

Table of Contents

Board of Social Work

<i>Agency Profile</i>	1
Agency Expenditure Overview	5
Agency Financing by Fund	6
Agency Change Summary	7

AT A GLANCE**Licensing Services**

- 5,553 Licensed Social Workers
- 3,506 Licensed Graduate Social Workers
- 644 Licensed Independent Social Workers
- 8,475 Licensed Independent Clinical Social Workers
- 352 temporary license applications received
- 2,782 permanent license applications received
- 2,014 permanent licenses granted
- 7,055 license renewals processed

Complaint Resolution Services

- 471 new complaints received
- 540 complaints resolved
- 41 corrective and disciplinary actions

Education Outreach Services

- 28 student presentations
- 2 conference exhibits

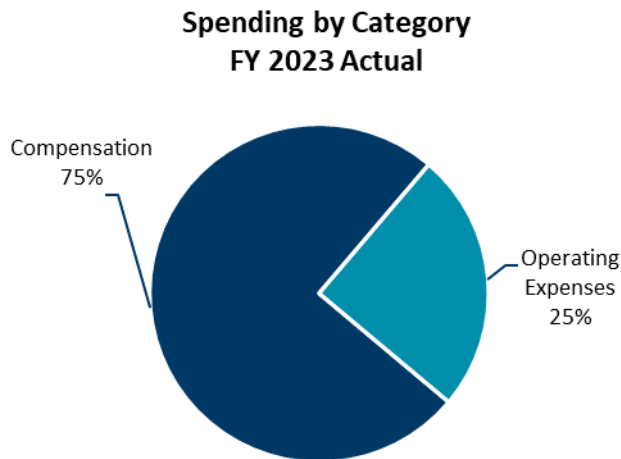
PURPOSE

The Board's mission is to protect the public through licensing and regulation of the social work profession and ensure residents of Minnesota that licensed social workers are qualified, professional, ethical, and accountable. The public safety mission creates the foundation for the Board's work. Fifteen volunteer Board Members, including five public members, provide oversight to make certain we meet the needs of citizens. We promote a diverse and qualified workforce guided by our agency core values and are committed to actively examine and address systemic inequities in policy and practice with a Diversity, Equity, and Inclusion (DEI) lens to reduce unnecessary licensing barriers, while maintaining standards to ensure our mission of protecting the public.

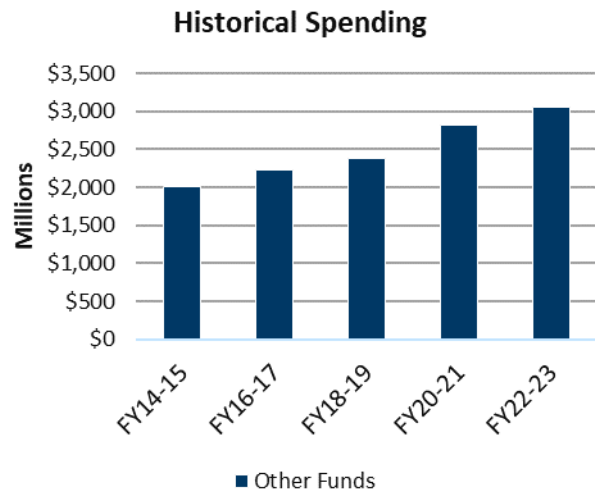
The Board keeps Minnesotans safe by 1) licensing qualified social workers; 2) investigating and resolving complaints when services do not meet standards; and 3) providing outreach and education. The demand for our services has grown in response to a significant increase in the number of applicants, licensees, and complaints.

We collaborate with state and federal agencies, utilize technology to streamline business processes, provide online services, and increase transparency and access to information for citizens. The Board conducts regular strategic planning, identifies outcome-based priorities, measures results, and engages in continuous process and service delivery improvements with the goal to be a mission-driven, efficient, and effective state agency.

BUDGET



Source: Budget Planning & Analysis System (BPAS)



Source: Consolidated Fund Statement

The Board is funded by licensure fees and receives no general fund dollars. Minnesota Statutes section 214.06, subdivision 1(a) requires the Board to collect fees in the amount sufficient to cover direct and indirect expenditures. Funds are deposited as non-dedicated revenue into the state government special revenue fund. From this fund, the Board receives a direct appropriation to pay for agency operations and program services including licensing, complaint investigation and resolution, education and outreach, salaries, rent, and technology expenses. It also pays statewide indirect costs through an open appropriation.

In addition to Board direct operational and program service expenses, fees collected must be sufficient to pay statewide indirect costs to other state agencies and programs providing services, including the Office of the Attorney General for legal and investigative services, and inter-board programs including the Administrative Services Unit, Department of Administration Small Agency Resource Team (SmART), Health Professionals Services Program, and the Criminal Background Check Program.

STRATEGIES

The Minnesota Board of Social Work (BOSW) is authorized under M.S. 148E to provide key services and strategies to keep Minnesotans safe. Our agency strives to provide efficient and accountable services, effectively respond to the COVID 19 pandemic with a virtual and staff telework business model and maintain excellent and timely customer service. Our primary services include:

1. License and regulate qualified social work professionals:

- Establish and enforce requirements for initial and continued licensure, including ethical practice standards, education, national examination, criminal background checks, supervised practice experience, and continuing education.
- Issue and renew bachelor and graduate degree licenses via examination and licensure by endorsement: Licensed Social Worker (LSW); Licensed Graduate Social Worker (LGSW); Licensed Independent Social Worker (LISW); and Licensed Independent Clinical Social Worker (LICSW).
- Issue temporary licenses to expedite employment of new graduates, military personnel, license mobility, and licensees relocating to Minnesota from other states.
- Provide online services for license application, license renewal, and supervision plan and verification submission, 24/7 license verification service, including public license data, adverse license actions, and licensing supervisor information.

- Collaborate with other Health Licensing Boards and MNIT to develop, maintain, and enhance a common platform licensing database system and online services for enhanced data security, improved customer access and services, and greater business efficiencies.
- 2. Investigate and resolve complaints against licensed social workers in a fair and timely manner:**
- Ensure that licensed social workers meet professional standards, practice safely and competently, and are accountable to the people they serve.
 - Increase efficiency and timeliness of complaint resolution process with creation of a new Investigator position, database upgrade, and revised and improved procedures.
 - Collaborate with the Office of the Attorney General to investigate, resolve complaints, and act when appropriate.
 - Utilize and partner with the Health Professionals Services Program, for impaired licensed professionals, to assist with monitoring and remediation of licensees to ensure safe practice.
 - Offer guidance to the public, employers, supervisors, applicants, and licensees about ethical practice standards, licensing requirements, complaint resolution process, and the Social Work Practice Act.
- 3. Provide education, outreach, strategic communications, and build collaborative partnerships:**
- Educate the public, social work students and faculty, licensed professionals, applicants, and organizations about professional licensing responsibilities, ethical practice standards, and the complaint resolution process through in-person and virtual, web-based methods.
 - Expand outreach to wider audiences including the public, employers, and diverse communities and organizations using the GovDelivery subscription service to distribute the agency newsletter and bulletins to over 10,000 stakeholders and citizen subscribers.
 - Publish an annual quantitative and qualitative Customer Satisfaction Survey to 1) assess the performance of and satisfaction with “customer-facing” services, 2) better understand customer needs, and 3) utilize survey results to make improvements as needed.
 - Partner with local, state, and national organizations to improve public safety policies, regulatory practices, and mental health workforce issues, including social work licensing mobility and portability.
 - Successfully championed new legislation in the 2024 legislative session for Minnesota Board of Social Work to adopt the Social Work Interstate Compact and participate with the Compact Commission. In addition, changes to the eligibility criteria to obtain a provisional license passed.
 - Implement the Jurisprudence Online Learning Module for applicants and licensees to learn about the Social Work Practice Act.

RESULTS

Measure name	Measure type	Measure data source	Historical trend	Most recent data
<i>Number of new licenses granted</i>	<i>Quantity & Quality</i>	<i>ALIMS Licensing Database</i>	<i>10 % Increase from FY 2022</i>	<i>2,014 licenses granted in FY 2024</i>
<i>Number of license renewal</i>	<i>Quantity & Quality</i>	<i>ALIMS Licensing Database</i>	<i>3% Increase from FY 2022</i>	<i>7,055 licenses renewed in FY 2024</i>
<i>Number of Education Outreach to Schools</i>	<i>Quantity</i>	<i>Utilize a spreadsheet to track the number of presentations</i>	<i>17% Increase from FY 2022</i>	<i>28 Education Outreach Services in FY 2024</i>
<i>Number of New Complaints</i>	<i>Quantity</i>	<i>ALIMS Licensing Database</i>	<i>5% Increase from FY 2022</i>	<i>471 New Complaints in FY 2024</i>

Measure name	Measure type	Measure data source	Historical trend	Most recent data
<i>Number of Complaints Resolved</i>	<i>Quantity & Quality</i>	<i>ALIMS Licensing Database</i>	<i>7% Decrease from FY 2022</i>	<i>540 Complaints Resolved in FY 2024</i>
<i>Number of Corrective and Disciplinary actions</i>	<i>Quantity</i>	<i>ALIMS Licensing Database system and spreadsheet to track the corrective and disciplinary orders</i>	<i>5% Increase from FY 2022</i>	<i>41 Corrective and Disciplinary Actions issued in FY 2024</i>

Board of Social Work Legal Authority:

Minnesota Social Work Practice Act (<https://www.revisor.mn.gov/statutes/cite/148E>)

Minnesota Social Work Practice Act Additional Provisions (<https://www.revisor.mn.gov/statutes/cite/148D>)

Examining and Licensing Boards (<https://www.revisor.mn.gov/statutes/cite/214>)

(Dollars in Thousands)

	Actual FY22	Actual FY23	Actual FY24	Estimate FY25	Forecast Base	
					FY26	FY27

Expenditures by Fund

1201 - Health Related Boards	1,312	1,623	1,585	2,169	2,068	2,002
2000 - Restrict Misc Special Revenue	61	55	55	126	55	55
Total	1,373	1,678	1,640	2,295	2,123	2,057
Biennial Change				884		245
Biennial % Change				29		6

Expenditures by Program

Social Work Board	1,373	1,678	1,640	2,295	2,123	2,057
Total	1,373	1,678	1,640	2,295	2,123	2,057

Expenditures by Category

Compensation	1,062	1,260	1,232	1,422	1,407	1,440
Operating Expenses	309	417	408	865	708	609
Capital Outlay-Real Property				5	5	5
Other Financial Transaction	2	1	0	3	3	3
Total	1,373	1,678	1,640	2,295	2,123	2,057

Full-Time Equivalents

12.14	14.07	13.07	13.63	13.63	13.63
--------------	--------------	--------------	--------------	--------------	--------------

(Dollars in Thousands)

	Actual	Actual	Actual	Estimate	Forecast Base	
	FY22	FY23	FY24	FY25	FY26	FY27
1201 - Health Related Boards						
Balance Forward In		272		194		
Direct Appropriation	1,561	1,560	1,779	1,975	2,068	2,002
Transfers Out		80				
Cancellations		128				
Balance Forward Out	249		194			
Expenditures	1,312	1,623	1,585	2,169	2,068	2,002
Biennial Change in Expenditures				818		316
Biennial % Change in Expenditures				28		8
Full-Time Equivalents	12.14	14.07	13.07	13.63	13.63	13.63

2000 - Restrict Misc Special Revenue

Balance Forward In	51	58	66	71		
Receipts	63	61	60	55	55	55
Balance Forward Out	53	64	71			
Expenditures	61	55	55	126	55	55
Biennial Change in Expenditures				65		(71)
Biennial % Change in Expenditures				56		(39)

(Dollars in Thousands)

	FY25	FY26	FY27	Biennium 2026-27
<i>Direct</i>				
Fund: 1201 - Health Related Boards				
FY2025 Appropriations	1,975	1,975	1,975	3,950
Base Adjustments				
Current Law Base Change		93	27	120
Forecast Base	1,975	2,068	2,002	4,070
<i>Dedicated</i>				
Fund: 2000 - Restrict Misc Special Revenue				
Planned Spending	126	55	55	110
Forecast Base	126	55	55	110
<i>Revenue Change Summary</i>				
<i>Dedicated</i>				
Fund: 2000 - Restrict Misc Special Revenue				
Forecast Revenues	55	55	55	110
<i>Non-Dedicated</i>				
Fund: 1201 - Health Related Boards				
Forecast Revenues	2,523	2,523	2,523	5,046