



MINNESOTA BOARD OF SOCIAL WORK

2021-2024 Strategy Framework

BOARD VALUES: Qualified, Professional Ethical, Accountable

BOARD VISION: All social workers are competent and licensed and the public is protected through inclusive, equitable, responsive regulatory processes that promote safe, ethical social work practice.

BOARD MISSION: Protecting the public through licensing and regulation of the social work profession.

FOCUS AREAS

Protected Public

Qualified Social Workers

**Timely & Impartial
Complaint Resolution**

**Effective Internal
Mechanisms & Structure**

STRATEGIC OBJECTIVES

- 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

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

- Complaint resolution process is equitable, accessible, understandable, and transparent
- Complaint resolution time is decreased

- 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

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