for the likely increase in complaint activities resulting from a repeal of licensure exemptions (which has been factored in above), the overall impact of SCOBO recommendations on staff time in the complaint unit is expected to be nominal. Some changes will increase staff workload -- including the drafting of legal documents and the utilization of more alternative dispute resolution techniques. On the other hand, the communications-related changes will certainly decrease staff workload. Staff estimate that the increases and the decreases will balance each other out.

There is the potential for saving .25 full-time equivalent staff time in some administrative activities (time saved by offering online access to licensure verifications and address changes), but also the likelihood of increasing the need for staff time for continuing website development and maintenance - perhaps as much as .35 full-time equivalent staff time.

To the extent the Board realizes these staff savings, SCOBO hopes this will enable Board staff to reallocate their time and focus their attention on providing faster and better services to all populations served by the Board.

Lost Revenue. While offering online license verification services to licensees and the public will no doubt save substantial staff time, staff expect there to be a corresponding decrease in revenue since the Board currently charges a fee to provide official written license verifications to employers and insurance companies. Staff estimate the Board may lose as much as \$56,000 every two years if employers and insurance companies choose to rely on the Board's website for this information. This loss will no doubt be offset, however, by a corresponding decrease in staff time devoted to providing this service in written form.

Revenue Gains. There is the potential for revenue gains from several SCOBO recommendations. For example, SCOBO's recommendation #13 that temporary permit application fees be increased to better reflect the Board's actual costs in processing these applications (see *Attachment C*), will likely increase the Board's revenue. The amount of increase is not known because the Board has not yet agreed upon the fee amount and the application fee may impact the number of applicants. If the Board were to increase temporary permit application fees to \$75, as recommended by SCOBO, and the number of temporary permit applicants remained consistent with past years, staff predict this fee increase could generate an additional \$4,510 each biennium.

Similarly, if the Board is successful in implementing SCOBO's recommendation #18 to repeal all licensure exemptions (see *Attachment C*), staff estimate this will generate approximately 1,500 additional applications for licensure and a potentially equal number of new licenses granted (due to an inevitable grandparenting provision in any law repealing exemptions). Given the current application fee of \$45 (for LSWs and LGSWs) and \$90 (for LISWs and LICSWs), and applying the current percentage at each of the four levels, the Board's potential revenue gain from new application fees would be \$90,450. The corresponding potential revenue gain from new license fees would be \$292,464. The potential revenue gain during each two-year renewal period would be another \$292,464. While this represents a significant increase in revenue, it must be remembered that these gains will be realized only if the legislature repeals the exemptions for state and county social workers, as well as the other exemptions currently written into state law. And since there are significant political obstacles to repealing the current licensure exemptions, the Board would be ill-advised to plan on this additional revenue.

C. IMPACT ON SERVICES TO APPLICANTS, LICENSEES AND THE PUBLIC

Overall. SCOBO's recommendations will have a mixed impact on the services provided to applicants, licensees and the public. Many recommendations will have a significant positive impact, but others have a negative impact. Throughout this process, SCOBO recognized that

cutting costs and improving efficiencies could result in a decrease in customer service. It was conscious of finding an appropriate balance between (a) holding licensees responsible for complying with their legal duties, (b) evaluating cost-effectiveness, and (c) providing necessary and important customer services.

Recommendations With a Positive Impact on Services. Applicants and licensees will benefit from more predictable fee increases and simpler application and renewal processes, and all persons served by the Board will have easier access to information. Similarly, if the license structure is simplified to three levels and all license exemptions are eliminated, the public served by social workers are likely to benefit from less confusing social work titles and improved accountability from newly-licensed social workers.

Recommendations Resulting in a Decrease in Service. As a result of SCOBO recommendations adopted by the Board, staff no longer mail a second, reminder renewal notice to licensees who fail to renew by their expiration date. This has resulted (and will continue to result) in unintended license expirations in cases where licensees missed the initial deadline as well as the 60-day grace period for renewal. Similarly, Board staff have discontinued their practice of tracking down and re-mailing notices to licensees who have failed to inform the Board of a change of address (as required by law). In these cases, SCOBO concluded it was appropriate to hold licensees responsible for complying with their legal duties, and that Board staff should not invest time, paper and postage in providing inessential services.

VI. PRIORITIES FOR THE SHORT- AND LONG-TERM

SCOBO recommendations that do not require legislative or rule changes either have been implemented or are in the process of being implemented by Board staff. It is expected that these internal modifications will be fully implemented within a year. These include many changes to the renewal process, changes to the reporting and tracking of supervision plans, simplifying review of continuing education coursework, and certain changes to the complaint process, and all of the administrative changes.

Other SCOBO recommendations that require legislation and rulemaking must be part of a long-term strategy. These include

- Auditing licensees' compliance with supervision requirements;
- Changing the inactive status application process;
- Changing the emeritus status application process;
- Changing temporary permit requirements and the application process;
- Replacing four levels of licensure with three;
- Ending ongoing supervision requirements for licensed graduate social workers who are not engaged in *clinical* practice;
- Amending the license fee structure and adjusting fees every two years to reflect increases (or decreases) in the "cost of doing business";
- Repealing all license exemptions; and
- Providing cross-the-board online services.

Ultimately, the Board must clarify its priorities and commit to a long-term strategy for achieving these goals. The Board would be well-served to seek input and guidance from its Advisory Committee as it embarks on this planning process.

VII. BUDGET AND FISCAL ANALYSIS

Because SCOBO's primary charge was in response to the negative community response to the Board's 44% fee increase in July 2000, it is important to note the following fiscal information:

FISCAL YEAR (July 1 - June 30)	BUDGETED REVENUE	BUDGETED EXPENSES	DIFFERENCE (+ or -)	ACTUAL REVENUE	ACTUAL EXPENSES	SURPLUS (+) OR LOSS (-)	CUMULATIVE ENDING SURPLUS (+) OR LOSS (-)
1996	\$ 641,000	\$ 743,197	- \$ 102,197	\$ 726,460	\$ 645,766	+ \$ 80,684	+ \$ 250,693
1997	\$ 726,000	\$ 781,062	- \$ 55,062	\$ 741,482	\$ 727,256	+ \$ 14,226	+ \$ 264,919
1998	\$ 743,000	\$ 916,000	- \$ 173,000	\$ 745,312	\$ 859,803	- \$ 114,491	+ \$ 150,428
1999	\$ 773,000	\$ 869,261	- \$ 96,261	\$ 719,375	\$ 927,288	- \$ 207,913	- \$ 57,485
2000	\$ 792,305	\$ 931,377	- \$ 139,072	\$ 781,138	\$ 856,155	- \$ 75,017	- \$ 132,502
2001	\$1,084,000	\$ 892,737	+ \$191,263	\$1,167,357	\$ 689,181	+ \$ 478,176	+ \$ 345,674
2002*	\$1,147,000	\$1,211,345**	- \$ 64,345	N/A	N/A	N/A	(unknown)
2003*	\$1,177,000	\$1,145,000	+ \$ 32,000	N/A	N/A	N/A	(unknown)

* Projected Figures

** The \$318,608 increase in budgeted expenses from FY2001 to FY2002 is based, in large part, on the necessity of (a) restoring staff positions, (b) covering higher labor costs due to new union contracts, (c) developing technology for providing online services, and (d) budgeting for potential contested case hearings.

To assist the Board's Finance Committee in future planning, SCOBO has developed charts, found in *Attachment D*, which show a breakdown of the Board's *actual* expenditures during fiscal years 1998 to 2000, as well as *projected* expenditures for fiscal years 2001 to 2003.

VIII. SUMMARY

SCOBO provided the Board with a formal structure and public setting to evaluate every aspect of the Board's regulatory responsibilities. And, while Board staff had begun to make significant internal improvements almost a year before SCOBO began its work, SCOBO's systematic approach made it possible to fine-tune those improvements and further assess the full spectrum of the Board's regulatory operation. In the end, SCOBO achieved each of the goals set by the Board:

- SCOBO reviewed all aspects of the Board's regulatory activities;
- SCOBO found ways to streamline and simplify the Board's regulation of social workers while continuing to fulfill the Board's mission to protect the public;
- SCOBO recommended statutory, rule and operational changes that will enable the Board to control future costs (by reducing expenses and increasing revenue), while continuing to fulfill the Board's mission to protect the public; and
- SCOBO completed these tasks within (slightly more than) a twelve-month period.

An analysis of the total report shows that many of the actions recommended by SCOBO and approved by the governing Board will – in the long run – result in cost savings and greater efficiencies. Board staff estimate that, in the short term (the next two fiscal years), the approved SCOBO recommendations *could potentially add* \$156,000 to the Board's operating costs (see section V: start-up costs plus lost revenue from licensure verifications), while *potentially saving* the Board \$62,160 over that same two-year period (see section V: the equivalent of one half-time staffperson plus materials, supplies and postage). If realized, this would cause a *net potential increase* of \$93,840 in additional expenses over the next two years (2003-04 biennium), or \$46,420 for each of those fiscal years (2003 and 2004).

It is also evident by analyzing the fiscal information outlined in section VII above that the governing board of the Minnesota Board of Social Work approved budget expenses in 1996, 1997, 1998, 1999 and 2000 that exceeded budgeted revenue by a total of \$565,591. During this period of five years, actual expenses exceeded actual income by a total of \$302,511. This caused the critical situation that required a 44% increase of license and renewal fees in July 2000.

It has been explained by Board staff that the historical practice of all health licensing boards – including the Minnesota Board of Social Work – has been to “build up” a budget surplus then “spend down” that surplus over the course of five to ten years. This practice developed because it has not been cost-effective to adjust fees every biennium when such increases had to go through the expensive and time-consuming rulemaking process. And, unfortunately, there has never been an approved process for tacking on regular “cost-of-living” increases to licensure fees.

It was SCOBO's conclusion – and the Board concurred – that this “build-up/spend-down” budgetary practice contributed to the Board's budget shortfall by the end of fiscal year 2000 and had to be discontinued. At the same time, during the 2001 legislative session, the legislature repealed the rulemaking requirements for setting licensure fees and now requires such fees to be approved by the legislature during the normal biennial budgetary process – thus making it easier (and less costly) for boards to adjust their fees every two years. These events served as the impetus for SCOBO's recommendation #30 (see Attachment C):

To ensure a balanced budget at the end of each biennium and to preclude the need for large fee increases in the future, the Board should adjust its fees every two years to reflect the increased (or decreased) costs of doing business.

Although the recommendations outlined in Attachment C, along with the Board's new computer capabilities and the actions already taken by Board staff, have the potential to improve the Board's overall budgetary situation, it is clear that the governing Board must be aggressive to ensure that projected revenue and expense budget items are solid and realistic, and that the wide variations exemplified under section VII will not recur in the future.

The Special Committee on Board Operations is grateful for the opportunity to have served the Board of Social Work in this capacity, and expresses its appreciation to the Board's executive director and staff for their excellent cooperation and hard work. It is the Committee's hope that the social work profession in Minnesota will be strengthened as a result of the long-term implementation of SCOBO's recommendations, and that the people of our State will be better protected by the Board and thereby better served by the profession.

ATTACHMENT A
SCOBO Members

NAME	REPRESENTING	CURRENT EMPLOYMENT
Tony Bibus, LISW	Board of Social Work	Educator and Chair of Social Work Department, Augsburg College
Barbara Kaufman, LISW (SCOBO Chair)	Board of Social Work	Former Executive Director, Genesis II for Women
Lois McDougall	Board of Social Work	Former Executive Director, The Volunteer Connection (Rochester / Olmstead County area)
Mary Olympia, LSW (November 2000 - June 2001) Sheryl McNair, LICSW (July 2001 - March 2002)	Board Staff	Regulations Analyst, Board of Social Work Staff Social Worker, Board of Social Work
Penny Troolin	Board Staff	Executive Director, Board of Social Work
Kate Zacher-Pate, LSW	Board Staff	Lead Social Worker, Board of Social Work
Mark Frenzel, LICSW	Advisory Committee	Director of SW Discharge and Planning, Fairview University Medical Center
Alan Ingram, LISW	Advisory Committee	Executive Director, NASW - MN Chapter
Pat Juare, LICSW (SCOBO Vice-Chair)	Advisory Committee	Lead Social Worker for St. Paul Public Schools
Diane Love-Scott, LSW	Social Work Community	Chicano-Latino Unit, Hennepin County
Roger Toogood, former LISW	Social Work Community	Former CEO, Children's Home Society
Amy Zynda, LSW	Social Work Community	Social Work Services, Mayo Clinic

ATTACHMENT B

SCOBO Subcommittee Members

Subcommittee on Budget Strategies:

SCOBO Members: Tony Bibus, *Chair*
Amy Zynda
Alan Ingram
Diane Love-Scott

Non-SCOBO Members: Connie Oberle, *Office Manager for Board Staff*
Juli Vangsness, *Accounting Coordinator for the Health Licensing Boards.*

Subcommittee on Alternative Statuses:

SCOBO Members: Mark Frenzel, *Chair*
Pat Juairé
Alan Ingram
Kate Zacher-Pate

Non-SCOBO Members: Michael O'Brien, *Director of Social Work Services, Mayo Clinic*

Outside Consultant: Karen Moon, *University of Minnesota School of Social Work*

ATTACHMENT C

Summary of SCOBO Recommendations Adopted by the Board of Social Work

SCOBO RECOMMENDATIONS	STATUTORY/ RULE CHANGES REQUIRED?
Licensure Functions: Renewal	
1. Staff should discontinue sending out final notices to licensees who fail to respond to initial renewal notice.	No
2. Staff should discontinue making multiple attempts at mailing renewal notices that are returned by the Post Office as "undeliverable."	No
3. Staff should discontinue reviewing the substance of each continuing education entry on renewal applications, and instead conduct a "desk audit" of a percentage of applications, and a "full audit" of a smaller percentage of applications.	No
Licensure Functions: Supervision	
4. Staff should develop a standardized form for the "detailed description of clinical practice" and provide this to licensees who report supervised practice for the LICSW level.	No
5. Staff should discontinue sending out "determination letters" to everyone who submits a Supervision Plan, and instead send out determination letters only to those whose plans are deficient, or to those LGSWs who are on track for licensure at the LISW or LICSW levels.	No
6. Staff should utilize the database for tracking supervision plan determinations, rather than filing hard copies of such determinations.	No
7. Instead of requiring licensees to submit "Supervision Verification" forms with renewal applications, licensees should be required to <i>attest</i> to their compliance with their previously filed Supervision Plan, unless the licensee is applying for licensure at the LISW or LICSW level.	No (but must be done in conjunction with #8, which does require statutory/rule changes)

<p style="text-align: center;">SCOBO RECOMMENDATIONS <i>(continued)</i></p>	<p style="text-align: center;">STATUTORY/ RULE CHANGES REQUIRED?</p>
<p>8. Instead of reviewing all supervision, staff should audit a percentage of renewal applications to determine licensees' compliance with supervision requirements.</p>	<p style="text-align: center;">Yes</p>
<p>Licensure Functions: Inactive Status</p>	
<p>9. The Board should continue to offer inactive status as an option to licensees.</p>	<p style="text-align: center;">No</p>
<p>10. The Board should change the inactive status application process as follows:</p> <ul style="list-style-type: none"> ✓ Provide <i>simple instructions</i> about inactive status requirements. ✓ Require licensees to sign an <i>attestation</i> agreeing not to practice social work while their license is on inactive status, rather than requiring a notarized affidavit. 	<p style="text-align: center;">Yes</p>
<p>Licensure Functions: Emeritus Status</p>	
<p>11. The Board should continue to offer emeritus status as an option to licensees.</p>	<p style="text-align: center;">No</p>
<p>12. The Board should change the emeritus application process in the ways recommended above for inactive status (<i>simple instructions</i> and signed attestation).</p>	<p style="text-align: center;">Yes</p>
<p>Licensure Functions: Temporary Permits</p>	
<p>13. The Board should seek the following changes to the law governing temporary permits:</p> <ul style="list-style-type: none"> ✓ Eliminate the differentiation between candidates by graduation and candidates by reciprocity, and apply a <i>single set of eligibility requirements</i> to social workers licensed in another state or jurisdiction, and all students. ✓ Eliminate the four levels of temporary permits, and issue a <i>single temporary permit</i>. ✓ Allow a person's <i>scope of practice</i> to be dictated by their educational level (BSW or MSW). ✓ Increase the <i>application fee</i> to better reflect the Board's costs. ✓ Authorize the Board to <i>rescind a temporary permit</i>. 	<p style="text-align: center;">Yes</p>

<p style="text-align: center;">SCOBO RECOMMENDATIONS <i>(continued)</i></p>	<p style="text-align: center;">STATUTORY/ RULE CHANGES REQUIRED?</p>
<p>14. The Board should amend its rules governing temporary permits to speed up the process. Upon submitting an Application for Licensure and the requisite fee, applicants for temporary permits should be required to complete the following limited steps:</p> <ul style="list-style-type: none"> ✓ Complete and sign an <i>Application for Temporary Permit</i>; ✓ Submit the for and complete a <i>criminal background check</i>; ✓ Pay a temporary permit <i>application fee</i>; ✓ Submit documentation of the applicant's arrangement to meet temporary permit <i>supervision requirements</i>; ✓ Document completion of <i>degree requirements</i> from a social work program accredited by CSWE. Documentation could be either <ul style="list-style-type: none"> ▪ A copy of the degree or diploma; or ▪ A signed affidavit attesting to the completion of all degree requirements. ✓ Submit <i>official verification</i> of: <ul style="list-style-type: none"> ▪ Having a license or credential in another state or jurisdiction; or ▪ Having passed the ASWB licensure examination. 	<p style="text-align: center;">Yes</p>
<p>Licensure Functions: License Structure</p>	
<p>15. In the long-term, the Board should seek legislative changes to replace the current four levels of licensure with three levels of licensure: one for BSWs, one for MSWs, and one for clinical social workers.</p>	<p style="text-align: center;">Yes</p>
<p>16. In the short-term, the Board should seek legislation ending the ongoing supervision requirements for LGSWs who are not engaged in <i>clinical</i> practice.</p>	<p style="text-align: center;">Yes</p>
<p>17. The Board should develop a new fee structure for the three new levels of licensure, but this structure should not result in a net loss of revenue to the Board.</p>	<p style="text-align: center;">Yes</p>
<p>18. The Board should seek legislation to repeal all licensure exemptions, and require all social workers to be licensed.</p>	<p style="text-align: center;">Yes</p>
<p>Complaint Process: Communications</p>	
<p>19. Put the complaint registration form on the Board's website for licensees to download; put all other complaint information on website.</p>	<p style="text-align: center;">No</p>

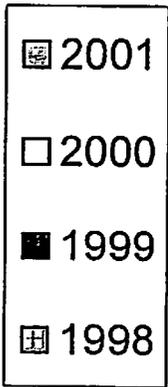
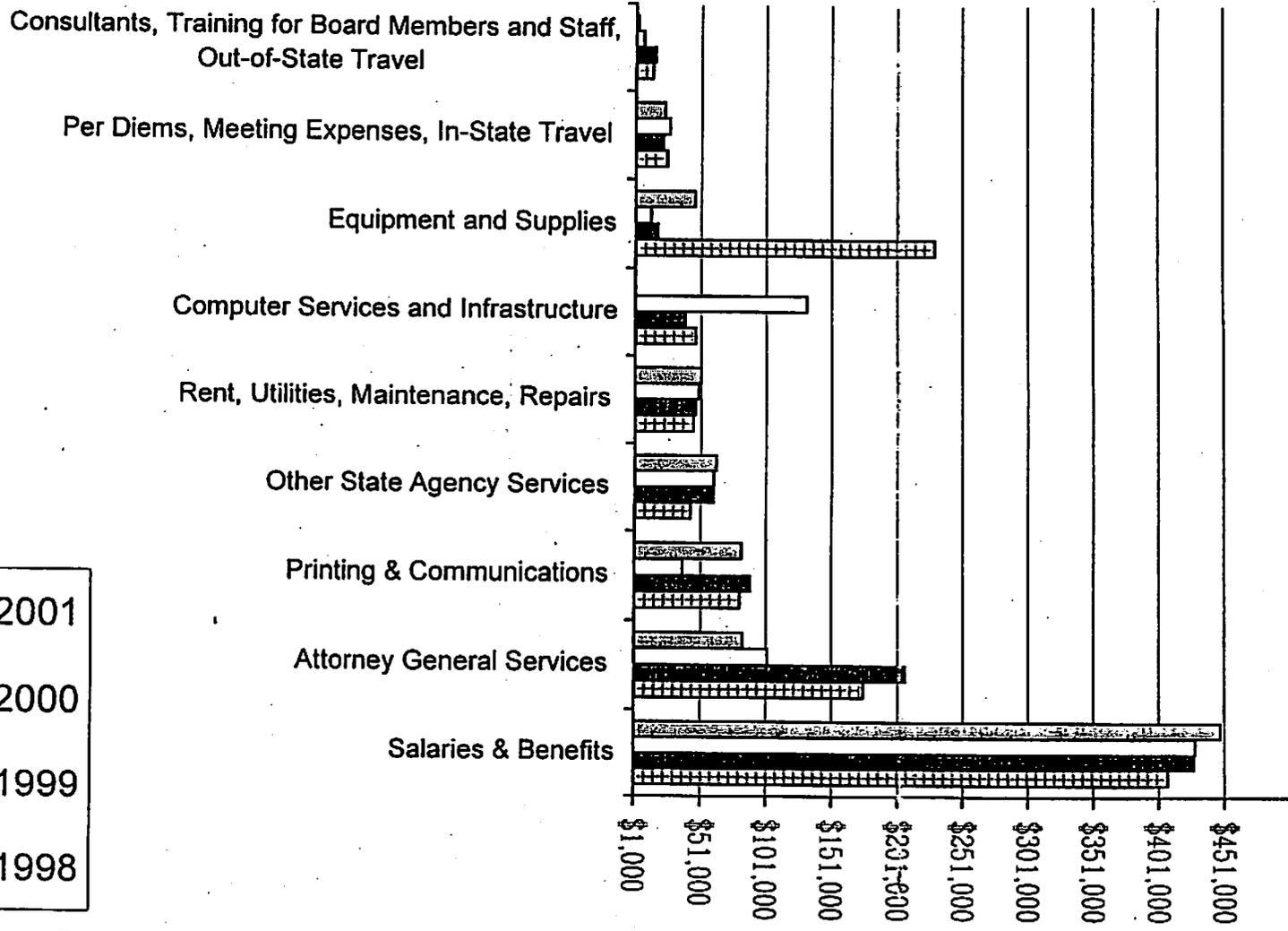
<p style="text-align: center;">SCOBO RECOMMENDATIONS <i>(continued)</i></p>	<p style="text-align: center;">STATUTORY/ RULE CHANGES REQUIRED?</p>
<p>20. Reduce complaint registration packet from 13 to 2 pages; inform complainant that ethical standards may be found on website.</p>	No
<p>21. Staff should use e-mail rather than U.S. mail to provide quarterly staff summary reports on cases to complaint panels; develop protocol for maximizing security in using e-mail.</p>	No
<p>22. Staff should establish deadlines by which complaint panel members must respond to staff requests for approval, and proceed with staff recommendation if complaint panel members do not respond by deadline.</p>	No
<p>23. Whenever possible, staff should communicate by e-mail, rather than U.S. mail, with licensees who are under disciplinary orders or corrective action agreements (provided the licensee agrees to e-mail communications).</p>	No
<p>24. When presenting petitions for reinstatement to the Board, provide Board members with a staff summary and a complaint panel recommendation, and have a complete set of supporting documentation available at the Board meeting for review as needed.</p>	No
<p>25. Staff should discontinue drafting press releases for disciplinary orders, and instead mail the actual order to the news media.</p>	No
<p>Complaint Process: Data Collection</p>	
<p>26. Streamline staff's research of affirmative ethical answers on applications by entering this data in the Board's database.</p>	No
<p>27. Train staff to develop queries to generate complaint and compliance statistical reports using the Board's database.</p>	No
<p>Complaint Process: Controlling Legal Costs</p>	
<p>28. Staff should draft legal documents internally to the extent permissible and cost-effective.</p>	No

<p style="text-align: center;">SCOBO RECOMMENDATIONS <i>(continued)</i></p>	<p style="text-align: center;">STATUTORY/ RULE CHANGES REQUIRED?</p>
<p>29. Complaint panels should utilize alternative dispute resolution as much as possible to resolve complaints.</p>	<p style="text-align: center;">No</p>
<p>Administrative Activities: Board Budget</p>	
<p>30. To ensure a balanced budget at the end of each biennium and to preclude the need for large fee increases in the future, the Board should adjust its fees every two years to reflect the increased (or decreased) costs of doing business.</p>	<p style="text-align: center;">Yes</p>
<p>31. The Board should charge the actual cost of preparing mailing labels, even if it is higher than what the Board currently charges.</p>	<p style="text-align: center;">No</p>
<p>32. The Board should amend its policy so that individual licensees requesting a Board determination as to whether a continuing education course meets the Board's requirements are not charged a fee for this service.</p>	<p style="text-align: center;">No</p>
<p>Administrative Activities: Website and Database</p>	
<p>33. Staff should post Board newsletters on the website, rather than mailing to all licensees.</p>	<p style="text-align: center;">No</p>
<p>34. Staff should post a series of "Frequently Asked Questions" on the Board's website.</p>	<p style="text-align: center;">No</p>
<p>35. The Board should develop the capability to provide licensure verification information online; enable licensees to make address changes online; develop the capability to download forms from the Board's website; and provide comprehensive online services to licensees and the public.</p>	<p style="text-align: center;">Yes</p>

ATTACHMENT D

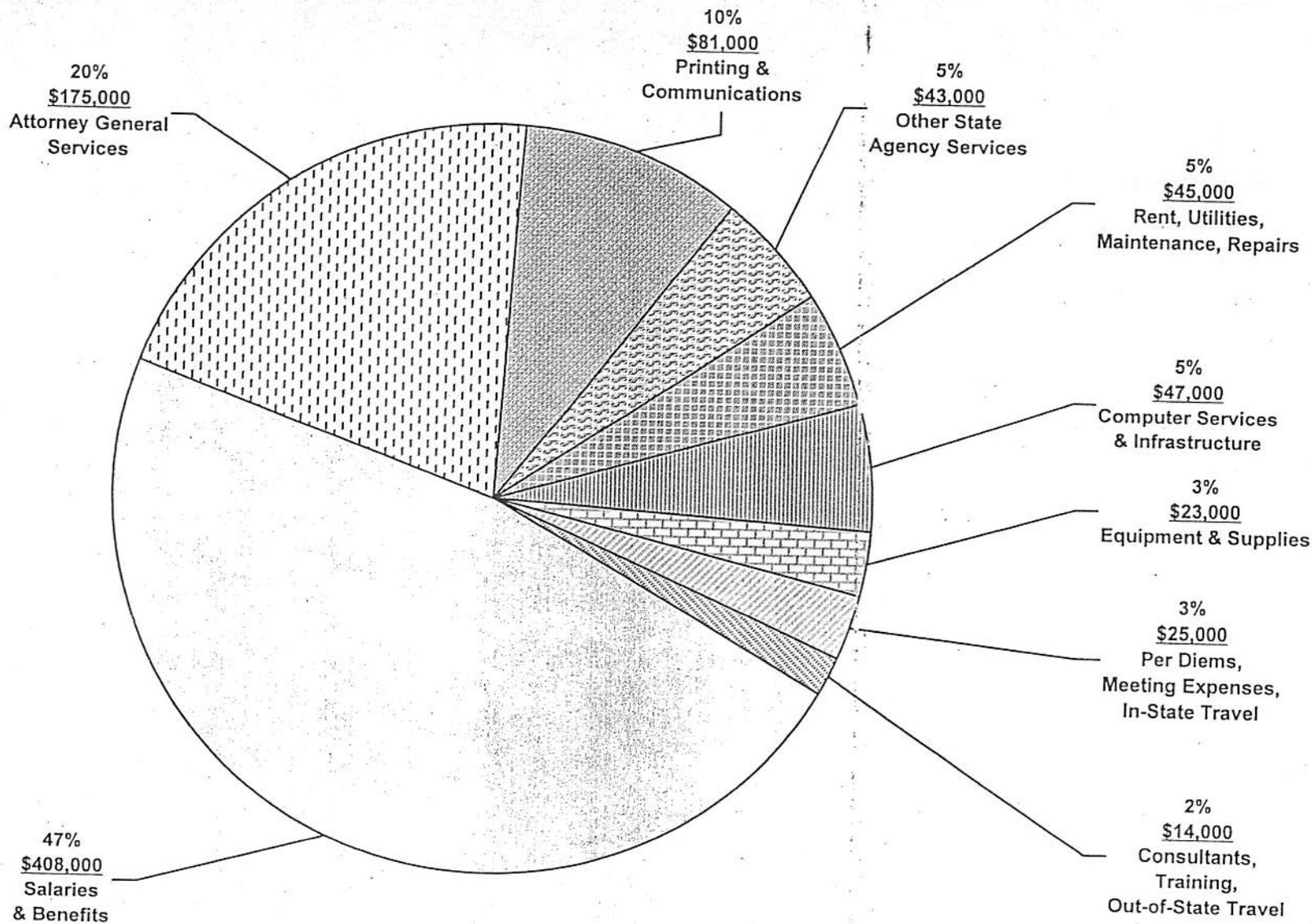
Comparison and Breakdown
of Board Expenditures
for
Fiscal Years 1998 to 2003

Minnesota Board of Social Work Budget Comparisons FYs 1998 - 2001



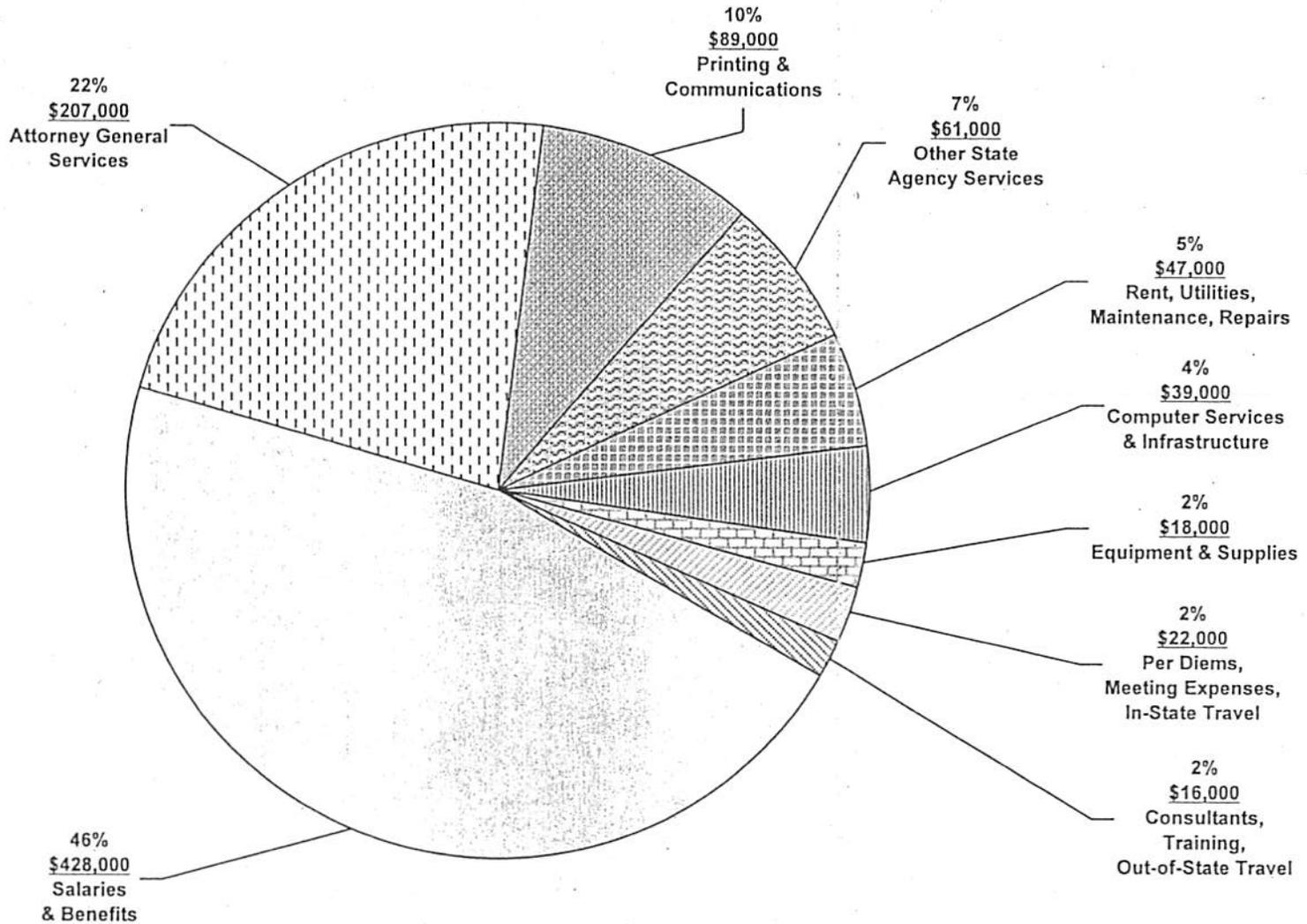
FISCAL YEAR 1998

(actual)



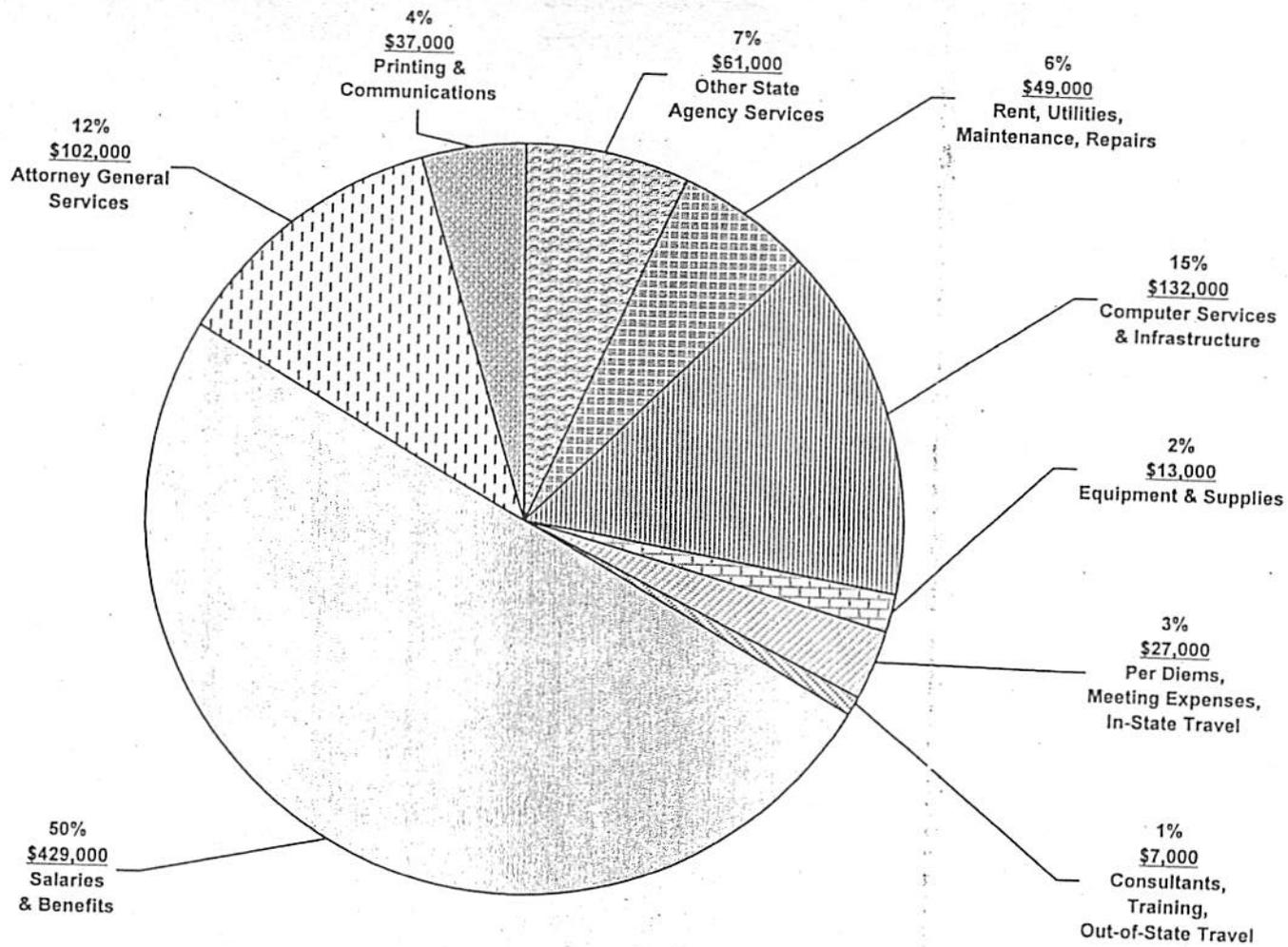
FISCAL YEAR 1999

(actual)



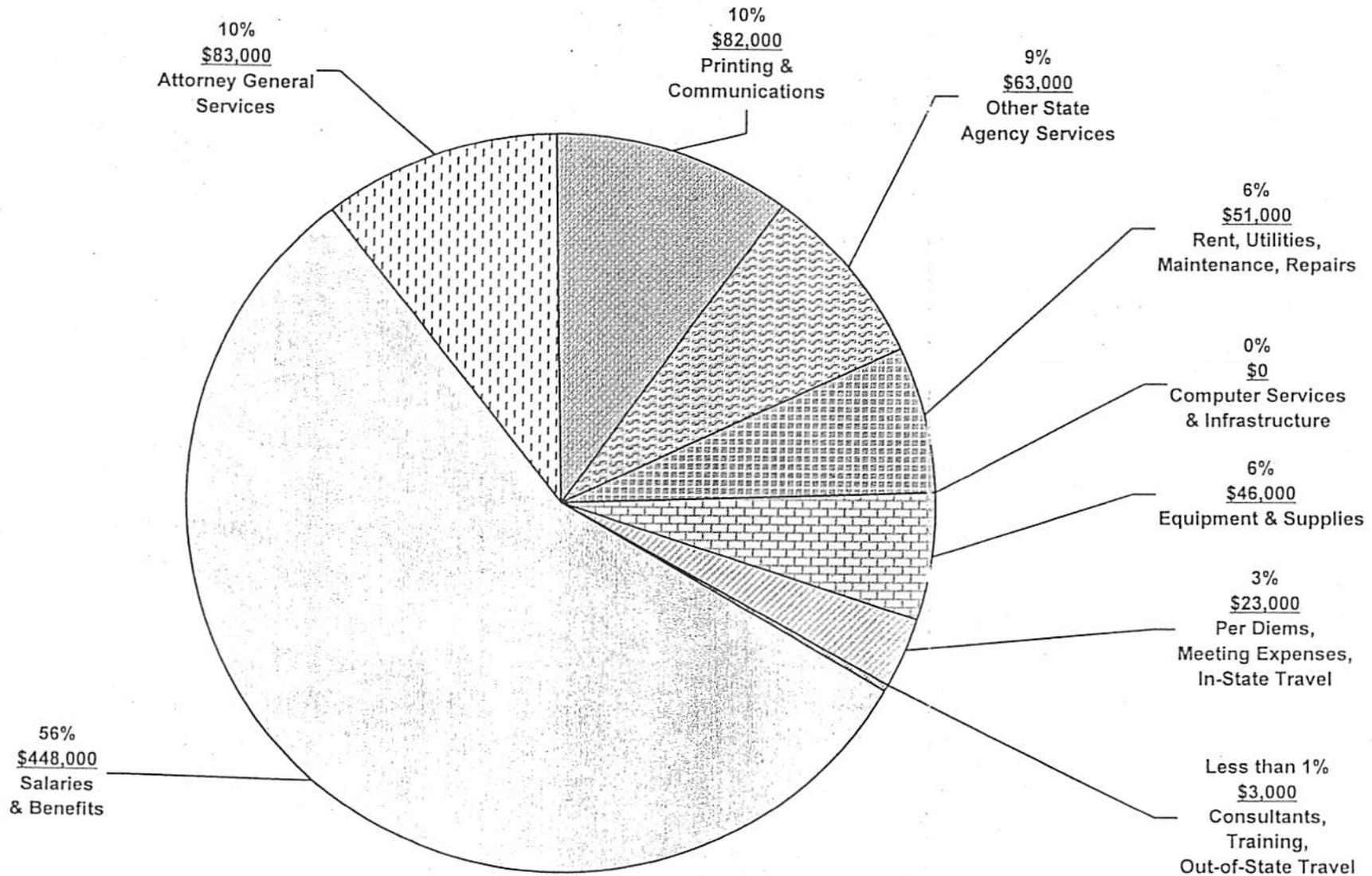
FISCAL YEAR 2000

(actual)

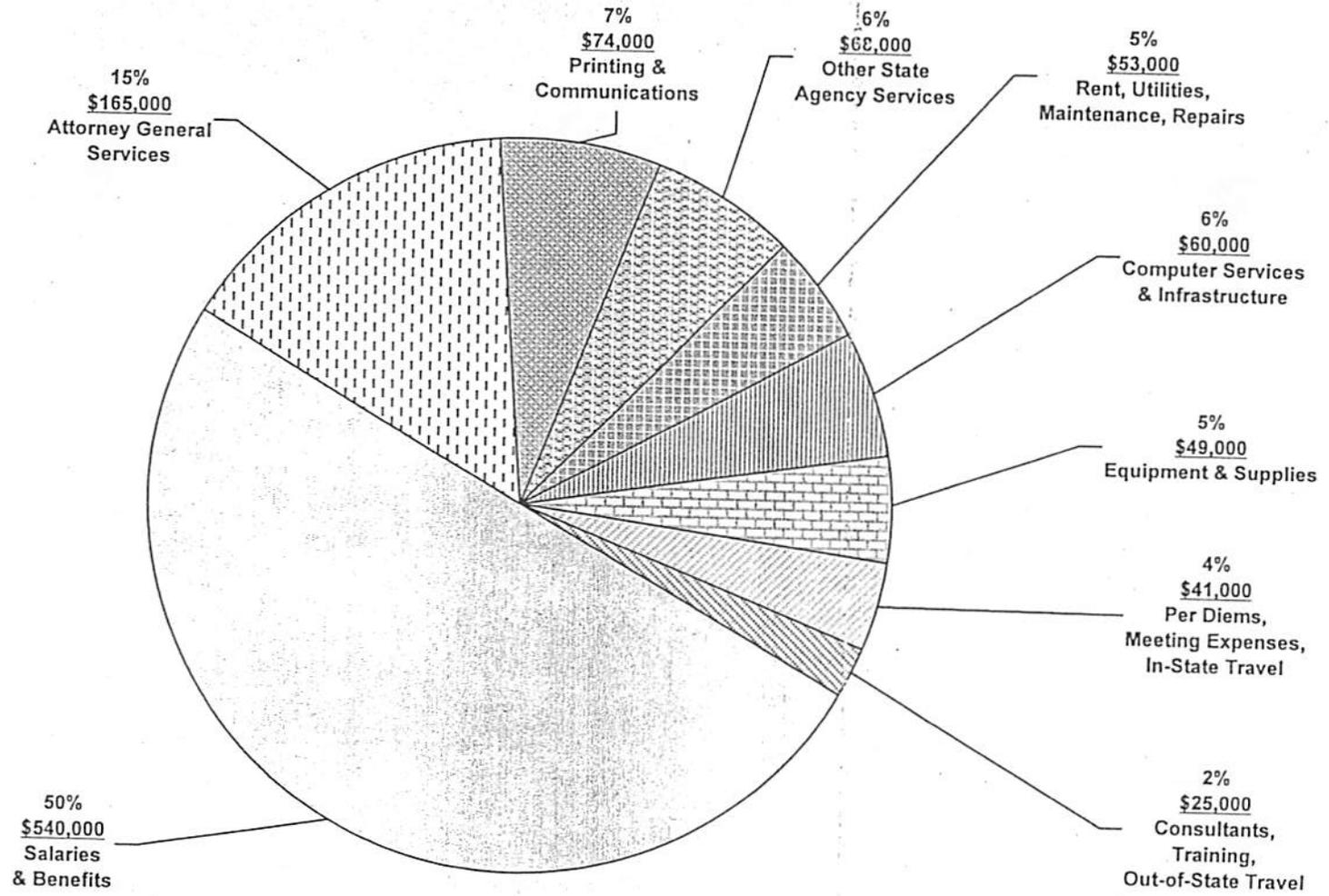


FISCAL YEAR 2001

(actual)



FISCAL YEAR 2002 (projected)



FISCAL YEAR 2003

(projected)

