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# BOARD BULLETIN

MINNESOTA BOARD OF SOCIAL WORK NEWSLETTER



## MESSAGE FROM THE EXECUTIVE DIRECTOR

“*Momentum*” is my leadership paradigm as we complete 2018 and begin 2019. A strength or force that keeps things moving and growing, *momentum* is an effective guide; it implies motion and development and can be measured.

How does this apply to the Board you may wonder? The Board has focused on continuous process improvement in order to enhance operations and services provided, and we are excited to have seen measurable results. The Board accomplished significant performance outcomes as identified in the 2015-2018 Board Strategic Plan. Important milestones include increased communication and outreach with stakeholders and customers, improvements to our technology infrastructure, increased operational efficiencies, and expanded online service capacity.

In January 2019, the Board published a comprehensive [2015-2018 Strategic Plan Final Report](#) to celebrate the excellent work of Board members and staff over the last three years, and highlight the completion of 79% of strategic plan activities identified as priority one. Many thanks to Board members and staff for the commitment to strategic planning and the significant milestone results to further our vision and mission of protecting the public and providing a high level of customer service!

We continue our *momentum* as we begin 2019. As a regulatory agency, the Board is keenly aware of the opportunities and challenges we face as an agency, for the citizens we protect, and the profession we oversee. Exciting strategic initiatives will continue to take shape this year, including the continuation of the “deep dive” review of the Board’s [Practice Act](#) by the [Legislation and Rules Committee](#), creation and implementation of a free, online jurisprudence exam and online learning modules, and a customer satisfaction survey. Resources are required to produce good results including these important new priority initiatives and the ongoing, daily work of staff to provide services to over 15,000 licensees, applicants, and other stakeholders.

As we begin the 2019 Legislative Session and consideration of the Board’s biennial budget proposal for fiscal years 2020-2021, we need legislative and stakeholder support to ensure the funding necessary to not only maintain current core public safety services, but to provide the opportunity for the Board to create capacity to improve our effectiveness and ensure efficient and accountable services to all those we serve. We strive to have a direct and positive impact as we are guided by our mission of public protection and values of accountability and professionalism in all we do.

In closing, we will continue this exciting *momentum* in 2019 toward positive change and growth as an organization. Thank you to Board members and Board staff for your passion and service. We must also recognize all licensed social workers and your dedication, professionalism, and contributions to the clients and communities you serve. Thank you for your continued support of the Board and we look forward to the positive results our *momentum* will continue to bring.

Best regards,

Kate Zacher-Pate, LSW, Executive Director