

2015-17 Budget Presentation – Board of Licensed Social Workers (BLSW)

Oregon State Legislature Joint Committee on Ways
and Means – Education Subcommittee

February 10, 2015

BLSW Mission

To protect Oregon citizens by:

- Establishing, implementing and monitoring standards for licensing social workers
- Establishing, implementing and monitoring ethical and professional standards for social workers

BLSW Overview

■ Board membership before 2015

- 4 social workers holding clinical license LCSW/CSWA
- 3 public members

■ Board membership after 2015

- 3 social workers holding clinical license LCSW/CSWA
- 1 social worker holding non-clinical license RBSW/LMSW
- 3 public members

BLSW Overview

- Agency staff – 6 FTE
 - Executive Director (PEM C)
 - Compliance Specialist 2
 - Investigator 2
 - Program Analyst 2
 - Office Specialist 2
 - Office Specialist 1

BLSW Overview

Four License Types

- Clinical licenses (mandatory)
 - Licensed Clinical Social Worker (LCSW)
 - Clinical Social Work Associate (CSWA)
 - *Requires a Masters of Social Work(MSW) degree*
- Non-clinical licenses (voluntary)
 - Licensed Masters Social Worker (LMSW)
 - Registered Baccalaureate Social Worker (RBSW)

BLSW Overview

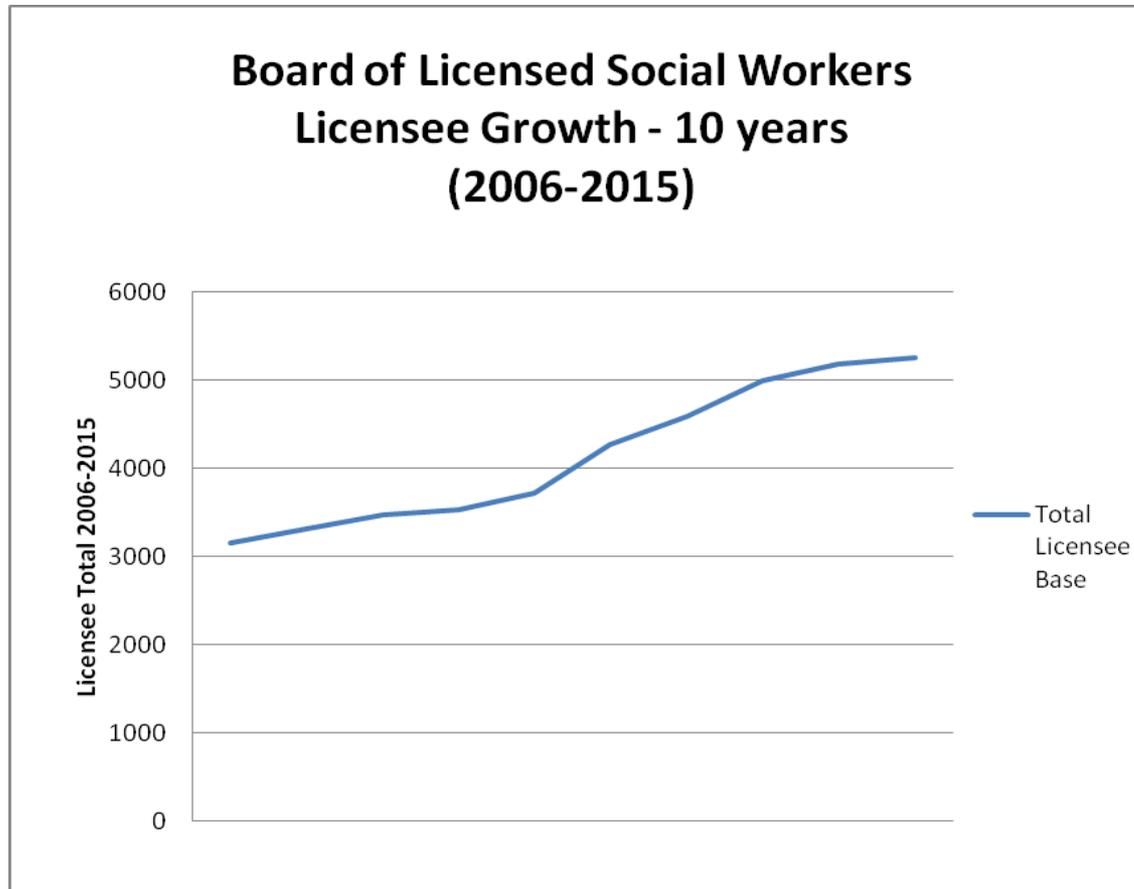
- Number of licensees continues to grow
- To date number of complaints down in 2013-15
- Board's Authority expanded following SB177 (2009)
 - Required licenses for clinical social workers
 - Added two voluntary licenses for non-clinical social workers, protecting the title "social worker"

Regulatory Changes Bring New Licensees

■ BLSW License Summary 2009 to 2015

■ Type	LCSW	CSWA	LMSW	RBSW	Total
■ 2009	3056	473	0	0	3529
■ 2010	3160	554	0	0	3714
■ 2011	3345	713	190	25	4273
■ 2012	3458	753	347	35	4593
■ 2013	3573	841	508	76	4998
■ 2014	3745	862	503	76	5186
■ <i>2015 (projected)</i>	<i>3760</i>	<i>918</i>	<i>502</i>	<i>80</i>	<i>5260</i>

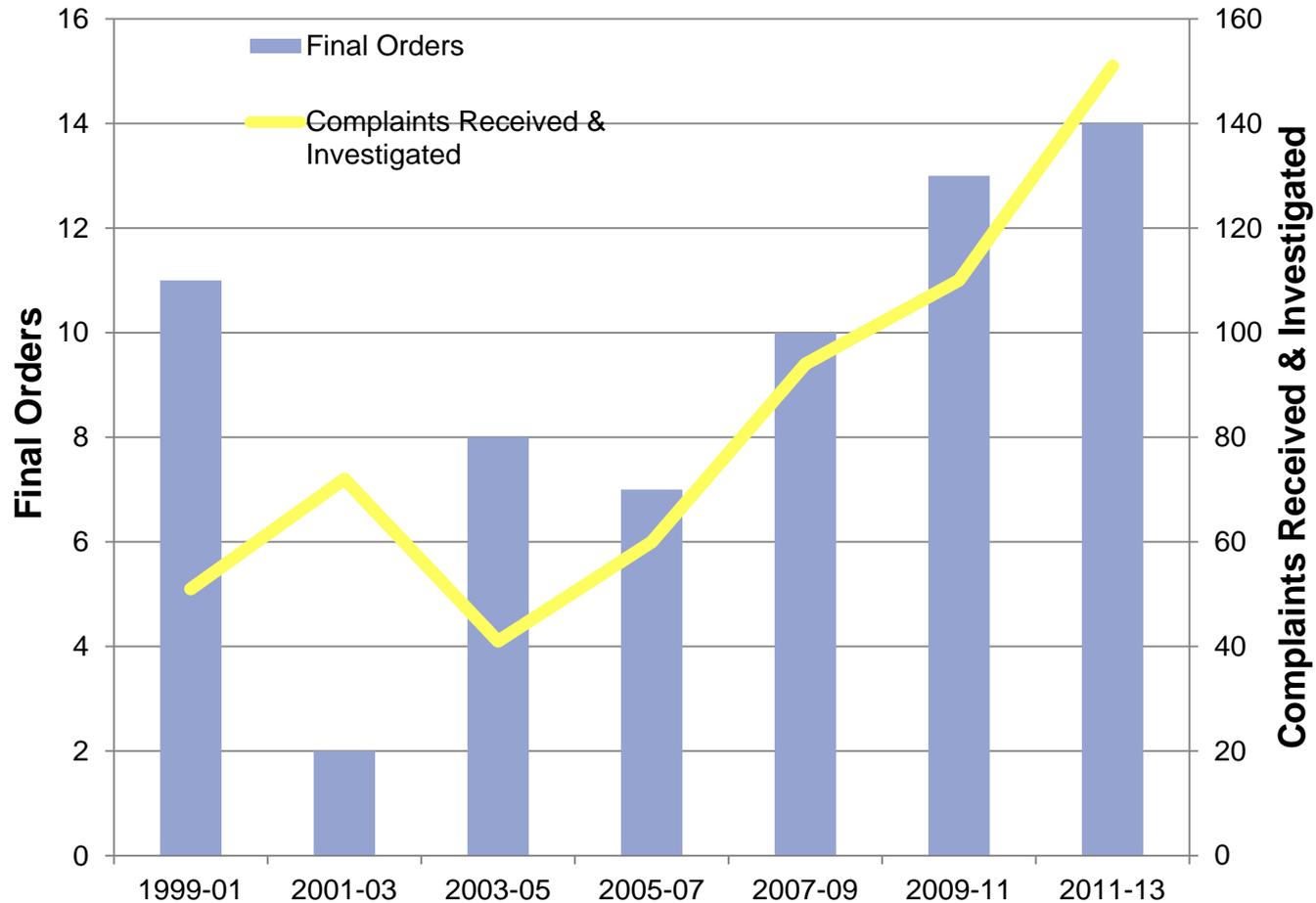
Increasing number of licensees



Administrative Strategies to Handle Growth

- Implemented on-line licensure (renewals)
- Continuing Education (CE) using attestation and random audit to streamline process
- Converted LCSW (LCSWs) from one-year to two-year license
- Using secure iPads for Board communication, to improve security and move to paper-less office
- Fully staffed board compliance/investigative function
- *Working with IT contractor to implement full on-line licensure, initial and renewal*

Increasing number of complaints



Budget Drivers

- Fee-based, “Other Funded” agency
- Revenues driven by number of new and existing licensees
- Costs continue to increase – personnel, legal, general government
- Last fee increase in 2009

Proposed Fee Increase

- 10% increase for RBSW, LMSW, CSWA and LCSW renewals
- Fee increase will allow agency to retain ending balance of ~4 months expenses
- Fee increase provide revenue sufficient to maintain operations through 2017-19

Key Performance Measure 1 - % of Complaints Resolved within 6 months

- Agency Target = 85%
- 2009 – 54%
- 2010 – 61%
- 2011 – 51%
- 2012 – 67%
- 2013 – 63%
- 2014 – 23%

Key Performance Measure 1 – Agency Response

- 2009 - Legislature approved Board's first limited-duration compliance position
- 2011 - Legislature approved the compliance position as permanent and added a 0.5 FTE limited-duration investigator position
- 2013 – Legislature approved 1.0 FTE permanent investigator position

Key Performance Measure 1 – Agency Response

- Agency's investigator left agency March 2014
- Investigator position was vacant until filled October 2014
- Compliance/investigation now fully staffed

Key Performance Measure 4 – Customer Satisfaction with Agency Services

- Agency target: 98%
 - 2014 Results
 - Overall - 70%
 - Timeliness - 68%
 - Accuracy - 72%
 - Helpfulness - 71%
 - Expertise - 81%
 - Availability of Information - 73%
- Average for KPM 4 72.5%

Key Performance Measure 4 – Agency Response

- Full-time executive director hired July 2013
- Agency administrative staff vacancies throughout 2013 and 2014.
- Agency administrative functions fully staffed beginning December 2014

Other Performance Measures – Overview

- Board has 2 other Key Performance Measures
 - Continuing Education
 - Board Best Practices

2015 Legislative measures that could impact budget / fees

- SB 230 (require agency to collect demographic data from licensees)
- SB 289 (sunsets boards/commissions)