
BOSW Advisory Committee Minutes

Friday, April 13, 2018 - 1:00pm-3:00pm BOSW Conference Room #340

1. Welcome new members/call to order/introductions:

- a. **Renita Wilson, LICSW**, National Association of Black Social Workers-MN Chapter
- b. **Deseria Galloway, LGSW**, National Association of Black Social Workers-MN Chapter
- c. **Karen Frees, LICSW**, Minnesota Coalition of Licensed Social Workers
- d. **Karen Goodenough, LGSW**, Executive Director, National Association of Social Workers-MN Chapter
- e. **Members present in person:** Stephanie Horak, LSW; Deseria Galloway, LGSW; Renita Wilson, LICSW; Rebecca in for Karen Goodenough; Karen Frees, LICSW; Kay Hansen, LSW; Kate Zacher-Pate, LSW
- f. **Members present via conference call:** Pa Der Vang, LICSW; Harriet Kohen, LICSW; Dan Porter, LICSW; Lake Dziengel, LICSW; Amy White, LICSW; Kari Schuster, LISW

2. Minutes:

- a. December 15, 2017 minutes were approved, by those present at that meeting. February 2, 2018 meeting cancelled as no quorum.
- b. Dziengel described role of AC Chair and encouraged volunteers.

3. Member organization updates [All] [Information]

- a. Porter; Minnesota School Social Workers Association (MSSWA)
 - i. Hosted MSSWA Spring 2018 conference; 175 attendees. Suicide prevention was a main topic. Expressed appreciation of BOSW attendance as vendor.
 - ii. Upcoming MACMH Child & Adolescent Mental Health Conference is largest mental health conference; held April 15-17, 2018.
- b. Kohen; Minnesota Society for Clinical Social Work (MSCSW)
 - i. Reported 200 new members.
 - ii. Discussed two lost cost super groups.
 - iii. Present two to three ethics sessions and have added two hour evening workshops for more flexible scheduling.
 - iv. Annual meetings held May through September.
- c. Vang; Minnesota Hmong Social Workers Coalition
 - i. Discussed annual conference to be held May 19, 2018 from 9:00 am to 12:00 pm.
 - ii. Reported current membership at 200; meet once per month.
- d. Dziengel and White; Minnesota Conference on Social Work Education
 - i. Discussed collaboration with Augsburg on international conference that will be held May 17-18, 2018.
 - ii. Interest in Duty to Warn.
- e. Schuster; Association of Macro Practice Social Workers (AMPSWA)
 - i. Discussed involvement with Social Work Day at the Capitol event. Conversations to collaborate with SPAN and NASW.
 - ii. Legislative panel to discuss legislative updates will be held May 31, 2018, 5:30 pm to 7:30 pm.
 - iii. Big event planned for July and August, 2018.
- f. Wilson and Galloway; National Association of Black Social Workers – MN Chapter
 - i. Discussed two-day prep course for licensure to be held May 12 & 19, 2018. Topics will include LGSW, LISW, and LICSW licensure, with focus on previously exempt practitioners and new licensees and social workers of color.

- ii. Expressed excitement for upcoming Fall Conference in October 2018.
- g. Rebecca (present on behalf of Goodenough); National Association of Social Workers – MN Chapter
 - i. Discussed Social Work Day at the Capitol event; 1100 attendees.
 - ii. Upcoming annual conference to be held June 18 & 19, 2018.
 - iii. Increased focus on member benefits.
- h. Hansen; Minnesota Association of Home Care Social Workers
 - i. Monthly meetings from September through May. Officers elected in May. 30 current members.
 - ii. Offer monthly CE opportunities.
- i. Frees; Minnesota Coalition of Licensed Social Workers
 - i. Named member organizations.
 - ii. Discussed plans to collaborate with BOSW.
 - iii. Focus on licensed social workers and licensure issues.
 - iv. Priority on Duty to Warn.
- j. Horak; Minnesota Nursing Home Social Workers Association
 - i. Eight regional chapters. Current membership approximately 300. Majority of social workers in long term care; others in assisted living. Chapters meet per decision.
 - ii. Discussed upcoming fall conference.
 - iii. Long term care is most regulated industry in the nation.
- k. Zacher-Pate offered to send out AC member organization materials/notices to all AC member and BOSW board members. Send materials to Zacher-Pate for distribution.

4. Elect new 2018-2019 Advisory Committee Chair

- a. Motion was made to consider Kari Schuster, LISW for position of Chair through 2018. Then need to elect another member for 2019. Vote unanimous.

5. BOSW report [Kate] [Information]:

- a. House of Representatives introduces BOSW fee adjustment increase bill:
 - i. Discussion about history, error in 2017 session which resulted in approved fee increase not being enacted into law, need and benefits, previous vetting with associations. Fact sheets were shared with members.
- b. MN Coalition Duty to Warn bill:
 - i. Frees and Zacher-Pate provided information on history, 2018 legislative activity resulting in bill being tabled, planned work/discussion with BOSW and MN Coalition of Licensed Social Workers regarding policy issues. Coalition intends to bring bill back in 2019 session.
- c. BOSW 2018 Member Appointments Update:
 - i. Five current vacancies; no appointments yet by Governor's Office. Still need for more LSW and LISW applicants, and applicants from greater Minnesota. Appointments are expected to be made by June 30, 2018.
- d. BOSW 2015-2018 Strategic Plan update:
 - i. Technology investment:
 - 1. Laptops were secured via MN.IT services for board members to ensure data security and facilitation digital meetings. Current devices were not working adequately and out of warranty.
 - ii. Committees engaged in BOSW 2105-2018 Strategic Planning:
 - 1. Board committees are actively planning and executing strategic plan initiatives.
- e. Staffing update:
 - i. BOSW is hiring to fill two vacant positions, a Licensing Specialist and Customer Service Representative.
 - ii. Regulations Analyst is on leave resulting in some delays in complaint processing. Return from leave is scheduled for early June 2018.
- f. Fingerprint-based criminal background check update:
 - i. Continues and overall volume has increased across all boards.

6. BOSW requests Advisory Committee assistance and participation: [Kate & Lake] [Action]:

- a. BOSW Legislation & Rules Committee “deep dive” review of MS 148E:
 - i. Three volunteers were approved by the AC to serve: 1) Karen Frees, LICSW; Karen Goodenough, LGSW; and Pa Der Vang, LICSW.
- b. Development of BOSW jurisprudence exam subject areas for questions:
 - i. All members will participate to suggest content areas as the survey tool is created, and likely serve to test the exam before deployment.
- c. Development of BOSW customer satisfaction survey:
 - i. AC will lead this project. Further discussion will occur at future meetings to determine a project plan.

7. Other business:

- a. Add Amy White, LICSW, Associate Professor of Social Work, Bethel University to share MCSWE seat

8. Adjourned at 3:00pm

2018 MEETING SCHEDULE

Advisory Committee meets six times per year, on the first Friday of non-Board meeting months. Meetings are open to the public under Minnesota Statutes, Chapter 13D, and held at the BOSW office.

Friday, February 2	Friday, August 3 (cancel unless needed)
Friday, April 13	Friday, October 5
Friday, June 1	Friday, December 14

BOSW Advisory Minutes

Friday, June 1, 2018

Present in Person: Karen Frees, Stephanie Horak, Gertrude Buckanaga, Kay Hansen, Renita Wilson, Lake Dziengel, Deseria Galloway, Karen Goodenough. **Staff:** Michelle Kramer-Prevost
Present by phone: Kari Schuster, Pa Der Vang, Harriet Kohen

1. Call to order/introductions

- a. Kari Schuster, LISW 2018 Chair, called the meeting to order.
- b. Michelle Kramer-Prevost, LISW, Assistant Director, in attendance for Kate Zacher-Pate.

2. Minutes:

- a. April 13, 2018 minutes approved – Motion: Dziengel/Second: Galloway

3. Member organization updates:

- a. **Schuster; AMPSWA:** Hosted Legislative Update on May 31, 2018. Panel presentation by Erin Campbell, Deputy Chief of Staff, Office of Governor Dayton; Rep. Jean Wagenius, District 63B; Fatima Moore, Director of Public Policy, MN Coalition for the Homeless; Claudia Brewington, Ramsey County Government Relations Specialist.
- b. **Wilson and Galloway; National Association of Black Social Workers – MN Chapter:** License Prep Course postponed until September. Working on outreach and recruitment. Members attended national conference in San Diego and brought back information on recruitment and education. Galloway reported she is now the Director of Antioch Ministries. Position includes youth programming, mental health services, and violence restorative circles.
- c. **Frees; Minnesota Coalition of Licensed Social Workers:** Working on Duty to Warn legislation. Continue to work with Board on this proposal. Coalition meeting scheduled in September.
- d. **Buckanaga; Minnesota American Indian Mental Health Advisory Council:** Joint meeting of all urban and rural tribes, Indian Child welfare and chemical health council scheduled June 20th to address current service needs and advocate needed changes for these services, including mental health, foster care, education, court system, termination of parental rights.
- e. **Goodenough; National Association of Social Workers – MN Chapter:** Working on upcoming annual conference, June 18-19, 2018. Updating and adding to continuing education programs offered: statewide book club, Lunch & Learn sessions, and advocacy boot camp with Lutheran Social Services. Planning statewide visits in the future.
- f. **Dziengel; Minnesota Conference on Social Work Education:** Annual conference was held May 17-18. Meetings will reconvene in fall.
- g. **Hansen; Minnesota Association of Home Care Social Workers:** Met in May, new officers elected. Reconvene in September. Monthly CEs are offered to members September through May.
- h. **Kohen; Minnesota Society for Clinical Social Work:** End of year meeting held in May. No meetings in summer. Ethics seminar will be offered in August. Website format and services have been updated, including ability to pay fees online.
- i. **Vang; Minnesota Hmong Social Workers Coalition:** Half day conference held on May 21st. 35 people attended. Conference led by Kou Tao, Touchstone Mental Health Director.
- j. **Horak; Minnesota Nursing Home Social Workers Association:** Currently doing grant work – Hospice - what matters most for quality in living vs false hope at the end of life. Outcome focused: such as decrease in medication, hospitalization. Referenced book by Atul Gawande-Being Mortal.

4. BOSW Report: Kramer-Prevost reported on:

- a. 2018 Legislative Session and BOSW fee adjustment increase bill. Board’s bill was included in the omnibus supplemental budget bill, which was vetoed by the Governor. This fee increase will be brought forward next session.
- b. Summer/fall of 2018 BOSW will begin FY 2020 & FY 2021 budget proposal, which will include fee adjustment.
- c. No new appointments to date for 2018 Board Member vacancies. Zacher-Pate in touch with the Governor’s appointment coordinator. Appoints need to be made by June 30, 2018.
- d. May 7, 2018, Office of Administrative Hearings Judge Lipman, ALJ, Order which allows licensees to record investigative interviews. Findings included that the “Minnesota Government Data Practices Act does not include a prohibition on licensees recording themselves in any context – and there is no bar on recordings in the context of investigative interviews”. Does not change the way the Board will conduct complaint investigations. This order will apply to all HLBs.
- e. Staffing update: Megan Gallagher back from leave. Melissa Franzen hired for Licensing Specialist position. Currently in the final hiring process for Customer Service Representative. Kate Manly will be transitioning to new Licensing & Communications position in the next month.
- f. CBC procedural change. CBC Office will now accept finger print cards from private vendors in addition to BCA office and law enforcement agencies.

5. AC volunteer assistance to BOSW:

- a. AC Committee to develop project plan for BOSW customer satisfaction survey – no action taken.

6. Other business

- a. Committee voted to cancel August 3 meeting. May be rescheduled if needed. – Motion: Horak/Second: Dziengel

7. Adjourn

8.

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BOSW Advisory Committee Minutes

Friday, October 5, 2018 - 1:00pm-3:00pm BOSW Conference Room #340

Present in Person: Karen Frees, Kay Hansen, Lake Dziengel, Karen Goodenough, Elizabeth Soung, G. Lee Xiong; **Staff:** Kate Zacher-Pate

Present by phone: Kari Schuster, Harriet Kohen, Deseria Galloway, Stephanie Horak

1. Call to order/introductions:

- a. Kari Schuster, LISW, 2018 Chair called the meeting to order.
- b. Welcome new Minnesota Hmong Social Workers Coalition representatives Elizabeth Soung, LGSW, and G Lee Xiong, LGSW
- c. Welcome Stephanie Jacobson, new board member and member liaison welcomed. Just on-boarded in June.

2. Minutes:

- a. June 1, 2018: Dziengel moved to approve, Hansen seconded, approved as written.

3. Member organization updates:

- a. **Kohen: MN Society for Clinical Social Work:** doing some fee reduction and training opportunities to also draw in more members, some restructuring of the board in process.
- b. **Schuster: AMPSWA:** Will have 4 board member vacancies, accepting applications to fill in November. Fall Social Oct 25th with some CE training, planning agenda for upcoming year.
- c. **Horak: MN Nursing Home Social Workers:** Fall conference happening today, record attendance. Board meeting discussion about chapter distribution. Possibly looking at Facebook live for streaming meetings. Congrats extended to Horak for MNNHSW Outstanding Service Award.
- d. **Galloway: NABSW-MN Chapter:** Annual conference also today; about 55 attendees, focus on self-care with good turnout.
- e. **Goodenough: NASW- MN Chapter:** new staff hired, passed out fliers for upcoming events, free policy events being put in place throughout the year, facebook streaming available. License review prep course in Oct, Feb & June 2019. SW Day at the Capitol will be April 8, 2019. Annual conference is June 10-12th.
- f. **Frees: MN Coalition of Licensed SWers:** Working on the Duty to Warn immunity bill for BSW & MSW student interns passage, working with BOSW, gathering info from members on concerns to be addressed.
- g. **Soung & Xiong: MN Hmong SW Coalition:** Annual conference held in May, building on leadership skills within membership, presented on coalition at International Hmong Conference in April. Meetings are quarterly, no dues, can refer students other professionals in state/general area to Soung or Xiong.
- h. **Hansen: MN Home Care Social Workers:** Did not meet during the summer, recently met on annual agenda, looking at Medicare payer rules very limited to scope, 30 members.
- i. **Dziengel: MCSWE:** Planning June annual conference, moved to support the internship protection bill, field directors were specifically consulted for input. Co-Chairs Jay Palmer, Winona State, and Eydie Dyke-Miller Shypulski, Bethel University.

4. **BOSW Report: Zacher-Pate:** Provided overview of the Advisory Committee (AC) role and tasks. AC to serve in advisory capacity to board and communications conduit with profession. Planning to implement WebEx conference call/video service as potential electronic meeting format by Spring 2019. More staff capacity now, one person is 30% dedicated to communications. Advisory Committee information will be developed to be included on the website.
 - a. BOSW FY 2020 & FY 2021 preliminary budget proposal, including fee change, approved at September 21 board meeting. All state agencies submit biennial budget plan. Will go to 2019 legislative session; will be reviewed by new Governor-elect. Budget planning is non-public data until Governor presents budget in January or February. Cannot be provided in writing until that time, but can be discussed at public board meetings. Fee increase proposed 2 years ago, was approved, but technical glitch did not go through. Moved through bill process last year; but then the omnibus bill was vetoed. Increased costs of technology, insurance, special projects, Attorney General legal costs, and other costs will likely result in proposed fee increase similar to 2 years ago. Will also be asking for some change authority to increase spending authority. Also asking for one time funding to digitize records currently stored on microfilm and able to be stored more securely on the data-base. Last fee increase in 2000.
 - b. BOSW 2018 Member appointments and vacancy updates: 3 openings effective January 7, 2019 including two public members and one LICSW seat. Applications must be submitted through the MN Secretary of State site, will be posted as open in early November.
 - c. GovDelivery communication go-live: just launched, provides quarterly newsletter, subscription service, news & updates, budget info.
 - d. Staffing update: have an opening in administrative role due to resignation. Not yet posted.

5. AC BOSW volunteer projects:

- a. AC member to serve on BOSW Legislation & Rules Committee “deep dive” review of MS 148E: Karen Frees, Karen Goodenough current appointees. Motion by Goodenough to add Dziengel, Frees seconded; approved.
- b. Develop action plan for AC members to assist with development of BOSW customer satisfaction survey as recommendation to the board. Will be priority agenda item for next meeting. Kate will bring back details on technology options. Committee members asked to check with their members about feedback as to what to include in the survey.
- c. BOSW jurisprudence exam in 2019: Project identified by Board strategic plan. Contracting with other licensing boards to create template to be customized for each board use. Launch date late fall 2019. Will be free, on-line service to also potentially earn CE; survey on regulations, to be compliant and knowledgeable. Request AC help identify issues/section of statute to include and assist with testing of exam before launch. Charged to Communication Education and Outreach Board Committee. Will discuss more in December.

6. Other Business:

- a. Need to elect new AC Chair for 2019 at December meeting.
- b. Approved tentative 2019 AC meeting schedule first Fridays of even months.

7. Adjourned at 3pm

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BOSW Advisory Committee Minutes

Friday, December 14, 2018 - 1:00pm-3:00pm BOSW Conference Room #340

Present in person: Kari Schuster, Kay Hansel, Lake Dziengel, Karen Goodenough, Deseria Galloway, Stephanie Horak, Dan Porter, Stephanie Jacobson
Staff: Kate Zacher-Pate, Kate Manley

Present by phone: Harriet Kohen

1. Call to order/introductions:

- a. Kari Schuster, LISW 2018 Chair called meeting to order.

2. Minutes:

- a. October 5, 2018; Porter moved to approve, Kohen seconded; approved as written.

3. Election for new 2019 AC Chair:

- a. Schuster provided detail on responsibilities of chair, term; called for volunteers.
- b. Karen Goodenough volunteered. Dziengel moved to approve, Schuster seconded. All in favor; none opposed.

4. AC Projects Plan Proposals:

- b. BOSW AC public webpage
 - i. As proposed at October 5, 2018 meeting, AC public webpage has been developed and is currently in "staging" but not yet live. Manley presented demo of page in staging with items for consideration:
 1. Inclusion of representative public contact information for each member organization.
 2. Inclusion of instruction to public as to how to bring a topic to AC for consideration.
 3. Representatives to review linked websites (if any) and contact Manley with corrections or updates.
 - ii. Consensus to include instruction to public to bring topic to AC; include name and email address for both Executive Director and current AC chair. Update chair from Schuster to Goodenough; call out chair more, i.e., separate line, bold text. Include link to public meeting minutes (last three meetings) and agendas to provide information about AC activities to public. Member organizations post link to BOSW AC webpage on their own websites where applicable. Zacher-Pate suggested sending update to BOSW GovDelivery subscribers when AC webpage is live.
- b. Target date mid-January. Zacher-Pate to notify members when webpage is live.
- a. BOSW Satisfaction Survey Project Proposal
 - i. Zacher-Pate provided overview of protocols. AC recommendations for survey will be presented to CEOC, who will work with AC for any changes, if needed, then presented to full Board.
 - ii. Snap Survey software will be used as software platform. Already in place and vetted and approved by MN.IT.
 - iii. Discussion of items and points of consideration:
 1. Method of distribution to consider: publish link to website, distribute via email, include survey link in staff signature blocks. Consider options to prompt for survey following use of BOSW online services, i.e., after completion of renewal, online supervision forms, etc.

2. Identify “customers” to define target audience. Consider including question to identify respondent type, possible “filter” question; may be necessary to have more than one survey for different audiences. Note some “customers” may fall into more than one group. Main “customer” groups are:
 - a. Licensees and applicants
 - b. Supervisors
 - c. Members of public
 - d. Employers
 - e. CE Providers
 3. Crucial to define purpose of survey before beginning to develop questions, which will provide direction – what are we trying to achieve and accomplish.
 4. Identify timing of distribution – ongoing survey versus time-limited. Consensus that capturing data at a point in time and running survey on a regular, designated schedule may be most effective approach. Provides opportunity to analyze data, implement changes, and evaluate changes at next survey. Option to adjust survey questions based on feedback.
 5. Question development:
 - a. Important to collect feedback and information that can and will be acted upon; no use in collecting data if changes and improvements are not possible or planned.
 - b. Shorter surveys are more effective – 5 to 10 questions max. Consider adding information about time, i.e., “Survey will take approx. 5 minutes to complete” to encourage participation.
 - c. If asking questions such as, “Did the Board respond to your inquiry in a timely manner?” include standards where they exist, i.e., response time of 24-48 hours; include in question.
 6. Survey timeline:
 - a. Plan to launch in 2019; bring to Board in May or July.
 - b. Consider best time of year to administer survey and aim to launch around that time for consistency. Possibly sync up with fall newsletter.
- iv. Following discussion, consensus to have Board staff develop draft of survey for AC input. AC to provide possible topics and ideas to staff.

5. Member organization updates:

- a. **Schuster – AMPSWA:** Appointed four new board members. Recently completed 2019 Strategic Plan to help reframe the purpose of the organization. Will be partnering with NASW for legislative update after close of session (June).
- b. **Kohen – MN Society for Clinical Social Work:** Discussed educational agenda for 2019 at last meeting with plans to expand CE offerings to social work community. Developing one and two hour conversations as well as half day meetings; lots of interest from community. Adding a few new board members with a focus on bringing in a younger population. Legislative agenda currently on hold.
- c. **Porter – MSSWA:** Celebrating 50th year – “500 strong” – with special events and closing in on 500 members. Upcoming events include the Intensive Workshop Series for School Social Workers, Spring Conference (February 22, 2019) featuring the MindUP curriculum, Day on the Hill (March 2019), and Summer Institute (June 17-19, 2019).
- d. **Hansen – MAHCSW:** Currently at about 30 members; just had membership renewal in October. Meet September through May. Primary goal is for members to support each other since primarily practicing alone and remotely. Hold monthly CE focusing on relationship between medical care and successful interactions.
- e. **Horak – MNHSWA:** State board meeting in January; will be reviewing bylaws. Interest in holding meetings via WebEx from members in rural areas to increase participation. Twin Cities chapter plans to resurrect spring conference. Focus on regulatory changes with CMS.

- f. **Goodenough – MN NASW:** National chapter giving award to Dr. Rosalie Kane, teaches at U of M, and local chapter would like to organize something with input from AC members. Upcoming events include seasonal workshop (three per year in fall, winter, and spring) – one day event with various options and focus on affordability; first new License Exam Review Course in February with another scheduled in June; Social Work Day at the Capitol (April 8, 2019); Annual Conference (June 10-12, 2019 includes pre-conference day) – partnering with Healthcare Education and Leadership (HEALS), BOSW will participate in pre-conference events. Conference RFP will be out shortly with proposals due at the end of January. Plans for a new social worker track and a self-care track. Working on legislative agenda and planning member survey.
- g. **Goodenough/Horak (on behalf of Frees, absent) – MN Coalition of Licensed Social Workers:** Focus on Duty to Warn; partnering with MSSWA regarding legislative changes to allow diagnosis of ADHD from LICSWs to qualify students for Special Education Instruction and Services. Talking about fee structure in order to increase accessibility.
- h. **Galloway – National Association of Black Social Workers-MN:** Nothing to report.
- i. **Dziengel – MCSWE:** Supporting Duty to Warn. Spring conference in Duluth (June 6-7, 2019). Note that MSSA conference in March includes panel of MSW programs; useful to potential students. Note St. Kate's/St. Thomas split and re-accreditation.

6. BOSW Report – Zacher-Pate:

- a. BOSW FY 2020 & FY 2021 preliminary budget proposal, including fee change approved at September 21 meeting; waiting on Governor. By law Governor must present final budget plans no later than February 21, 2019; possible BOSW will not have news until that date. Budget planning is non-public data until Governor presents budget.
- b. BOSW 2018 Member appointments and vacancy updates: three openings effective January 7, 2019 including two public members and one LICSW. Applications submitted through Secretary of State.
- c. Staffing update: new staff member hired for vacant position; starting December 18, 2018.
- d. Update on 2019 Jurisprudence Exam project: BOSW entered into collaborative contract with three other Boards; aiming to launch fall of 2019. Boards presented with demo by vendor of online exam module. Exam will be voluntary, free, and will count for CE. AC support requested for identifying topics and test exam before launch; BOSW will develop survey for AC members to respond and identify key topics.
- e. ASWB November 2018 Delegate Assembly update: ASWB and CSWE licensing curriculum module developed and available at ASWB and CSWE websites; aimed at educators. ASWB vote to amend model social work practice act for endorsement as part of mobility efforts. ASWB research arm completed (not yet published) research featuring five member jurisdictions, including MN, to examine characteristics of programs that have high exam pass rates. Board member Ken Middlebrooks re-elected and Zacher-Pate elected to ASWB Board of Directors.

7. Other business:

- a. No other business

8. Adjourn: 3:10 PM

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