

**MINNESOTA BOARD OF SOCIAL WORK
SUNSET ADVISORY COMMISSION REPORT**

Minnesota Sunset Advisory
Commission Testimony
December 8, 2011





Board Regulatory Effectiveness

- Licensing is essential for consumer safety
- Mission driven financial management – 30% fee reduction since 2006
- Self-evaluation and strategic planning, and stakeholder input
- Effective outcomes and online services

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Board Regulatory Effectiveness

- BOSW collaborative HLB model is effective and efficient:
 - Independent agency with collaborative back-end infrastructure
 - Accountable to Governor, Legislature, Board
 - Implement necessary changes more quickly and effectively
 - Less "bureaucracy" and easier access for consumers and licensees

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Mission – Core Public Safety

- Core public safety consumer protection mission:
 - Licensing and ethical standards and independent complaint resolution process
- Sole licensing and regulatory agency
- Regulation across USA, Canada, US Territories
- Social Work professionals serve most vulnerable populations

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Governance Model – Board Members as Policy Body

- 15 Board Members:
 - 10 Social Workers and 5 Public Members
 - Criteria requires diversity
- True "volunteers":
 - 1,306 hours of volunteer service in 2010 – market rate of \$130,600
 - Subject matter experts and public perspective

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Governance Model – Effective & Collaborative

- Administrative Service Unit (ASU):
 - Nationally recognized effective and efficient "back-end" service collaboration
- Staff:
 - In 2004 reduced from 13.0 FTEs to current 10.6FTEs
 - 1 staff to 1,183 licensees

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Strategic Planning - Ongoing Self-Evaluation

- Began strategic planning and self-evaluation in 1994
- 2000-2002 Special Committee on Board Operations (SCOBO) outcomes:
 - Reviewed and streamlined Board processes
 - Reduced fees, maximized technology and online services
- 2007 plan - 100 tasks; 83% completed
- 2010 - new Strategy Map

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Public Protection Licensing Standards

- Four licenses – Bachelors, Graduate, 2 Independent
- Meet standards of education, national examination, supervision, CE, ethical practice, MN BCA background check
- CSWE accredited academic social work programs
- 70%-80% of all professional mental health providers are trained social workers

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Licensing Statistics & Outcomes

- Provide services to 12,538 current licensees; 1,820 applicants in FY 2011
- FY 2000 to FY 2010 license applications increased by 43% (1,016 to 1,457)
- Online applications began 2006 at 52% - peaking at 84%
- 64% applications completed in 6 months or less in FY 2009-FY2010

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Licensing Renewal Statistics & Outcomes

- FY 2000 to FY 2010 licenses renewed per year increased by 33% (3,599 to 4,770)
- Online renewals began at 4% in 2004; increased to 71% in 2010
- Average number of days to process renewals is 13.5
- Online renewal meeting all requirements approved within 24 hours

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Complaint Resolution Statistics & Outcomes

- Average 134 complaints per year
 - Average 11% result in disciplinary or corrective action – information on website
- “E—Compliance” paperless meetings
- Efficient, speedy complaint resolution
 - 58% resolved in 3 months
 - 74% resolved in 6 months
 - 84% resolved in 1 year

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Electronic Government Services – Innovation and Success

- Total website hits: 1.73 million since 2006
- License Verification/Lookup: 67,754 since 2006
- Board Action Search/View Public Disciplinary Records: 13,670 since 2006
- Online license Application: 30,431 since 2006
 - Since 2006 52% to 84%
- Online license Renewal: 49,069 since 2004
 - Since 2004 4% to 71%
- Downloadable Forms: 19,042 since 2007
- Online Compliance Process Video: 2008

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Licensing Fees & Special Revenue Fund

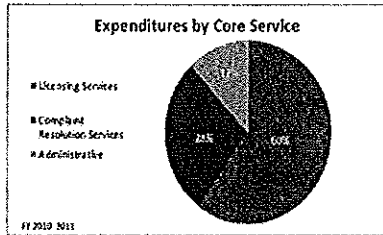
- Entirely fee supported – no general fund revenue dollars
- Fees deposited in State Government Special Revenue Fund (SGSRF)
- Appropriation of \$921,000 from SGSRF
- Monthly fees for 4 licenses:
 - Range from \$3.37 to \$9.93 per month
- Fees reduced by 30% since 2006

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Mission Driven Financial Management

- Priority Based Budget





Regulatory Requirements - State & National Collaboration

- Required to report adverse actions to national data banks
- Collaborate with other state agencies – DHS and MDH, MN Merit System
- Federal entities rely on state licensing:
 - Veterans Administration, Dept. Defense, Medicare, Medicaid, Insurers

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Effective Mission Driven Agency

- Effectively "done more with less":
 - Served 43% more licensees in last 10 years
 - Expanded online services
 - Improved response time for complaints, licensing, and renewals
 - Reduced staff from 13.0 to 10.6 in 2004
 - Reduced licensing fees by 30%
- Committed to strategic self-evaluation

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