

2019-21 Budget Presentation – Board of Licensed Social Workers (BLSW)

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

February 5, 2019

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 Mission

The mission of the BLSW is to “**protect the citizens of Oregon through the licensing and regulation of social workers.**”

Public protection takes two forms:

1. Sets minimum **standards of competency** and issues professional licenses to those who meet standards.
2. Holds license holders **accountable**.

BLSW Overview - Board

- Appointed by the Governor and confirmed by the Senate
- Board member requirements
 - 3 social workers holding a full, clinical license – LCSW
 - 1 social worker holding limited clinical or non-clinical license – either CSWA / RBSW / LMSW
 - 3 public members – not social workers or related to a social worker

BLSW Overview - Staff

- 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 1
 - 1.0 FTE Office Specialist 2
 - 1.0 FTE Office Specialist 1

BLSW Overview – Authority

- Board's licensing authority was extended in 2011 to:
 - require licenses for clinical social workers
 - establish voluntary licenses for non-clinical social workers
 - protect the professional title “social worker”

BLSW Overview – Oregon's Social Work Degree Programs

- BSW programs at Concordia University, George Fox University, Pacific University, Portland State University, University of Portland, and Warner-Pacific University
- MSW programs at George Fox University, Pacific University, and Portland State University
- PSU program was established in 1964.

Number of Licensees Continues to Grow – 2009 to 2018

■ 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	4426	1102	377	57	5962
■ 2018	4596	1145	336	47	6124

Licensed Social Workers by County

County	#	County	#	County	#
Baker	18	Harney	9	Morrow	3
Benton	113	Hood River	37	Multnomah	2161
Clackamas	444	Jackson	247	Polk	73
Clatsop	29	Jefferson	4	Sherman	0
Columbia	30	Josephine	48	Tillamook	29
Coos	50	Klamath	49	Umatilla	41
Crook	9	Lake	2	Union	31
Curry	8	Lane	509	Wallowa	7
Deschutes	210	Lincoln	40	Wasco	26
Douglas	90	Linn	79	Washington	476
Gilliam	0	Malheur	13	Wheeler	1
Grant	2	Marion	283	Yamhill	70

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% (50% beginning 2018)
 - 2011 – 51%
 - 2012 – 67%
 - 2013 – 63%
 - 2014 – 23%
 - 2015 – 8%
 - 2016 – 8%
 - 2017 – 8%
 - 2018 – 19%

Key Performance Measure 1 – Agency Response

- 2009 - Legislature approved Board's first limited-duration compliance position
- 2011 - Legislature approved one permanent compliance position 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 position filled intermittently until late 2014
- Compliance/investigation now fully staffed
- Agency revised application review process to minimize number of applications handled by compliance staff
- Board utilizing contract investigators

Key Performance Measure 4 – Customer Satisfaction with Agency Services

- Agency target: 98%
- 2018 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
- Agency administrative functions fully staffed mid-2018
- Agency revised website to provide clear, more intuitive direction for applicants regarding new applications and renewals

Other Performance Measures – Overview

- Key Performance Measures 2 and 3 are on target and deal with
 - Continuing Education
 - Board Best Practices (standard legislative measure) – Annual Board Evaluation of Executive Director

Strategies to increase efficiency and effectiveness

- On-line license renewal and payment
- Attest to Continuing Education (CE) requirements with random audit at renewal
- LCSW, LMSW and RBSW licenses valid for two years
- New streamlined website
- Working to replace legacy licensing system and database with on-line processing for initial and renewing licenses

2017-19 Policy Option Package 100

Online Licensing and Database

- Current database is based on outdated technology and does not support:
 - customized staff or other user inquiries,
 - compliance record management or
 - online initial license application and payment
- Board is currently evaluating proposals from licensing/ database vendors with goal of selecting vendor and beginning to implement new system before close of current biennium

Strategies to increase efficiency and effectiveness

- Board aims to facilitate licensee mobility between states
 - Board is working to remove obstacles for individuals currently licensed in other states to obtain Oregon licensure, while guaranteeing compliance with Oregon standards
 - Association of Social Work Boards (ASWB) providing support to all SW boards

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

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

Future Fee Increase

- 10% increase for renewals implemented 2015-17
- Current fees projected to provide sufficient revenue through 2019-21
- Board will evaluate need for fee increase for 2021-23 biennium

2019 Legislative measures that could influence budget / fees
