

2017-19 Budget Presentation – Board of Licensed Social Workers (BLSW)

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

February 16, 2017

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 – License Types

Four License Types

- Clinical licenses (mandatory)
 - Licensed Clinical Social Worker (LCSW)
 - Clinical Social Work Associate (CSWA)
- Non-clinical licenses (voluntary)
 - Licensed Masters Social Worker (LMSW)
 - Registered Baccalaureate Social Worker (RBSW)

BLSW Overview

- Board membership requirements
 - 3 social workers holding unrestricted clinical license LCSW
 - 1 social worker holding restricted clinical or non-clinical license – either CSWA / RBSW / LMSW
 - 3 public members

BLSW Overview

- Agency staff – 6 Positions 6.0 FTE
 - 1.0 FTE Executive Director (PEM C)
 - 1.0 FTE Compliance Specialist 2
 - 1.0 FTE Investigator 2
 - 1.0 FTE Program Analyst 2
 - 1.0 FTE Office Specialist 2
 - 1.0 FTE Office Specialist 1

BLSW Overview

- Board's licensing authority expanded following SB177 (2009)
 - Required licenses for clinical social workers
 - Added two voluntary licenses for non-clinical social workers and protected the title "social worker"
- Number of licensees continues to grow
- Two new MSW programs at Pacific University and George Fox University

BLSW Key Performance Measures

1. Percentage of Complaints decided within six months of receipt
2. Percentage of Continuing Education audits that meet the requirement for accredited courses
3. Percentage of best practices met by the Board
4. Percentage of customers rating customer service as “good” or “excellent” in:
 - a) overall customer service
 - b) timeliness
 - c) accuracy
 - d) helpfulness
 - e) expertise
 - f) availability of information

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%
- 2015 – 8%
- 2016 – 8%

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
- Agency revised application review process to minimize number of applications handled by compliance staff

Key Performance Measure 4 – Customer Satisfaction with Agency Services

- Agency target: 98%
- 2016 Results
 - Overall - 73%
 - Timeliness - 73%
 - Accuracy - 79%
 - Helpfulness - 67%
 - Expertise - 85%
 - Availability of Information - 80%
- Average for KPM 4 73%

Key Performance Measure 4 – Agency Response

- Agency experienced administrative staff turnover 2015/16
- Agency administrative functions fully staffed mid-2016

Other Performance Measures – Overview

- Key Performance Measures 2 and 3 are on target and deal with
 - Continuing Education
 - Board Best Practices (standard legislative measure)

Number of Licensees Continues to Grow

■ BLSW Licensees 2009 to 2017

■ 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
■ 2015	4031	896	445	71	5443
■ 2016	4206	1003	412	57	5678
■ 2017 to date	4291	1097	408	63	5859

Administrative Strategies to Respond to More Licensees

- Implemented on-line license renewals
- Licensees attest to Continuing Education (CE) requirements with random audit at renewal
- LCSW, LMSW and RBSW licenses valid for two years
- Use secure iPads for Board communication – improves security, eliminates mailing and uses less paper
- Working with DAS and IT contractor to allow on-line licensure, both initial and renewal

Budget Drivers

- Fee-based, “Other Funded” agency
- Revenues driven by number of new and existing licensees
- Costs continue to increase – personnel, legal, general government
- Current database limits board’s ability to automate services

Fee Increase Approved 2015

- 10% increase for renewals implemented 2015-17
- Allowed agency to meet ~4 months ending balance target
- Fee increase projected to provide sufficient revenue through 2017-19

Initial and Renewal License Fees

- LCSW Initial License - \$460 for two years
 - Renewal \$286 for two years
- CSWA Initial License - \$260 for one year
 - Renewal \$66 for one year
- LMSW Initial License - \$200 for two years
 - Renewal \$220 for two years
- RBSW Initial License - \$150 for two years
 - Renewal \$110 for two years

Policy Option Package 100

eLite Online Licensing and Database

- Current database is based on outdated technology and does not support:
 - customized user inquiries,
 - compliance record management or
 - online initial license application and payment
- eLite will address above stated needs and is currently being implemented with several other boards and commissions

2017 Legislative measures that could influence budget / fees

- SB 48 (requires continuing education on suicide prevention)
- SB 50 (requires continuing education on pain management)