

DAS

DEPARTMENT OF  
ADMINISTRATIVE  
SERVICES

BUDGET AND  
MANAGEMENT

# 2023-25 Budget Presentation – Board of Licensed Social Workers (BLSW)

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

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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.**”

# BLSW Overview – Authority

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- Board was established in 1979 to set policy and rules for social work in Oregon
  - licensing was optional for clinical social workers
- 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”

# Public protection takes two forms:

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- 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

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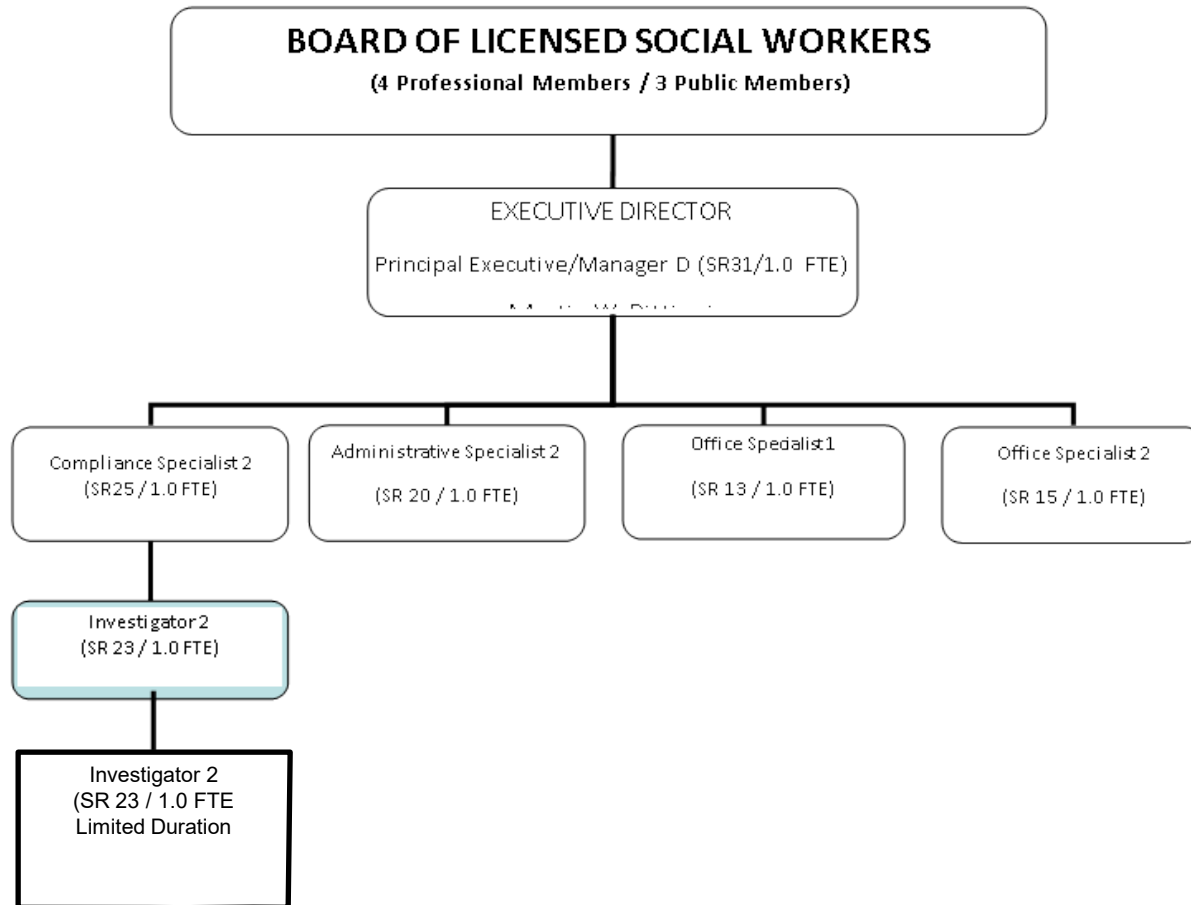
- Appointed by the Governor and confirmed by the Senate
- Board member requirements
  - 3 social workers holding a full, clinical license – LCSW
  - 1 social worker holding limited clinical or non-clinical license – either CSWA / RBSW / LMSW
  - 3 public members – not social workers or related to a social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

# BLSW Overview - Staff

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- Agency staff – 7 Positions 7.0 FTE
  - 1.0 FTE Executive Director
  - 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 – License Types

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## Four License Types

- Clinical licenses (mandatory)
  - Licensed Clinical Social Worker (LCSW) ~5900
  - Clinical Social Work Associate (CSWA) ~1600
- Non-clinical licenses (voluntary)
  - Licensed Masters Social Worker (LMSW) ~340
  - Registered Baccalaureate Social Worker (RBSW) ~40



# Number of Licensees Continues to Grow – 2011 to 2022

Type	LCSW	CSWA	LMSW	RBSW	Total
■ 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
■ 2021	5400	1550	330	35	7315
■ 2022	5882	1604	335	36	7857

# Licensed Social Workers by County

County	#	County	#	County	#
Baker	24	Harney	3	Morrow	4
Benton	149	Hood River	44	Multnomah	2454
Clackamas	536	Jackson	283	Polk	93
Clatsop	56	Jefferson	14	Sherman	0
Columbia	43	Josephine	60	Tillamook	29
Coos	69	Klamath	55	Umatilla	49
Crook	11	Lake	5	Union	36
Curry	11	Lane	607	Wallowa	10
Deschutes	377	Lincoln	46	Wasco	28
Douglas	115	Linn	84	Washington	696
Gilliam	0	Malheur	8	Wheeler	1
Grant	3	Marion	355	Yamhill	88

# BLSW – Key Partners

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- Association of Social Work Boards (ASWB)
- National Association of Social Workers (NASW) and Oregon Chapter NASW
- Healthcare provider organizations – e.g. VA, Legacy, OHSU
- State agencies – OHA, OSH
- Oregon Schools of Social Work – Public and Private

# BLSW Key Partners – Oregon's Social Work Degree Programs

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- 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.

# COVID Response

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## ■ Remote work

- Staff moved to “work-from-home” in March 2020
- Worked with DAS to acquire and provide staff with appropriate remote work technology
- Office re-opened May 2022 – Hybrid staffing

## ■ Temporary rules

- Emergency authorization allowed social workers licensed in other states to practice in Oregon through Governor’s emergency declaration – expired April 2022
- Remote meetings permitted for licensees under supervision – rule adopted as permanent

# BLSW Key Performance Measures

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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

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- Agency Target = 85% (50% beginning 2018)
  - 2015 – 8%
  - 2016 – 8%
  - 2017 – 8%
  - 2018 – 19%
  - 2019 – 10%
  - 2020 – 16%
  - 2021 – 18%
  - 2022 – 4%

# Key Performance Measure 1 – Agency Response

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- 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 LD Investigator 2 spring 2019 to work with compliance caseload.



# Key Performance Measure 1 – Agency Response – Compliance Staff

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- Agency has included 3 Policy Option Packages to reconfigure and expand Licensing and Compliance staff
  - Establish permanent Investigator 2
  - Re-classify OS1 to OS2 to reflect higher level licensing duties
  - Re-classify OS2 to Compliance Specialist 1 to reflect new duties related to licensing-related compliance issues
  - Add 0.5 FTE OS2 to review and approve semi-annual supervision reports

# Key Performance Measure 4 – Customer Satisfaction with Agency Services

- Agency target: 98%
  - 2022 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

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- Agency experienced administrative staff vacancy in 2022
- Agency administrative functions fully staffed January 2023
- 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 and continues to refine and improve the user experience

# Other Performance Measures – Overview

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- 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

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- 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
- More user-friendly website
- Video-conference board and committee meetings

# Strategies to increase efficiency and effectiveness

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- Board facilitates licensee mobility between states
  - Board is removing obstacles for applicants currently licensed in other states, while ensuring compliance with Oregon standards
- Verifies Oregon license for applicants to other states
  - Either through online verification or forms required by other boards

# Fee waiver – HB 4071(2022)

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- HB 2949, enacted in 2021 and revised by HB 4071 in 2022, allocated funds to support the behavioral health workforce
- Supported by these funds BLSW has waived fees for all new applications
- Working with OHA, the board will be able to waive fees for the upcoming year
- Oregon applicants will also be able to access the national social work exam at no cost

# 2023-25 Policy Option Packages

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- POP 101 – to establish permanent Investigator 1 position previously approved as LD in 2021-23
- POP 102 - re-classify Office Specialist 1 to Office Specialist 2 and Office Specialist 2 to a Compliance Specialist 1 to assist with licensing related compliance cases
- POP 103 – Establish 0.5FTE Office Specialist 2 to review and approve semi-annual supervision reports



# Budget Drivers

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- 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

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- 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

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- Current application fees last increased in 2008
- 10% increase for renewals implemented 2015-17
- Current fees projected to provide sufficient revenue through 2023-25
- Board will evaluate need for fee increase for 2025-27 biennium

# 2019 Legislative measures that could influence budget / fees

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- SB 325 and SB 517
  - relating to the use of background checks in professional licensing decisions