

[mn.gov/boards/social-work/](http://mn.gov/boards/social-work/)

**AT A GLANCE**

**FY 2015: July 1, 2014-June 30, 2015**

**Licensing Services**

- 13904 Total licenses
- 5945 Licensed Social Workers
- 2204 Licensed Graduate Social Workers
- 797 Licensed Independent Social Workers
- 4958 Licensed Independent Clinical Social Workers
- 191 Temporary licenses issued
- 2375 License applications processed
- 1503 New licenses issued
- 5503 License renewals processed
- 5084 Supervision Plans and Verifications processed
- 300 Continuing Education Providers approved

**Complaint Resolution Services**

- 365 New complaints received
- 243 Complaints resolved
- 35 Corrective and disciplinary actions

**Education Outreach Services**

- 30 Educational sessions

**Staff to Licensee Ratio**

1 to 1230 = 11.3 staff to 13904 licensees

**PURPOSE**

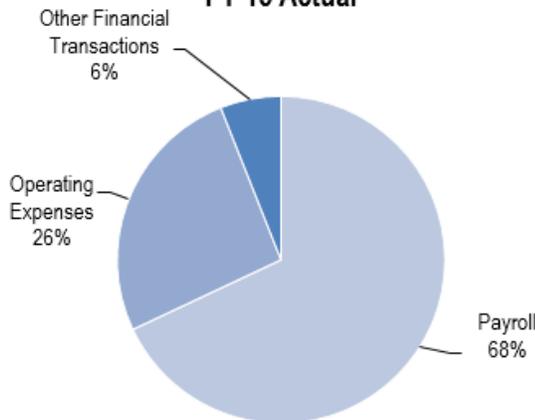
The mission of the Minnesota Board of Social Work (BOSW) is to ensure residents of Minnesota quality social work services by establishing and enforcing professional standards. Fifteen volunteer Board Members, including five public members, provide oversight to make certain we meet the needs of citizens and promote a diverse and qualified workforce.

The Board keeps **Minnesotans safe** by 1) licensing qualified social workers, 2) investigating and resolving complaints when services do not meet standards, and 3) providing outreach and education. The demand for our services has grown in response to an increased number of licensees and complaints.

We collaborate with state and federal agencies, utilize technology to streamline business processes, and offer online services. Regular strategic planning sets outcome-based priorities and promotes **efficient and accountable services**.

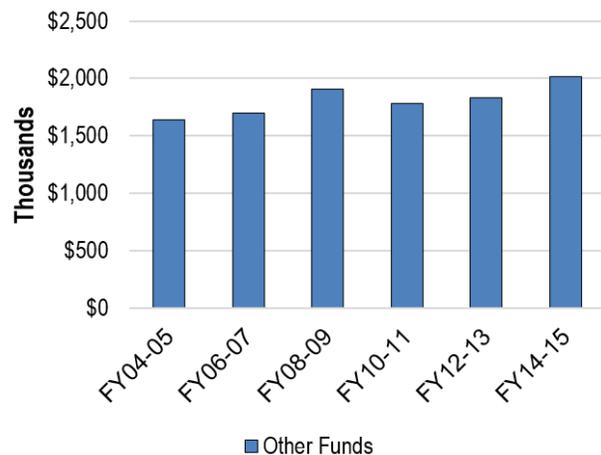
**BUDGET**

**Spending by Category  
FY 15 Actual**



Source: BPAS

**Historical Spending**



Source: Consolidated Fund Statement

The Board is funded by licensure fees. Minnesota Statutes section 214.06, subdivision 1(a) compels the Board to collect fees in the amount sufficient to cover direct and indirect expenditures. Funds are deposited as non-dedicated revenue into the state government special revenue fund. From this fund, the Board receives a direct appropriation to pay for agency expenses such as

salaries, rent, costs associated with disciplinary/contested cases and operating expenditures. It also pays statewide indirect costs through an open appropriation. The Board receives no general fund dollars.

In addition to Board operations, licensure fees fund activities that support multiple boards and/or other agencies. Some of these are: the Administrative Services Unit (interboard), Health Professionals Services Program (interboard), Office of the Attorney General for legal services, and the Criminal Background Check Program (interboard).

## STRATEGIES

Key strategies utilized to keep Minnesotans safe and provide efficient services include:

### 1. License qualified social work professionals

- Establish and enforce requirements for ethical practice standards, education, national examination, criminal background checks, supervised practice experience, and continuing education
- Issue bachelor and graduate degree licenses: Licensed Social Worker (LSW); Licensed Graduate Social Worker (LGSW); Licensed Independent Social Worker (LISW); and Licensed Independent Clinical Social Worker (LICSW)
- Eliminate licensing exemptions (excluding county agency social worker exemptions) to promote licensure of social workers regardless of practice setting
- Issue temporary licenses to expedite employment of new graduates, military personnel, and licensees relocating to Minnesota from other states
- Promote a more culturally diverse mental health workforce

### 2. Investigate and resolve complaints in a fair and timely manner

- Ensure that licensed social workers are safe and competent to practice, and accountable to the people they serve
- Collaborate with the Office of the Attorney General and the Health Professionals Services Program (for impaired professionals) to investigate, resolve complaints, and take action when appropriate. Results show that when the Board takes action against a licensee, a future complaint is rare.
- Charge a board committee to “review the complaint resolution process with regard to transparency, accountability, cost savings, and possible efficiencies”

### 3. Continue and strengthen strategic communication, education, outreach, and partnerships

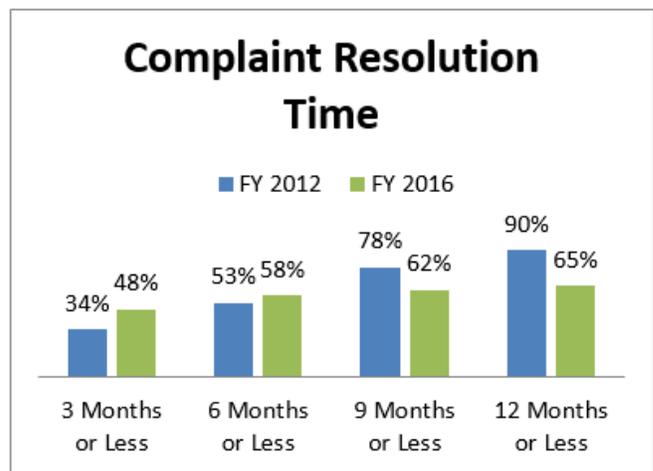
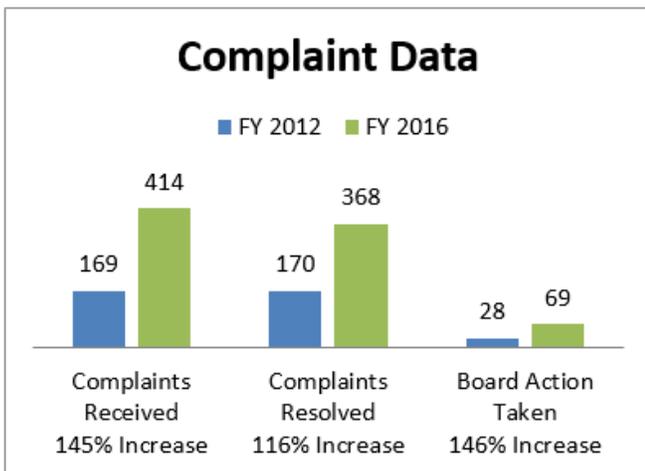
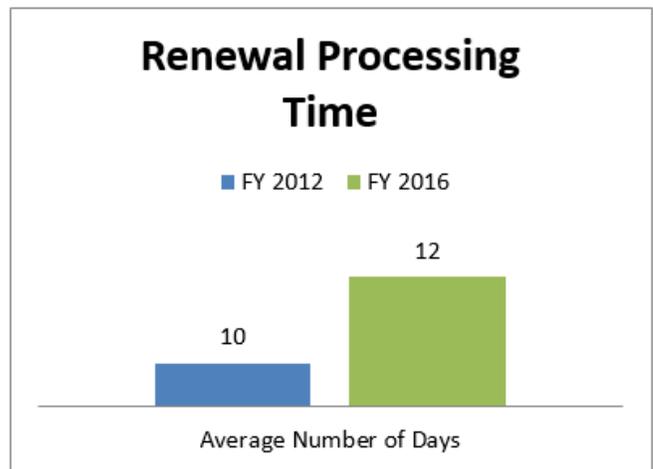
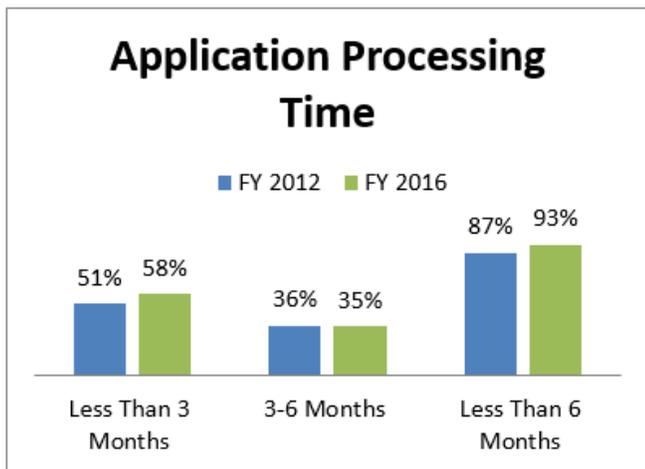
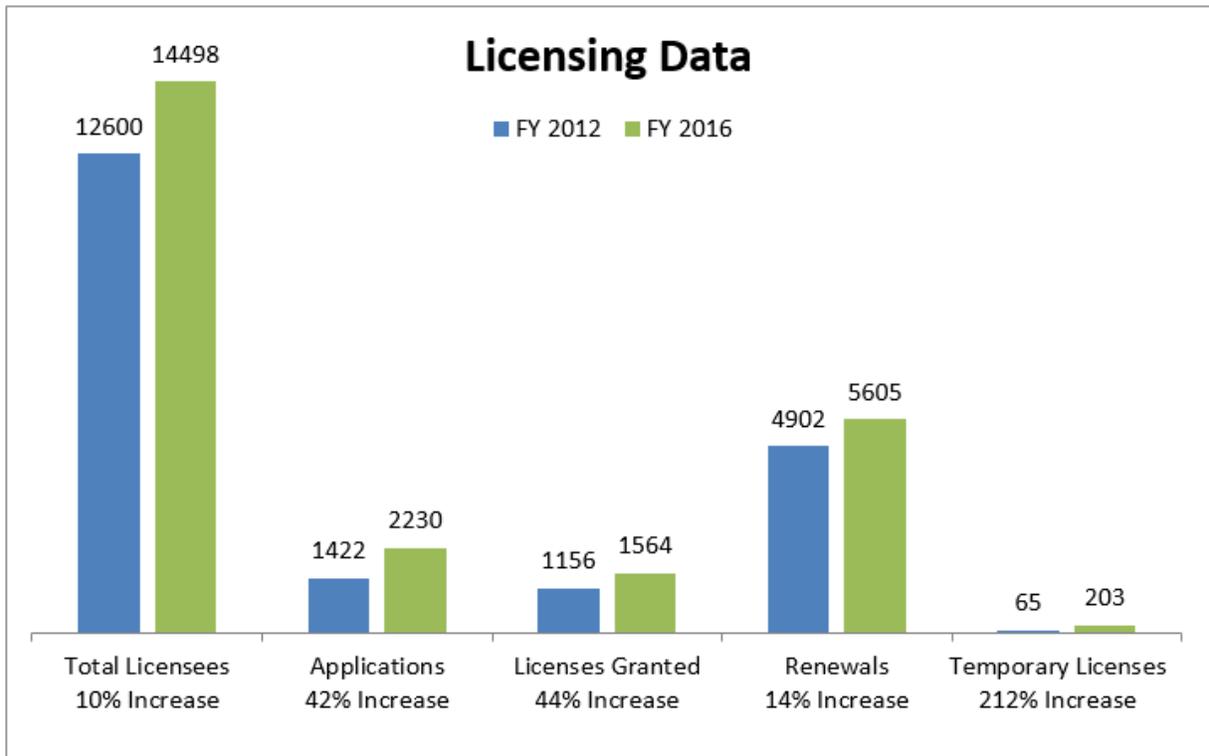
- Educate the public, social work students, faculty, licensed professionals and organizations about licensing responsibilities, ethical practice standards, and the complaint resolution process
- Continue to reach out to wider audiences including the general public, employers, and ethnically diverse communities and organizations
- Partner with local, state, and national organizations to improve public safety policy, regulatory practices, and mental health workforce issues
- Create a “jurisprudence” examination to better educate licensees

### 4. Utilize technology to promote board mission

- Implement technology to achieve greater internal and external efficiency and access, improve customer service, increase data security, and decrease costs, including “paperless” meetings and electronic records
- Provide free, 24/7 online application and renewal services, and access to public license look-up, licensing supervisor look-up, and adverse license actions data
- Collaborate with other Health Licensing Boards and MN.IT to develop and implement a common platform licensing data base system and online services for greater efficiencies, enhanced security, and improved customer service
- Conduct ongoing agency strategic planning, continuous process improvement and streamline internal business processes

## RESULTS

The results in the following charts show the increased “quantity” of licensing and complaint resolution services provided and the “quality” of these services in terms of processing or resolution time for Fiscal Year 2016.



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Board of Social Work Legal Authority:

MS 148E.001-148E.290 Minnesota Social Work Practice Act (The Office of the Revisor of Statutes)

<https://www.revisor.mn.gov/statutes/?id=148e>

MS 148D.061-148D.063 Minnesota Social Work Practice Act Additional Provision 148D.061 (The Office of the Revisor of Statutes) <https://www.revisor.mn.gov/statutes/?id=148D.061>; Additional Provision 148D.062

<https://www.revisor.mn.gov/statutes/?id=148D.062>; Additional Provision 148D.063

<https://www.revisor.mn.gov/statutes/?id=148D.063>

MS 214 Minnesota Statute Chapter 214, Governing Examining and Licensing Boards (The Office of the Revisor of Statutes)

<https://www.revisor.mn.gov/statutes/?id=214>