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Social Work, Board of

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AT A GLANCE**FY 2019:****Licensing Services**

- 6,142 Licensed Social Workers
- 2,854 Licensed Graduate Social Workers
- 750 Licensed Independent Social Workers
- 5,942 Licensed Independent Clinical Social Workers
- 259 temporary license applications received
- 2,280 permanent license applications received
- 1,394 permanent licenses granted
- 6,767 license renewals processed
- 8,282 supervision plan and verification forms processed
- 339 continuing education providers approved

Complaint Resolution Services

- 311 new complaints received
- 174 complaints resolved
- 45 corrective and disciplinary actions

Education Outreach Services

- 22 student presentations
- 4 conference presentations
- 6 conference exhibits

Staff to Licensee Ratio

- 1 to 1,352 = 11.6 staff to 15,688 licensees

Compliance Staff to Complaints Received Ratio

- 1 to 178 = 1.75 compliance unit staff to 311 complaints received

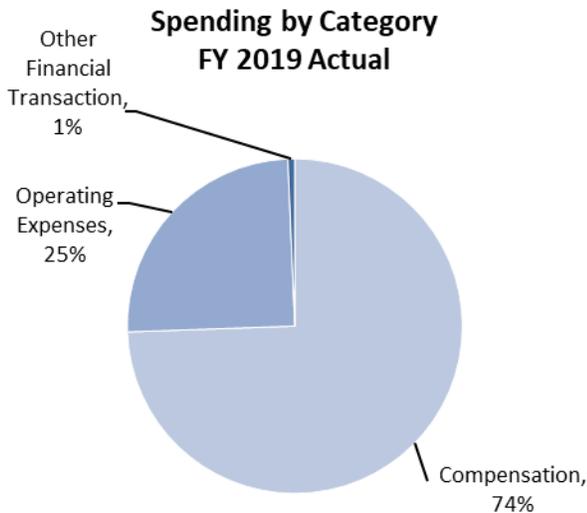
PURPOSE

The mission of the Minnesota Board of Social Work (BOSW) is protecting the public and ensuring residents of Minnesota quality social work services by establishing and enforcing professional standards to ensure 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 and promote a diverse and qualified workforce.

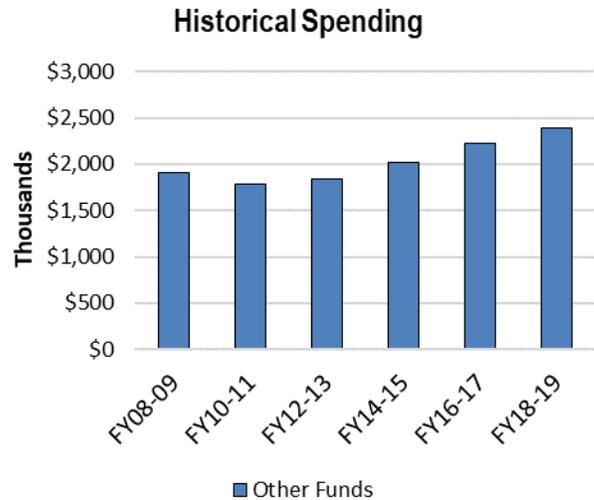
The Board keeps Minnesotans safe by 1) licensing qualified social workers, 2) investigating and resolving complaints when services do not meet standards, and 3) providing outreach and education. The demand for our services has grown in response to a significant increase in the number of applicants, licensees, 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 operations and program services provided by the agency, including licensing, complaint investigation and resolution, education and outreach, salaries, rent, and technology costs.

In addition to Board 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 services, and inter-board programs including the Administrative Services Unit, Department of Administration Small Agency Resource Team, Health Professionals Services Program, and the Criminal Background Check Program.

STRATEGIES

Key services and strategies to keep Minnesotans safe and to provide efficient and accountable 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. Provide online 24/7 license verification service, including public license data, adverse license actions, and licensing supervisor information.
 - Promote a more diverse and qualified licensed mental health workforce.

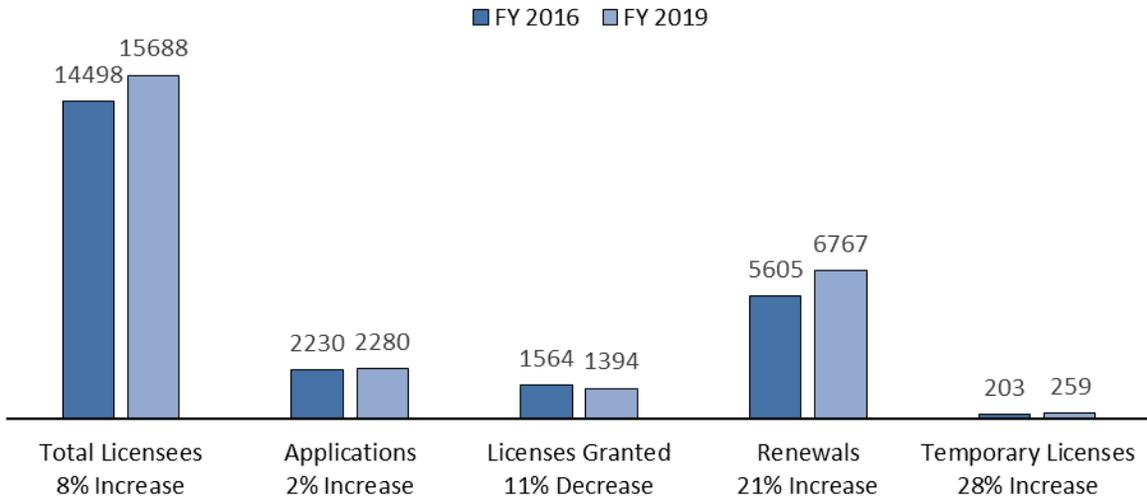
- Collaborate with other Health Licensing Boards and MN.IT to develop, maintain, and enhance a common platform licensing database system and online services for enhanced data security, improved customer service, and greater efficiencies.
2. Investigate and resolve complaints against licensed social workers' practice 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. Results show that when the Board takes action against a licensee, a future complaint is rare.
 - Collaborate with the Office of the Attorney General to investigate, resolve complaints, and take action when appropriate.
 - Utilize and partner with the Health Professionals Services Program (for impaired professionals) to assist with monitoring and remediation of licensees to ensure safe practice.
 - Completion of a comprehensive review of the Board's complaint resolution process to ensure "transparency, accountability, cost savings, and possible efficiencies". Created and implemented over 40 policy and process recommendations.
 - Offer guidance to the public, employers, supervisors, applicants, licensees about ethical practice standards, licensing requirements, 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 general public, employers, and diverse communities and organizations using the GovDelivery subscription service to distribute agency newsletter and bulletins to stakeholders and citizens.
 - Utilize technology to increase access to educational opportunities for licensees and applicants with several free webinars, an online jurisprudence examination "Know Your Licensing Law" free online service, and online learning modules and videos to be published in fall of 2020.
 - Completed a quantitative and qualitative Customer Satisfaction Survey during 2019, to 1) assess the performance of and satisfaction with "customer-facing" services, 2) better understand customer needs, and utilize survey results to make improvements as needed. Results were published to the agency website in January 2020.
 - 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 2020 legislative session to benefit social workers and consumers by reducing unnecessary licensing barriers while still maintaining standards, improving license mobility, creating more flexibility for applicants and licensees, and integrating increased use of technology. Changes improve the statute by simplifying and reorganizing sections, improving operational efficiencies, and modernizing paper-dependent, obsolete methods that cause delays in processing.

RESULTS

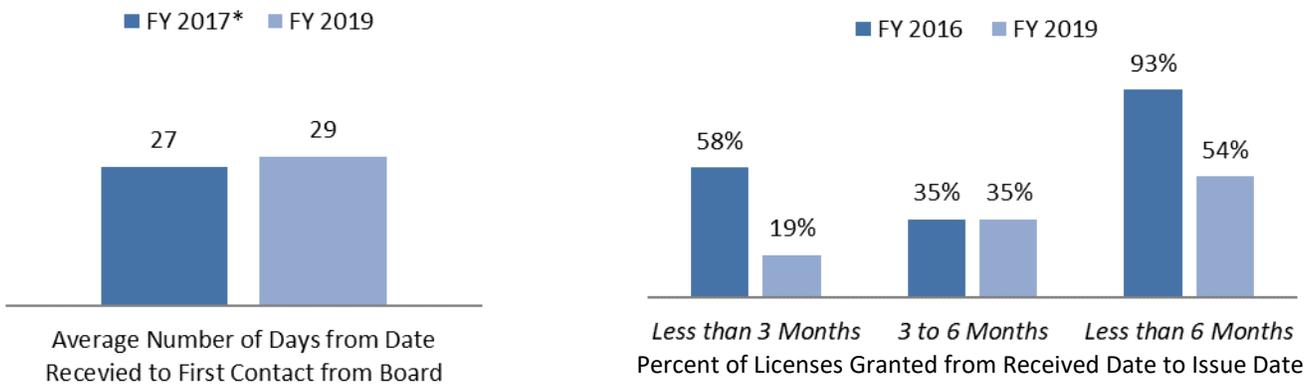
The following charts show the trends in the increased "quantity" of licensing data for fiscal years 2016* and 2019, and licensing and complaint data and resolution services provided, and the "quality" of the processing or resolution times for fiscal years 2016* and 2019.

**FY 2016 data used instead of four-year comparison as in previous reports because FY 2015 data unavailable due to transition to new database*

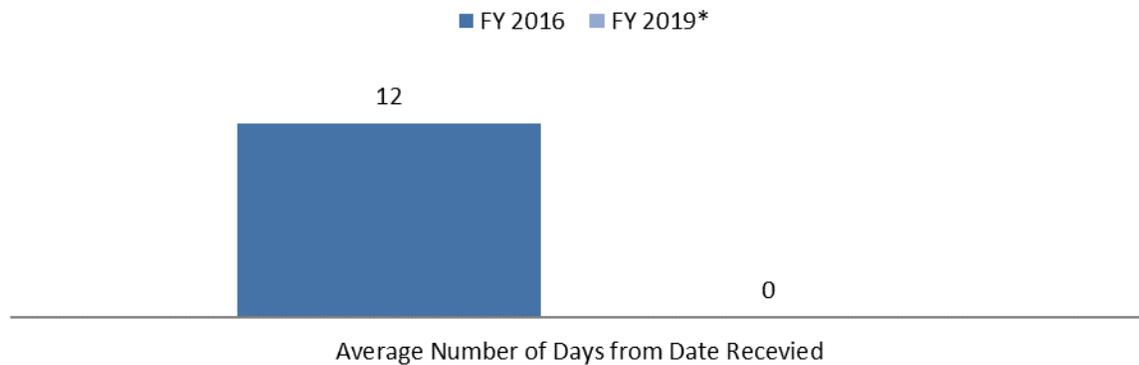
Licensing Data



Application Processing Time

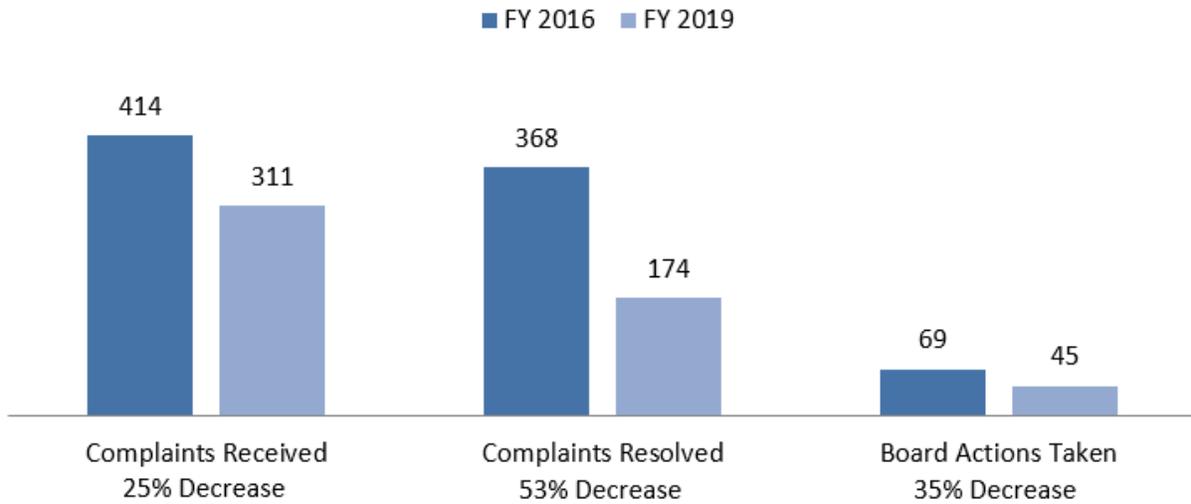


Renewal Processing Time

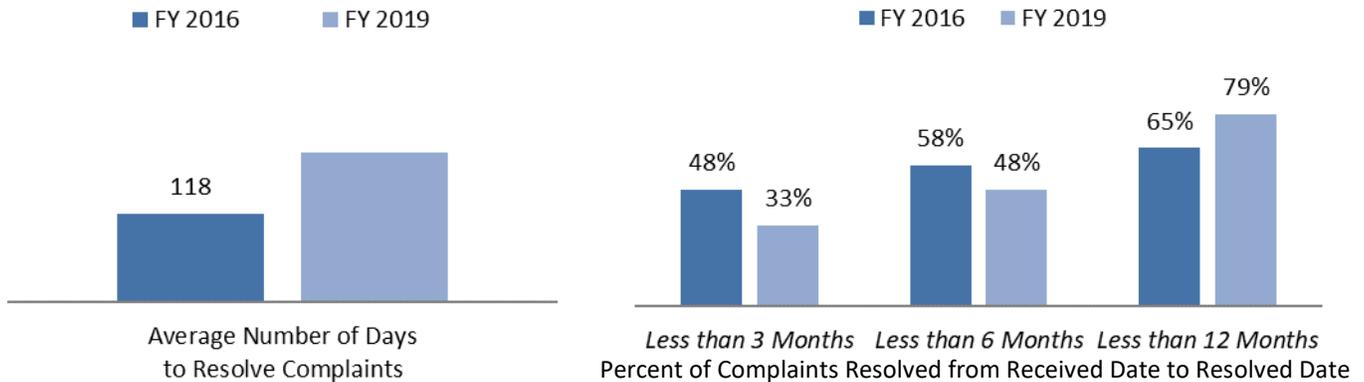


**Note: Renewal processing time reduced to 24 hours or less in December 2016 due to the deployment of a new license database which allowed for automatic approval or renewals upon receipt of application and fee.*

Complaint Data



Complaint Processing Time



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 FY18	Actual FY19	Actual FY20	Estimate FY21	Forecast Base	
					FY22	FY23

Expenditures by Fund

1201 - Health Related Boards	1,130	1,183	1,325	1,516	1,404	1,404
2000 - Restrict Misc Special Revenue	30	46	37	50	50	50
Total	1,160	1,230	1,362	1,566	1,454	1,454
Biennial Change				538		(20)
Biennial % Change				23		(1)

Expenditures by Program

Social Work Board	1,160	1,230	1,362	1,566	1,454	1,454
Total	1,160	1,230	1,362	1,566	1,454	1,454

Expenditures by Category

Compensation	842	915	989	1,099	1,084	1,093
Operating Expenses	314	306	372	467	370	361
Other Financial Transaction	3	8				
Total	1,160	1,230	1,362	1,566	1,454	1,454

Full-Time Equivalents

	11.38	12.04	12.15	12.83	12.63	12.63
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(Dollars in Thousands)

	Actual FY18	Actual FY19	Actual FY20	Estimate FY21	Forecast Base	
					FY22	FY23
1201 - Health Related Boards						
Balance Forward In		180		112		
Direct Appropriation	1,268	1,273	1,437	1,404	1,404	1,404
Open Appropriation	10	10				
Cancellations		280				
Balance Forward Out	148		112			
Expenditures	1,130	1,183	1,325	1,516	1,404	1,404
Biennial Change in Expenditures				528		(33)
Biennial % Change in Expenditures				23		(1)
Full-Time Equivalents	11.38	12.04	12.15	12.83	12.63	12.63

2000 - Restrict Misc Special Revenue

Balance Forward In	17	22	26	38	38	38
Receipts	35	50	49	50	50	50
Balance Forward Out	22	26	38	38	38	38
Expenditures	30	46	37	50	50	50
Biennial Change in Expenditures				10		13
Biennial % Change in Expenditures				13		16

(Dollars in Thousands)

	FY21	FY22	FY23	Biennium 2022-23
Direct				
Fund: 1201 - Health Related Boards				
FY2021 Appropriations	1,404	1,404	1,404	2,808
Forecast Base	1,404	1,404	1,404	2,808
Dedicated				
Fund: 2000 - Restrict Misc Special Revenue				
Planned Spending	50	50	50	100
Forecast Base	50	50	50	100
Revenue Change Summary				
Dedicated				
Fund: 2000 - Restrict Misc Special Revenue				
Forecast Revenues	50	50	50	100
Non-Dedicated				
Fund: 1201 - Health Related Boards				
Forecast Revenues	1,914	1,927	1,961	3,888