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<http://www.socialwork.state.mn.us/>

AT A GLANCE

Licensing Services (FY 2013: July 1, 2012-June 30, 2013)

- 12,872 Total licensees
- 5722 Licensed Social Workers
- 1796 Licensed Graduate Social Workers
- 772 Licensed Independent Social Workers
- 4582 Licensed Independent Clinical Social Workers
- 116 Temporary licenses issued
- 1814 License applications received
- 1120 New licenses issued
- 5183 License renewals received

Complaint Resolution Services

- 169 New complaints received
- 190 Complaints resolved
- 21 Corrective and disciplinary actions

Education Outreach Services

- 40 Educational sessions

Staff to Licensee Ratio

- 1:1250 10.3 staff to 12,872 licensees

PURPOSE

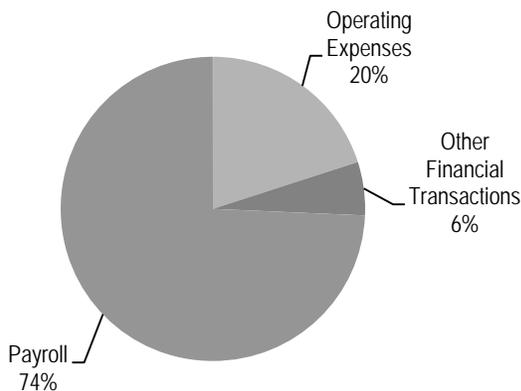
The mission of the Minnesota Board of Social Work (BOSW) is to ensure residents of Minnesota quality social work services by establishing and enforcing professional standards. Fifteen volunteer Board Members, including five public members, provide oversight to make certain we meet the needs of citizens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

The Board keeps **Minnesotans safe** by 1) licensing qualified social workers, 2) investigating 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**.

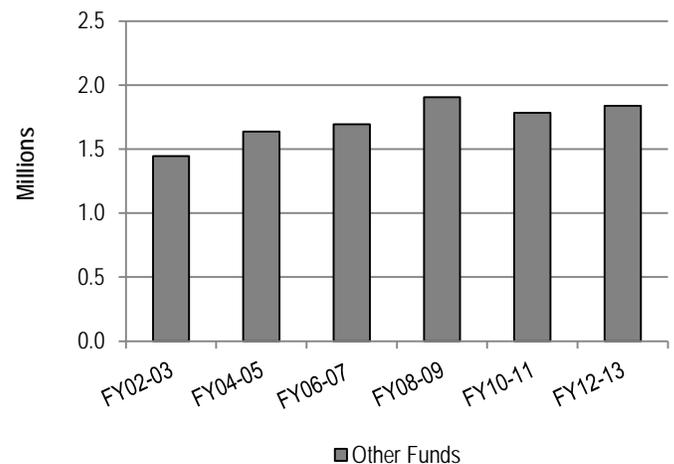
BUDGET

Spending by Category  
FY 13 Actual



Source: SWIFT

Historical Spending



Source: Consolidated Fund Statement

The Board's appropriation in fiscal year 2013 was \$1,053,000. The Board is entirely fee supported and receives no General Fund dollars to provide services. Fees collected to cover direct and indirect expenditures are deposited as non-dedicated revenue into the State Government Special Revenue Fund (SGSRF). The Board is granted authority to use these fees by the Minnesota Legislature to pay for expenses.

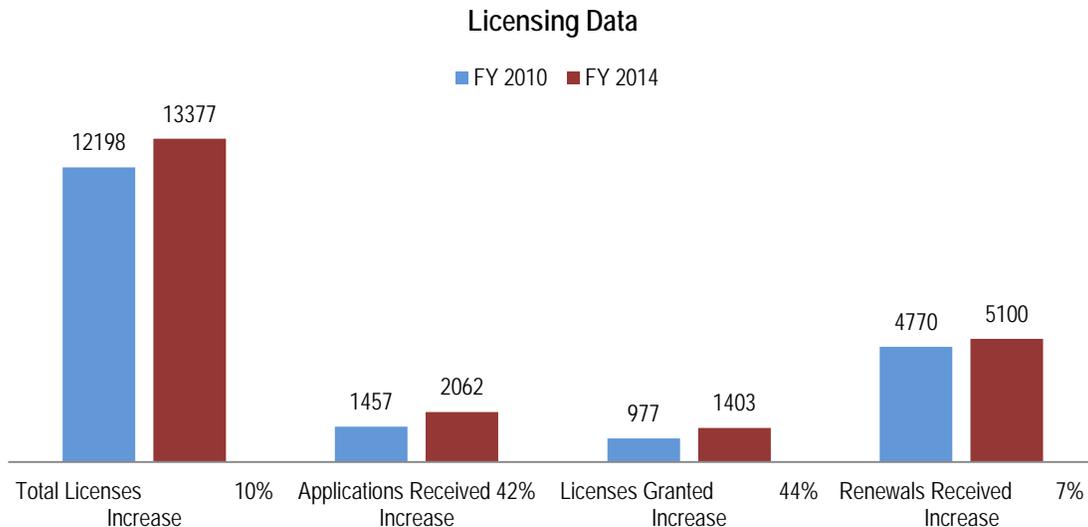
## STRATEGIES

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

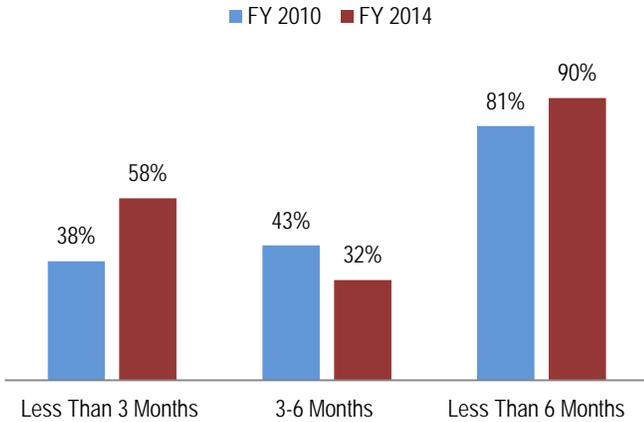
1. **License qualified social work professionals**
  - Establish and enforce requirements for education, national examination, criminal background checks, supervision, continuing education, and ethical standards of practice
  - Issue bachelor and graduate degree licenses: Licensed Social Worker (LSW), Licensed Graduate Social Worker (LGSW), Licensed Independent Social Worker (LISW), and Licensed Independent Clinical Social Worker (LICSW)
  - Eliminate licensing exemptions (excluding county exemptions) to promote licensure of social workers regardless of practice setting
  - Provide a time-limited grandfathering period to expand the number of licensed social workers in the workforce and to license more social workers from diverse populations
  - Issue temporary licenses to expedite employment of new graduates, military personnel, and licensees relocating to Minnesota from other states
  
2. **Investigate and resolve complaints in a fair and timely manner**
  - Ensure that licensed social workers are 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.
  
3. **Provide education and outreach to the public, professionals, and academic institutions**
  - Educate the public, social work students, faculty, and organizations about licensing responsibilities, ethical practice standards, and the complaint resolution process
  - Continue to reach out to wider audiences: the general public, employers, and ethnically diverse populations
  - Create a “jurisprudence” examination to better educate licensees
  
4. **Maximize technology, online services, “paperless” meetings, and electronic records**
  - Use technology to maximize efficiencies, improve customer service, increase data security, and decrease costs. Strategies to decrease costs include “paperless” meetings and electronic records.
  - Provide free, 24/7 online application and renewal services, license look-up, and access to public data on adverse license actions

## RESULTS

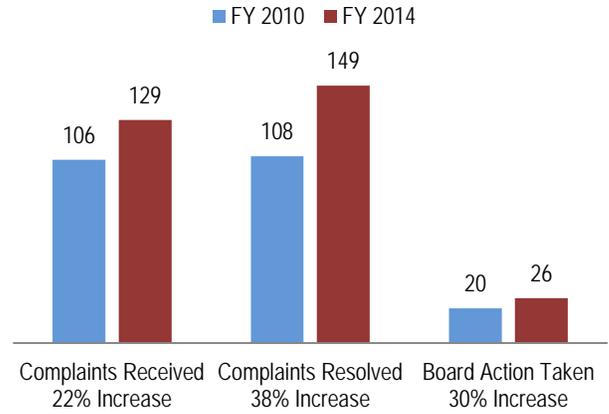
The results in the charts show the increased “quantity” of licensing and complaint resolution services provided and the “quality” of these services in terms of processing or resolution time.



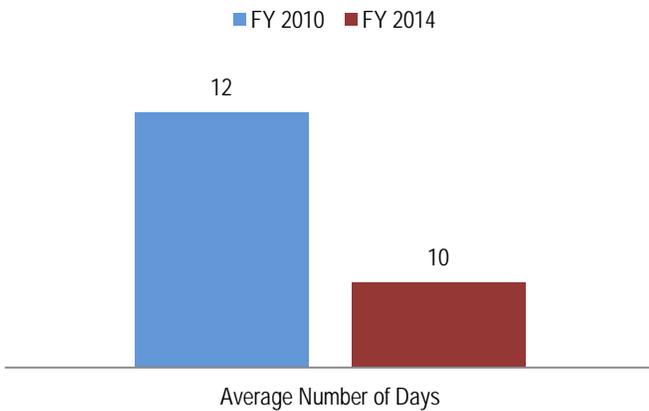
### Application Processing Time



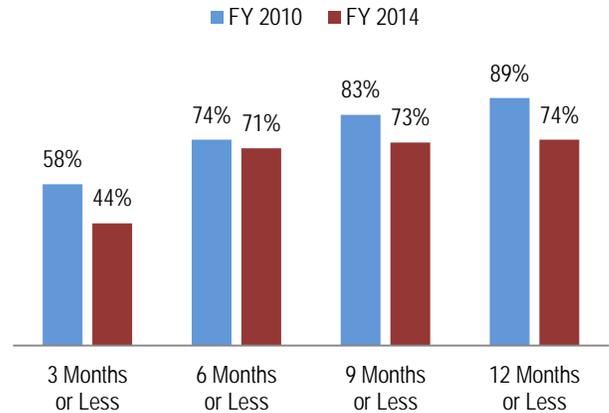
### Complaint Data



### Renewal Processing Time



### Complaint Resolution Time



Board of Social Work Legal Authority:

MS 148E.001-148E.290 [Minnesota Social Work Practice Act](https://www.revisor.mn.gov/statutes/?id=148e) (https://www.revisor.mn.gov/statutes/?id=148e)

MS 148D.061-148D.063 [Minnesota Social Work Practice Act Additional Provision 148D.061](https://www.revisor.mn.gov/statutes/?id=148D.061)

(https://www.revisor.mn.gov/statutes/?id=148D.061);

[Additional Provision 148D.062](https://www.revisor.mn.gov/statutes/?id=148D.062) (https://www.revisor.mn.gov/statutes/?id=148D.062);

[Additional Provision 148D.063](https://www.revisor.mn.gov/statutes/?id=148D.063) (https://www.revisor.mn.gov/statutes/?id=148D.063)

[MS 214 Minnesota Statute Chapter 214, Governing Examining and Licensing Boards](https://www.revisor.mn.gov/statutes/?id=214) (https://www.revisor.mn.gov/statutes/?id=214)