

DAS

DEPARTMENT OF
ADMINISTRATIVE
SERVICES

BUDGET AND
MANAGEMENT

2025-27 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

- 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:

- 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

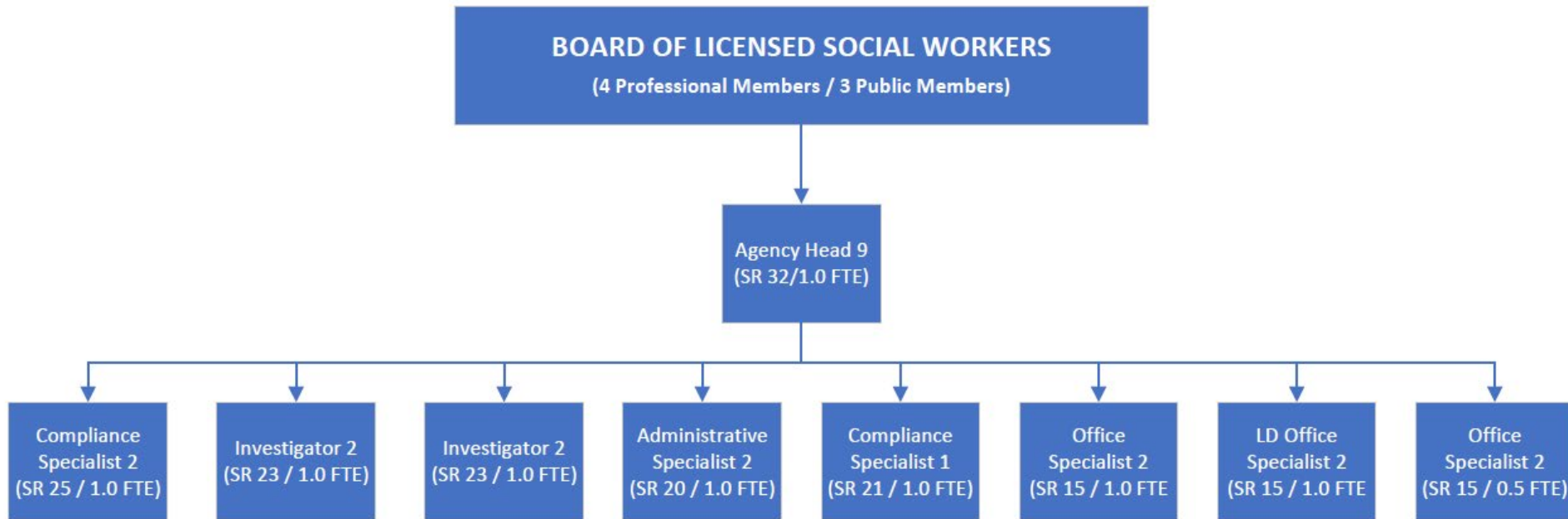
BLSW Overview - Board

- 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 – 9 Positions 8.5 FTE
 - 1.0 FTE Executive Director
 - 1.0 FTE Compliance Specialist 2
 - 2.0 FTE Investigator 2
 - 1.0 FTE Administrative Specialist 2
 - 1.0 FTE Compliance Specialist 1
 - 1.5 FTE Office Specialist 2
 - 1.0 FTE LD Office Specialist 2

Agency Organization Chart



BLSW Overview – License Types

Four License Types

- Clinical licenses (mandatory)
 - Licensed Clinical Social Worker (LCSW) ~6900
 - Clinical Social Work Associate (CSWA) ~1800
- Non-clinical licenses (voluntary)
 - Licensed Masters Social Worker (LMSW) ~330
 - Registered Baccalaureate Social Worker (RBSW) ~35

Number of Licensees Continues to Grow – 2013 to 2024

Type	LCSW	CSWA	LMSW	RBSW	Total
■ 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	5880
■ 2018	4521	1105	357	51	6034
■ 2019	4720	1172	312	45	6249
■ 2020	5018	1274	331	46	6669
■ 2021	5300	1350	330	40	7020
■ 2022	5733	1533	326	37	7629
■ 2023	5979	1595	332	31	7937
■ 2024	6616	1880	353	32	8881

Fee waiver –HB 4071(2022)

- 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

Number of Individuals Who Received Funds	
CSWA Applications	667
CSWA Renewals	1092
CSWA Transitions	340
LCSW Applications	621
LMSW Applications	124

Licensed Social Workers by County

County	#	County	#	County	#
Baker	18	Harney	5	Morrow	8
Benton	153	Hood River	48	Multnomah	2783
Clackamas	594	Jackson	318	Polk	96
Clatsop	52	Jefferson	15	Sherman	2
Columbia	49	Josephine	69	Tillamook	32
Coos	75	Klamath	72	Umatilla	61
Crook	14	Lake	4	Union	35
Curry	13	Lane	706	Wallowa	11
Deschutes	421	Lincoln	59	Wasco	33
Douglas	123	Linn	93	Washington	857
Gilliam	0	Malheur	15	Wheeler	0
Grant	4	Marion	403	Yamhill	107

BLSW – Key Partners

- 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

- 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.

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 = 50% (85% prior to 2018)

■ 2015	–	8%
■ 2016	–	8%
■ 2017	–	8%
■ 2018	–	19%
■ 2019	–	10%
■ 2020	–	16%
■ 2021	–	18%
■ 2022	–	4%
■ 2023	–	15%
■ 2024	–	34%

Key Performance Measure 1 – Agency Response

- Hired LD Investigator 2 spring 2019 to work with compliance caseload.
- Revised application review process to reduce applications reviewed by compliance staff
- Assigned Compliance Specialist 2 to provide support for investigators.
- Removed administrative duties from Investigator 2's allowing Investigator 2's to focus solely on investigations.

Key Performance Measure 1 – Agency Response continued

- In 2023, establish permanent Investigator 2.
- Re-classify OS2 to Compliance Specialist 1 to reflect new duties related to licensing-related compliance issues.
- Streamlined process for presenting open cases to the Board for direction.
- Collaborated with the Board to streamline case review process.

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

The data shown for 2024 has not been updated. The customer satisfaction survey is part of the board's legacy database and online licensing system. The customer service survey function of that database is not functioning to collect relevant data. The board contracted Thentia for a new licensing system and database in July 2020. Due to current needs not being met, the board is exploring contracting with different vendor in the near future, and plan to have updated results as a part of the 2025 report

Other Performance Measures – Overview

Key Performance Measures 2 and 3 are on target and deal with:

- Continuing Education
- Board Best Practice (standard legislative measure)

Strategies to increase efficiency and effectiveness

- Hired 1 LD OS2
- Prioritized CSWA applications
- LCSW, LMSW and RBSW licenses valid for two years
- Process improvements within the Thentia licensing system
- Video-conference board and committee meetings

Strategies to increase efficiency and effectiveness

- Cross trained licensing team to prepare for occasional increased demand.
- Regular communications with licensees to standardize application quality.
 - Newsletters and periodic emails.
- Monthly all staff meetings to improve cross team communication
- Licensing presentations at colleges and Universities to familiarize graduates with BLSW staff and the licensing process.

Governor's Balanced Budget

Revenue:

- General Fund: \$625,000 – one-time
- Other Fund: \$3,084,899

Expenditures:

- General Fund: \$625,000
- Other Fund: \$3,118,162

2025-27 Policy Option Packages

- **POP 100** – Allows the agency to raise enough revenue to adjust for inflated costs and run current programs. BLSW last raised fees in the 2015-2017 biennium.
- **POP 550** – Increases Other Funds expenditure limitation on a one-time basis to extend a full-time limited duration Office Specialist position for the 2025-27 biennium.
- **POP 551** – Increases General Fund one-time to implement a new licensing system. The current platform is not meeting the agency's needs, and a new system will increase license processing efficiency.

POP 551

- From the Governor's Behavioral Health Initiative
- This is a one-time investment
- Will fund a new contract vendor
- Covers the cost of the procurement process
- Expect the new licensing system to be fully implemented by 1/26
- BLSW anticipates supporting ongoing and future costs

Budget Drivers

- Fee-based, Other Funded agency
- This biennium the agency has recommended General Fund
- Revenues driven by number of new and existing licensees
- Increase in DOJ costs
- Increase in personnel costs
- Increase in State Government Service Charges

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

- 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 has determined a need for fee increase for 2025-27 biennium of 20%

Contact the Oregon BLSW



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