

DAS

DEPARTMENT OF
ADMINISTRATIVE
SERVICES

BUDGET AND
MANAGEMENT

2021-23 Budget Presentation – Board of Licensed Social Workers (BLSW)

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

January 27, 2021

BLSW Overview – License Types

Four License Types

- Clinical licenses (mandatory)
 - Licensed Clinical Social Worker (LCSW) ~5200
 - Clinical Social Work Associate (CSWA) ~1400
- Non-clinical licenses (voluntary)
 - Licensed Masters Social Worker (LMSW) ~300
 - Registered Baccalaureate Social Worker (RBSW) ~40

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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:

- Establishes **standards of competency** and issues professional licenses to those who meet standards.
 - Education, experience and background
- Holds license holders **accountable**.
 - Application and renewal process, and public complaints

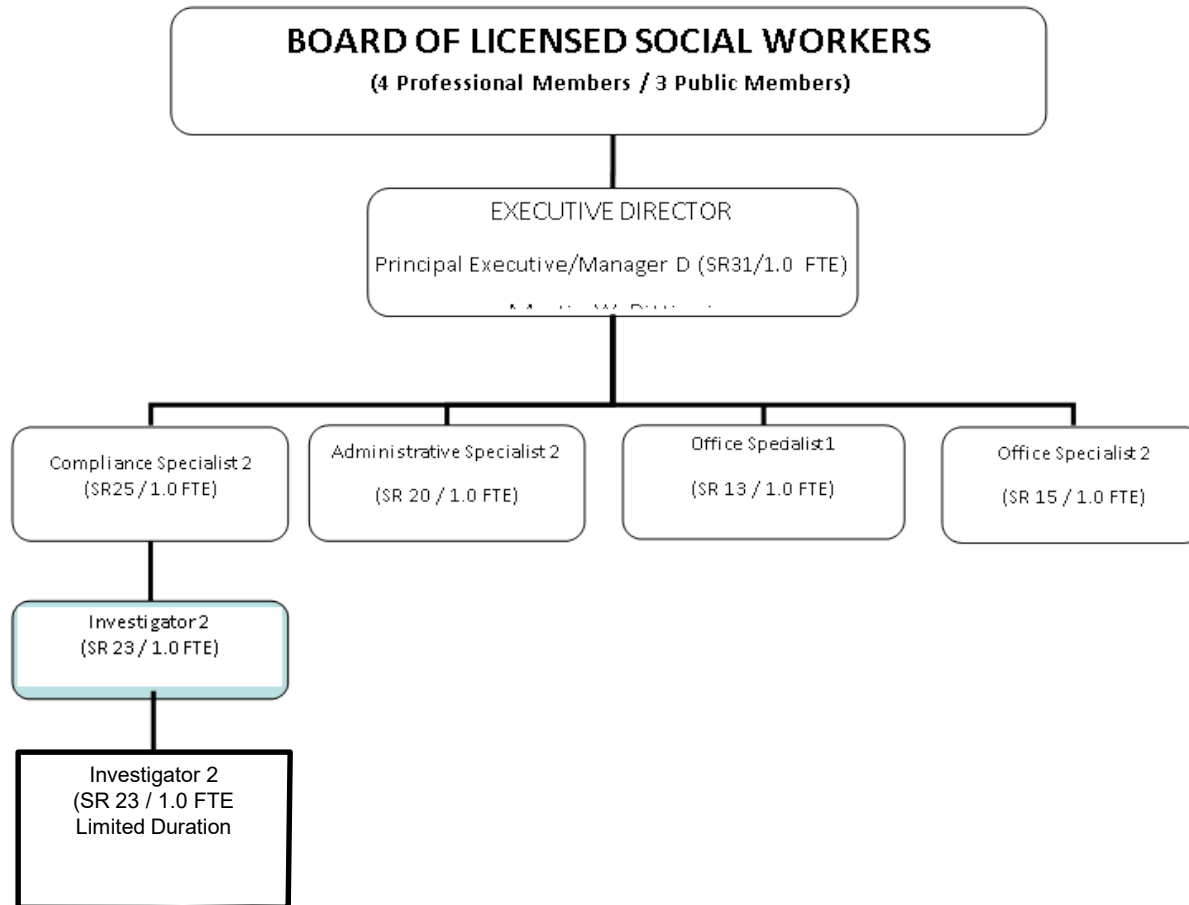
BLSW Overview - Board

- 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 – 7 Positions 7.0 FTE
 - 1.0 FTE Executive Director (PEM D)
 - 1.0 FTE Compliance Specialist 2
 - 1.0 FTE Investigator 2
 - 1.0 FTE Administrative Specialist 2
 - 1.0 FTE Office Specialist 2
 - 1.0 FTE Office Specialist 1
 - 1.0 FTE Limited Duration Investigator 2

Agency Organization Chart



BLSW Overview – Authority

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

BLSW Overview – Oregon's Social Work Degree Programs

- Bachelor of Social Work programs at George Fox University, Pacific University, Portland State University, University of Portland, and Warner-Pacific University
- Master of Social Work 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 2020

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	4341	1095	384	60	5867
■ 2018	4521	1105	357	51	6034
■ 2019	4786	1174	318	46	6324
■ 2020	5236	1472	321	39	7068

Licensed Social Workers by County

County	#	County	#	County	#
Baker	22	Harney	3	Morrow	2
Benton	121	Hood River	40	Multnomah	2391
Clackamas	523	Jackson	288	Polk	92
Clatsop	38	Jefferson	11	Sherman	0
Columbia	33	Josephine	54	Tillamook	37
Coos	70	Klamath	50	Umatilla	53
Crook	11	Lake	3	Union	40
Curry	9	Lane	587	Wallowa	6
Deschutes	272	Lincoln	43	Wasco	26
Douglas	107	Linn	89	Washington	574
Gilliam	0	Malheur	13	Wheeler	0
Grant	0	Marion	334	Yamhill	81

COVID Response

■ Remote work

- Staff moved to “work-from-home” in March 2020
- Worked with DAS to acquire and provide staff with appropriate remote work technology

■ Temporary rule amendments

- Waived in-person licensee supervision
- Waived late fees
- Allowed waiver of required continuing education
- Issued temporary licenses for out-of-state and Oregon retiree social workers

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)

■ 2013	–	63%
■ 2014	–	23%
■ 2015	–	8%
■ 2016	–	8%
■ 2017	–	8%
■ 2018	–	19%
■ 2019	–	10%
■ 2020	–	16%

Key Performance Measure 1 – Agency Response

- 2013 – Legislature approved 1.0 FTE permanent investigator position
- Investigator position filled intermittently until late 2014
- Compliance/investigation now fully staffed
- Revised application review process to reduce applications reviewed by compliance staff
- Hired temporary Investigator 2 spring 2019 to work with compliance caseload.

Key Performance Measure 1 – Agency Response – Policy Option Package 124

- Proposed funding Limited Duration Investigator 2 position for 2021-23 biennium in Policy Option Package 124
- POP 124 is requesting \$197,566 to fund LD Investigator 2
- Agency will review compliance caseload during 2021-23 biennium to determine if LD position is necessary as permanent

Key Performance Measure 4 – Customer Satisfaction with Agency Services

- Agency target: 98%
- 2020 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 has experienced administrative staff turnover in previous biennia
- Agency administrative functions fully staffed mid-2018
- Agency revised website to provide clear, more intuitive direction for applicants regarding new applications and renewals
- Agency implemented new, fully online licensing system July 2020

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

- NEW On-line licensing system and database for all initial applications, renewal and payment
- Attest to Continuing Education (CE) requirements with random audit at renewal
- LCSW, LMSW and RBSW licenses valid for two years
- New user-friendly website
- Video-conference board and committee meetings

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) is providing coordination and support to all SW boards moving toward license mobility

2017-19 Policy Option Package 100

Online Licensing/Database – Follow-up

- Prior database was based on outdated technology and, other than renewals, did not support online applications and payment and required data entry at multiple points through application/renewal process
- Legislature approved POP 100 during 2017 Session and authorized expenditure of \$55,000 to replace licensing system/database
- Board evaluated proposals from licensing/ database vendors, selected vendor and began implementation prior to the end of 2017-19 biennium.
- New system went live July 2020

Budget Drivers

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

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 2021-23
- Board will evaluate need for fee increase for 2023-25 biennium

2019 Legislative measures that could influence budget / fees
