**FOCUS AREAS**

- **Protected Public**
  - License required to practice social work and use the title “social worker”
  - Stakeholders are better informed of Board mission and requirements
  - Board is inclusive and equity is embedded in all decisions and initiatives

- **Qualified Social Workers**
  - Licensing process is equitable
  - Licensees demonstrate core competencies
  - Establish inclusive and responsive licensing standards by identifying and eliminating barriers to licensure

- **Timely & Impartial Complaint Resolution**
  - Complaint resolution process is equitable, accessible, understandable, and transparent
  - Complaint resolution time is decreased

- **Effective Internal Mechanisms & Structure**
  - Meet needs of the Board with adequate staffing and resources
  - Effective and efficient business processes
  - Communications are accessible, inclusive, and understandable
  - Technology meets the needs of stakeholders and the Board

**STRATEGIC OBJECTIVES**

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**PRIORITY AREAS**

- **Repeal County Exemption**
  - Educate the public and licensees regarding definition of practice
  - Assess and redefine CEOCs strategic communication plan
  - Outreach to diverse stakeholders
  - Define and identify equity and inclusion from regulatory perspective
  - Work of BOSW and Board staff is guided by DEI
  - Ensure accessibility to Board resources for stakeholders

- **Define equitable from a regulatory perspective**
  - Utilize data for common sense regulation
  - Review licensing process with equity lens
  - Develop ongoing education and outreach
  - Increase outreach and engagement with diverse communities
  - Continue strategic L&R Committee review of 148E and 148D to expand on Provisional License process
  - Implement “Know Your Licensing Law” jurisprudence exam

- **Review process and documents for accessibility**
  - Define equitable
  - Identify inequities
  - Ongoing training
  - Conducting ongoing process improvements
  - Review data for roadblocks and trends
  - Ensure adequate staff resources to investigate and resolve complaints

- **Review organizational structure**
  - Continue review for process improvements
  - Utilize plain language
  - Ensure opportunities for stakeholder feedback
  - Enhance online services
  - Intentional and relevant ongoing training