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**AT A GLANCE****FY 2017:****Licensing Services**

- 6,164 Licensed Social Workers
- 2,598 Licensed Graduate Social Workers
- 763 Licensed Independent Social Workers
- 5,388 Licensed Independent Clinical Social Workers
- 269 temporary licenses issued
- 2,162 license applications processed
- 5,981 license renewals processed
- 7,309 Supervision Plans and Verifications processed
- 275 Continuing Education Providers approved

**Complaint Resolution Services**

- 351 new complaints received
- 279 complaints resolved
- 36 corrective and disciplinary actions

**Education Outreach Services**

- 22 student presentations
- 2 conference presentations
- 6 conference exhibits

**Staff to Licensee Ratio**

- 1 to 1,320 = 11.3 staff to 14,913 licensees

**PURPOSE**

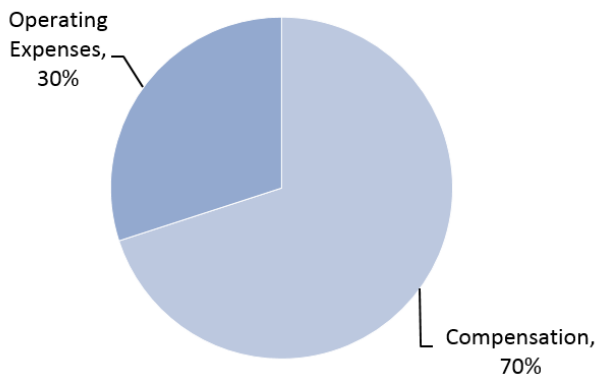
The mission of the Minnesota Board of Social Work (BOSW) is to ensure residents of Minnesota quality social work services by establishing and enforcing professional standards. Fifteen volunteer Board Members, including five public members, provide oversight to make certain we meet the needs of citizens 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 a significant increase in the number of applicants, licensees, and complaints.

We collaborate with state and federal agencies, utilize technology to streamline business processes, provide online services, and increase transparency and access to information for citizens. Conducting regular strategic planning and continuous process and service delivery improvements, sets outcome-based priorities and results, and promotes **efficient and accountable services**.

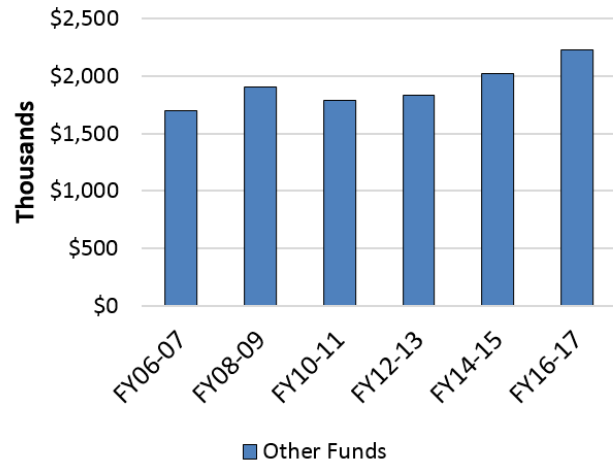
## BUDGET

**Spending by Category  
FY 17 Actual**



Source: Budget Planning & Analysis System (BPAS)

**Historical Spending**



Source: Consolidated Fund Statement

The Board is funded by licensure fees and receives no general fund dollars. 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 operations and program services provided by the agency, including licensing, complaint investigation and resolution, education and outreach, salaries, rent, and technology costs. Statewide indirect costs are also paid through the direct appropriation.

In addition to Board operational and program service expenses, fees collected fund support services provided to multiple health related licensing boards and/or other agencies. Some of these are: Office of the Attorney General for legal services, and inter-board programs including the Administrative Services Unit, Health Professionals Services Program, and the Criminal Background Check Program.

## STRATEGIES

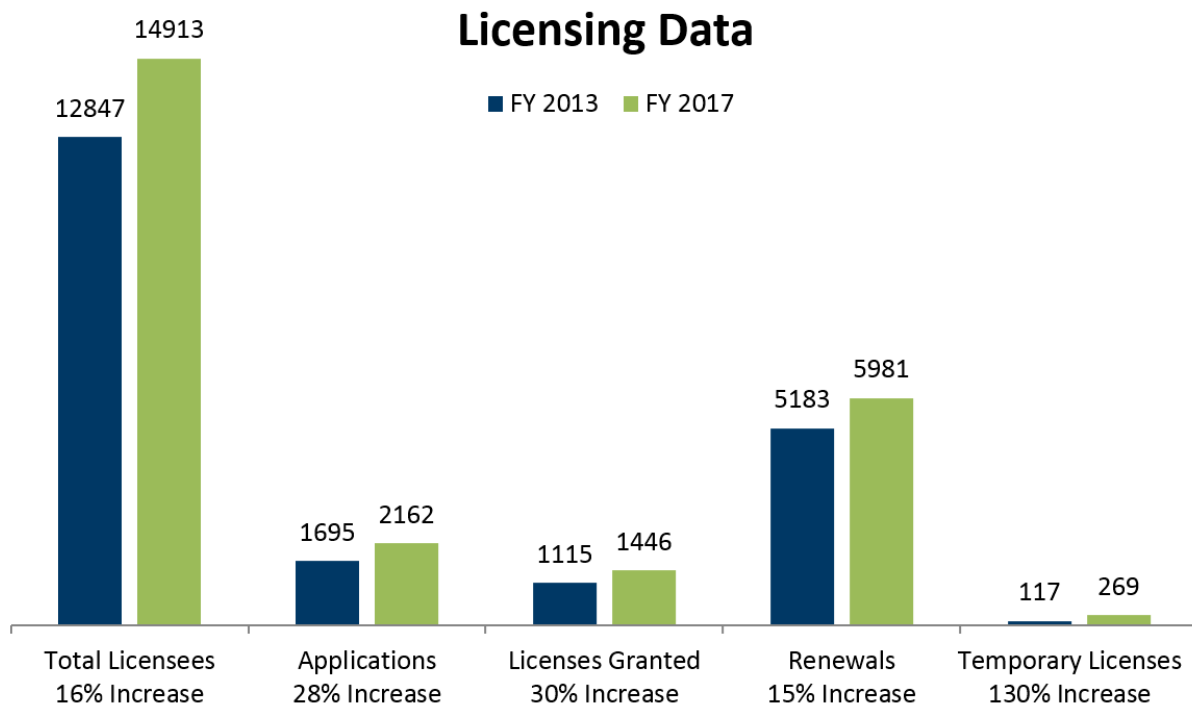
Key services and strategies to keep Minnesotans safe and to provide efficient and accountable services include:

1. License and regulate qualified social work professionals:
  - Establish and enforce requirements for initial and continued licensure, including ethical practice standards, education, national examination, criminal background checks, supervised practice experience, and continuing education.
  - Issue and renew 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).
  - Issue temporary licenses to expedite employment of new graduates, military personnel, and licensees relocating to Minnesota from other states.
  - Provide online services for license application, license renewal, and supervision plan and verification submission. Provide online public license data, including adverse license actions, and licensing supervisor information.
  - Promote a more culturally diverse, licensed mental health workforce.
  - Collaborate with other Health Licensing Boards and MN.IT to develop, maintain, and enhance a common platform licensing database system and online services for enhanced data security, improved customer service, and greater efficiencies.

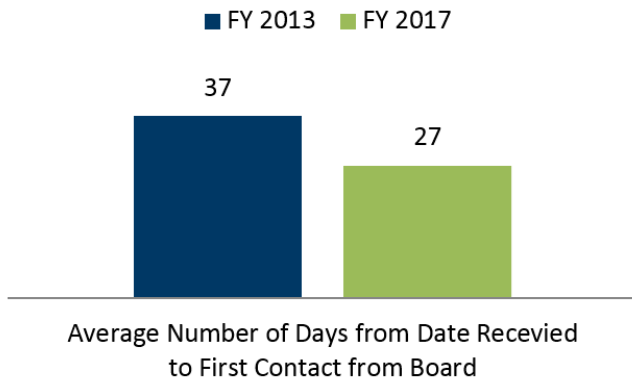
2. Investigate and resolve complaints against licensed social workers' practice in a fair and timely manner:
  - Ensure that licensed social workers meet professional standards, practice safely and competently, and are accountable to the people they serve. Results show that when the Board takes action against a licensee, a future complaint is rare.
  - Collaborate with the Office of the Attorney General to investigate, resolve complaints, and take action when appropriate.
  - Utilize and partner with the Health Professionals Services Program (for impaired professionals) to assist with monitoring and remediation of licensees to ensure safe practice.
  - Completion of a two-year review of the Board's complaint resolution process with regard to "transparency, accountability, cost savings, and possible efficiencies" and created over 40 recommendations to enhance the process.
  - Offer guidance to applicants, licensees, and the public about the application of the Social Work Practice Act.
3. Provide education, outreach, strategic communications, and build collaborative partnerships:
  - Educate the public, social work students and faculty, licensed professionals, applicants, and organizations about professional licensing responsibilities, ethical practice standards, and the complaint resolution process through in-person and web-based methods.
  - Expand outreach to wider audiences including the general public, employers, and diverse communities and organizations.
  - Partner with local, state, and national organizations to improve public safety policies, regulatory practices, and mental health workforce issues, including social work licensing mobility and portability.
  - Utilize technology to increase access to educational opportunities for licensees and applicants with an online jurisprudence examination and online learning modules to be deployed in 2019.
  - Utilize the GovDelivery subscription service to distribute agency newsletter and bulletins to citizens.

## RESULTS

The following chart results show the trends in the increased "quantity" of licensing and complaint resolution services provided, and the "quality" of the processing or resolution times for fiscal years 2013 and 2017.

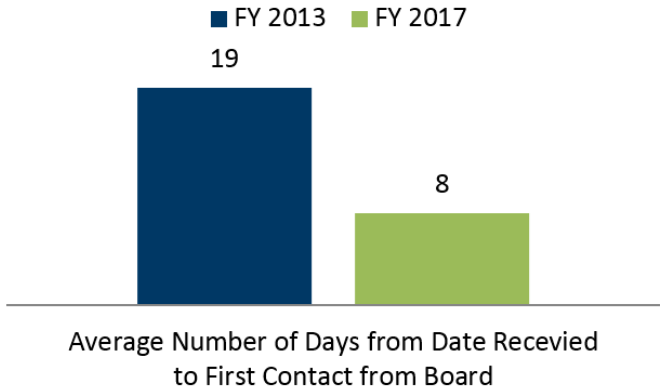


## Application Processing Time



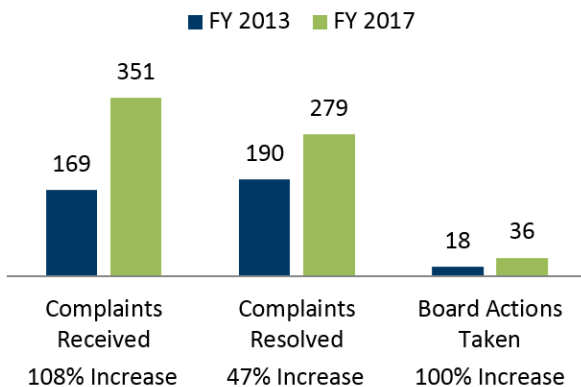
\*Note: Additional staffing resources were allocated to application processing during FY17 to avoid delays due to the deployment of a new licensing database.

## Renewal Processing Time

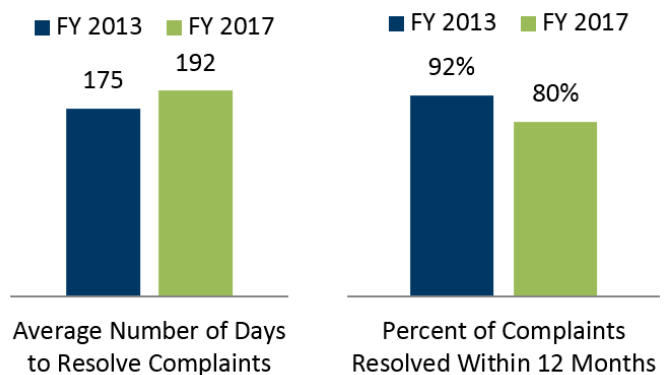


\*Note: Renewal processing time reduced to 24 hours or less from December 2016 to end of FY17 due to the deployment of a new licensing database which allowed for automatic approval of renewals upon receipt of renewal application and fee.

## Complaint Data



## Complaint Processing Time



Board of Social Work Legal Authority:

[MS 148E.001-148E.290](#) Minnesota Social Work Practice Act

[MS 148D.061-148D.063](#) Minnesota Social Work Practice Act Additional Provision

[MS 214](#) Examining and Licensing Boards

(Dollars in Thousands)

|  | Actual<br>FY16 | Actual<br>FY17 | Actual<br>FY18 | Estimate<br>FY19 | Forecast Base |      | Governor's<br>Recommendation |      |
|--|----------------|----------------|----------------|------------------|---------------|------|------------------------------|------|
|  |                |                |                |                  | FY20          | FY21 | FY20                         | FY21 |

**Expenditures by Fund**

|                                      |              |              |              |              |              |              |              |              |
|--------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 1201 - Health Related Boards         | 1,061        | 1,134        | 1,130        | 1,431        | 1,289        | 1,291        | 1,447        | 1,414        |
| 2000 - Restrict Misc Special Revenue | 17           | 16           | 30           | 42           | 25           | 25           | 25           | 25           |
| <b>Total</b>                         | <b>1,077</b> | <b>1,150</b> | <b>1,160</b> | <b>1,473</b> | <b>1,314</b> | <b>1,316</b> | <b>1,472</b> | <b>1,439</b> |
| Biennial Change                      |              |              |              | 405          |              | (3)          |              | 278          |
| Biennial % Change                    |              |              |              | 18           |              | (0)          |              | 11           |
| Governor's Change from Base          |              |              |              |              |              |              |              | 281          |
| Governor's % Change from Base        |              |              |              |              |              |              |              | 11           |

**Expenditures by Program**

|                   |              |              |              |              |              |              |              |              |
|-------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Social Work Board | 1,077        | 1,150        | 1,160        | 1,473        | 1,314        | 1,316        | 1,472        | 1,439        |
| <b>Total</b>      | <b>1,077</b> | <b>1,150</b> | <b>1,160</b> | <b>1,473</b> | <b>1,314</b> | <b>1,316</b> | <b>1,472</b> | <b>1,439</b> |

**Expenditures by Category**

|                             |              |              |              |              |              |              |              |              |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Compensation                | 767          | 803          | 842          | 968          | 989          | 992          | 1,024        | 1,064        |
| Operating Expenses          | 308          | 341          | 314          | 493          | 325          | 324          | 448          | 375          |
| Other Financial Transaction | 2            | 6            | 3            | 12           |              |              |              |              |
| <b>Total</b>                | <b>1,077</b> | <b>1,150</b> | <b>1,160</b> | <b>1,473</b> | <b>1,314</b> | <b>1,316</b> | <b>1,472</b> | <b>1,439</b> |

**Full-Time Equivalents**

|  |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|
|  | 11.01 | 11.21 | 11.38 | 12.63 | 12.63 | 12.63 | 12.63 | 12.63 |
|--|-------|-------|-------|-------|-------|-------|-------|-------|

(Dollars in Thousands)

|                                     | Actual       | Actual       | Actual       | Estimate     | Forecast Base |              | Governor's Recommendation |              |
|-------------------------------------|--------------|--------------|--------------|--------------|---------------|--------------|---------------------------|--------------|
|                                     | FY16         | FY17         | FY18         | FY19         | FY20          | FY21         | FY20                      | FY21         |
| <b>1201 - Health Related Boards</b> |              |              |              |              |               |              |                           |              |
| Balance Forward In                  |              | 89           |              | 148          |               |              |                           |              |
| Direct Appropriation                | 1,141        | 1,155        | 1,268        | 1,273        | 1,279         | 1,281        | 1,437                     | 1,404        |
| Open Appropriation                  |              |              | 10           | 10           | 10            | 10           | 10                        | 10           |
| Transfers In                        | 8            | 39           |              |              |               |              |                           |              |
| Cancellations                       |              | 148          |              |              |               |              |                           |              |
| Balance Forward Out                 | 89           |              | 148          |              |               |              |                           |              |
| <b>Expenditures</b>                 | <b>1,061</b> | <b>1,134</b> | <b>1,130</b> | <b>1,431</b> | <b>1,289</b>  | <b>1,291</b> | <b>1,447</b>              | <b>1,414</b> |
| Biennial Change in Expenditures     |              |              |              | 366          |               | 19           |                           | 300          |
| Biennial % Change in Expenditures   |              |              |              | 17           |               | 1            |                           | 12           |
| Governor's Change from Base         |              |              |              |              |               |              |                           | 281          |
| Governor's % Change from Base       |              |              |              |              |               |              |                           | 11           |
| Full-Time Equivalents               | 11.01        | 11.21        | 11.38        | 12.63        | 12.63         | 12.63        | 12.63                     | 12.63        |

**2000 - Restrict Misc Special Revenue**

|                                   |           |           |           |           |           |           |           |           |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Balance Forward In                | 14        | 16        | 17        | 22        |           |           |           |           |
| Receipts                          | 18        | 17        | 35        | 20        | 25        | 25        | 25        | 25        |
| Balance Forward Out               | 16        | 17        | 22        |           |           |           |           |           |
| <b>Expenditures</b>               | <b>17</b> | <b>16</b> | <b>30</b> | <b>42</b> | <b>25</b> | <b>25</b> | <b>25</b> | <b>25</b> |
| Biennial Change in Expenditures   |           |           |           | 39        |           | (22)      |           | (22)      |
| Biennial % Change in Expenditures |           |           |           | 118       |           | (30)      |           | (30)      |
| Governor's Change from Base       |           |           |           |           |           |           |           | 0         |
| Governor's % Change from Base     |           |           |           |           |           |           |           | 0         |

(Dollars in Thousands)

|                                                   | FY19         | FY20         | FY21         | Biennium<br>2020-21 |
|---------------------------------------------------|--------------|--------------|--------------|---------------------|
| <b>Direct</b>                                     |              |              |              |                     |
| <b>Fund: 1201 - Health Related Boards</b>         |              |              |              |                     |
| FY2019 Appropriations                             | 1,273        | 1,273        | 1,273        | 2,546               |
| Base Adjustments                                  |              |              |              |                     |
| Current Law Base Change                           |              | 2            | 4            | 6                   |
| Pension Allocation                                |              | 4            | 4            | 8                   |
| Forecast Base                                     | 1,273        | 1,279        | 1,281        | 2,560               |
| Change Items                                      |              |              |              |                     |
| Operating Adjustment                              |              | 83           | 123          | 206                 |
| Licensing Database and Online Service Enhancement |              | 25           |              | 25                  |
| Convert Records from Microfilm to Digital         |              | 50           |              | 50                  |
| <b>Total Governor's Recommendations</b>           | <b>1,273</b> | <b>1,437</b> | <b>1,404</b> | <b>2,841</b>        |
| <b>Open</b>                                       |              |              |              |                     |
| <b>Fund: 1201 - Health Related Boards</b>         |              |              |              |                     |
| FY2019 Appropriations                             | 10           | 10           | 10           | 20                  |
| Forecast Base                                     | 10           | 10           | 10           | 20                  |
| <b>Total Governor's Recommendations</b>           | <b>10</b>    | <b>10</b>    | <b>10</b>    | <b>20</b>           |
| <b>Dedicated</b>                                  |              |              |              |                     |
| <b>Fund: 2000 - Restrict Misc Special Revenue</b> |              |              |              |                     |
| Planned Spending                                  | 42           | 25           | 25           | 50                  |
| Forecast Base                                     | 42           | 25           | 25           | 50                  |
| <b>Total Governor's Recommendations</b>           | <b>42</b>    | <b>25</b>    | <b>25</b>    | <b>50</b>           |
| <b>Revenue Change Summary</b>                     |              |              |              |                     |
| <b>Dedicated</b>                                  |              |              |              |                     |
| <b>Fund: 2000 - Restrict Misc Special Revenue</b> |              |              |              |                     |
| Forecast Revenues                                 | 20           | 25           | 25           | 50                  |
| <b>Total Governor's Recommendations</b>           | <b>20</b>    | <b>25</b>    | <b>25</b>    | <b>50</b>           |
| <b>Non-Dedicated</b>                              |              |              |              |                     |
| <b>Fund: 1201 - Health Related Boards</b>         |              |              |              |                     |
| Forecast Revenues                                 | 1,414        | 1,435        | 1,458        | 2,893               |
| Change Items                                      |              |              |              |                     |
| Fee Change                                        |              | 463          | 471          | 934                 |
| <b>Total Governor's Recommendations</b>           | <b>1,414</b> | <b>1,898</b> | <b>1,929</b> | <b>3,827</b>        |

## Social Work, Board of

### FY 2020-21 Biennial Budget Change Item

#### Change Item Title: Operating Adjustment

| Fiscal Impact (\$000s)                           | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
|--------------------------------------------------|---------|---------|---------|---------|
| General Fund                                     |         |         |         |         |
| Expenditures                                     | 0       | 0       | 0       | 0       |
| Revenues                                         | 0       | 0       | 0       | 0       |
| Other Funds                                      |         |         |         |         |
| Expenditures                                     | 83      | 123     | 123     | 123     |
| Revenues                                         | 0       | 0       | 0       | 0       |
| Net Fiscal Impact =<br>(Expenditures – Revenues) | 83      | 123     | 123     | 123     |
| FTEs                                             | 0       | 0       | 0       | 0       |

#### Recommendation:

The Governor recommends additional funding of \$206,000 in the FY 2020-2021 biennium to maintain the current level of service delivery at the Minnesota Board of Social Work.

#### Rationale/Background:

The mission of the Minnesota Board of Social Work 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 is entirely fee supported and receives no General Fund dollars to provide all services. Fees must be collected to cover all direct and indirect expenditures and are deposited as non-dedicated revenue into the State Government Special Revenue Fund (SGSRF). The Minnesota Legislature makes appropriations from the fund to pay for expenses incurred by the Board.

Each year, the cost of doing business rises—employer-paid health care contributions, FICA and Medicare, along with other salary and compensation-related costs increase. Other operating costs, like rent and lease, fuel and utilities, and IT and legal services also grow. This cost growth puts pressure on agency operating budgets that remain flat from year to year.

#### Proposal:

The Governor recommends increasing agency operating budgets to maintain the delivery of current services. For the Board of Social Work, this funding will cover known employee compensation growth, centralized IT expenses, budget deficiency due to increased salary and fringe expenses, updating and printing of agency brochures and educational materials, and rent for agency office space. IT cost growth drivers may include dedicated MN.IT staff compensation-related increases, increased volume usage of enterprise IT services, increased software licensing costs, and/or application support and maintenance cost increases.

| <b>Nondiscretionary MN.IT IT Centralized Services</b>                                                                                                                                                                | <b>FY 2020</b>  | <b>FY 2021</b>  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|
| Ongoing MN.IT service increases including phone, voice mail, LAN, WAN, switches, state email accounts, Microsoft software license increases, and service cost for GovDelivery Notification Service and WebEx Service | \$4,000         | \$4,000         |
| Ongoing increase to annual database maintenance agreement cost                                                                                                                                                       | \$10,000        | \$10,000        |
| Ongoing MN.IT bundled costs for board member laptops and state email addresses to ensure data security and necessary access to Board data to efficiently and effectively conduct business                            | \$25,000        | \$25,000        |
| <b>TOTAL</b>                                                                                                                                                                                                         | <b>\$39,000</b> | <b>\$39,000</b> |

1. **Absorb Budget Pressures from Increased Staff Compensation**

The increased appropriation is critical to absorb new, increased staff compensation costs based on labor agreements, salaries, insurance, and pension costs. Currently, the Board has a staff of 12.6 FTEs serving 15,226 licensees. Annually, staff process over 2,000 applications for licensure, over 6,000 applications for license renewal, and over 400 complaints.

2. **Update and Print Agency Brochures and Educational Materials**

Agency brochures and educational materials need to be updated to ensure accurate, current, plain language information is provided to the public. The estimated cost to update and create agency brochures through the state Minncor service is \$600.00 per 5,000 copies.

3. **Increase in Rent for Agency Office Space**

The Board's rental lease for office space expires on January 31, 2021, during the FY 2020-FY 2021 biennium. The Board is co-located with 17 other Health Related Licensing Boards (HLBs) at the same privately owned building.

The table below identifies each increased appropriation request described above.

| <b>Small Agency Increased Appropriation Request</b> |                                                                  | <b>FY 2020</b>  | <b>FY 2021</b>   | <b>FY 2022</b>   | <b>FY 2023</b>   |
|-----------------------------------------------------|------------------------------------------------------------------|-----------------|------------------|------------------|------------------|
| #1                                                  | Increased Nondiscretionary MN.IT Centralized IT Service Expenses | \$39,000        | \$39,000         | \$39,000         | \$39,000         |
| #2                                                  | Absorb Budget Deficit for Increased Staff Compensation           | \$35,000        | \$72,000         | \$72,000         | \$72,000         |
| #3                                                  | Update and Print Agency Brochures and Educational Materials      | \$5,000         | \$5,000          | \$5,000          | \$5,000          |
| #4                                                  | Increase in Rent for Agency Office Space                         | \$4,000         | \$7,000          | \$7,000          | \$7,000          |
| <b>TOTAL</b>                                        |                                                                  | <b>\$83,000</b> | <b>\$123,000</b> | <b>\$123,000</b> | <b>\$123,000</b> |

**Equity and Inclusion:**

The Board does not discriminate on the basis of race, ethnicity, gender, sexual orientation, or disability. The positive impact of this change will be to continue to provide services for all people of the State of Minnesota without discrimination.

**IT Related Proposals:**

| <i>Category</i>                  | <i>FY 2020</i>  | <i>FY 2021</i>  | <i>FY 2022</i>  | <i>FY 2023</i>  | <i>FY 2024</i>  | <i>FY 2025</i>  |
|----------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Payroll                          |                 |                 |                 |                 |                 |                 |
| Professional/Technical Contracts |                 |                 |                 |                 |                 |                 |
| Infrastructure                   |                 |                 |                 |                 |                 |                 |
| Hardware                         |                 |                 |                 |                 |                 |                 |
| Software                         |                 |                 |                 |                 |                 |                 |
| Training                         |                 |                 |                 |                 |                 |                 |
| Enterprise Services              | \$39,000        | \$39,000        | \$39,000        | \$39,000        | \$39,000        | \$39,000        |
| Staff costs (MNIT or agency)     |                 |                 |                 |                 |                 |                 |
| <b>Total</b>                     | <b>\$39,000</b> | <b>\$39,000</b> | <b>\$39,000</b> | <b>\$39,000</b> | <b>\$39,000</b> | <b>\$39,000</b> |
| MNIT FTEs                        |                 |                 |                 |                 |                 |                 |
| Agency FTEs                      |                 |                 |                 |                 |                 |                 |

**Results:**

This proposal is intended to allow the Board of Social Work to continue to provide current levels of service and information to the public.

**Statutory Change(s):**

Not applicable.

## Social Work, Board of

### FY 2020-21 Biennial Budget Change Item

#### Change Item Title: Licensing Database and Online Service Enhancements

| Fiscal Impact (\$000s)                           | FY 2020  | FY 2021  | FY 2022  | FY 2023  |
|--------------------------------------------------|----------|----------|----------|----------|
| General Fund                                     |          |          |          |          |
| Expenditures                                     | 0        | 0        | 0        | 0        |
| Revenues                                         | 0        | 0        | 0        | 0        |
| Other Funds                                      |          |          |          |          |
| Expenditures                                     | 25       | 0        | 0        | 0        |
| Revenues                                         | 0        | 0        | 0        | 0        |
| Net Fiscal Impact =<br>(Expenditures – Revenues) | 25       | 0        | 0        | 0        |
| <b>FTEs</b>                                      | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |

#### Recommendation:

The Governor recommends a one-time appropriation to fund enhancements for the Board's Automated Licensure Information Management System (ALIMS) database system and to make online service enhancements.

#### Rationale/Background:

Enhancements to the Board's licensing database system and online services will create more efficient operational business processes and enhance online services for applicants, licensees, and licensing supervisors. Improved technology creates easier access for customers, cost saving efficiencies, and enhanced data security.

The Board is entirely fee supported and receives no General Fund dollars to provide all services. Fees must be collected to cover all direct and indirect expenditures and are deposited as non-dedicated revenue into the State Government Special Revenue Fund (SGSRF). The Minnesota Legislature makes appropriations from the fund to pay for expenses incurred by the Board.

#### Proposal:

The proposed project includes a professional technical contract to be administered by MN.IT to develop, test, and deploy needed enhancements to the Board's licensing database system and online services. The project involves the functionality to demonstrate compliance with the Board's social work licensing requirements under Minnesota Statutes, Section 148E. The IT project requirements will be accomplished by both MN.IT staff and a state approved contractor.

The scope of the project will include:

- Enhancements to the Board's (ALIMS) database system:
  - Includes corrections and enhancements to the required Supervision Plan and Supervision Verification Form reporting and storage of this data in the Board's licensing database in order to create efficiencies and decrease data errors. This work is estimated to be performed primarily by MN.IT staff for an estimated cost of \$10,000.
- Enhancements to Board online services for applicants and licensees:
  - Add the ability to pay for additional services, or required services such as name changes, via credit card.
  - Enhance the current online supervision reporting services for applicants, licensees, and licensing supervisors to create simplified reporting and increase accuracy of data reporting.
  - Test and deploy the new online Continuing Education Provider (CEP) application service.
  - Create necessary interface between online services and Board's database system.

- e. This work is estimated to be performed primarily by a State Approved Vendor, under a Professional Technical Contract under MN.IT for an estimated cost of \$15,000.

#### **Equity and Inclusion:**

The Board provides public safety services to residents of Minnesota, licensed social work professionals, and the clients they serve. Licensed social workers provide services to some of the most vulnerable, underserved, and diverse populations in our state.

#### **IT Related Proposals:**

| <i><b>Category</b></i>           | <i><b>FY 2020</b></i> | <i><b>FY 2021</b></i> | <i><b>FY 2022</b></i> | <i><b>FY 2023</b></i> | <i><b>FY 2024</b></i> | <i><b>FY 2025</b></i> |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Payroll                          |                       |                       |                       |                       |                       |                       |
| Professional/Technical Contracts | 15,000                |                       |                       |                       |                       |                       |
| Infrastructure                   |                       |                       |                       |                       |                       |                       |
| Hardware                         |                       |                       |                       |                       |                       |                       |
| Software                         |                       |                       |                       |                       |                       |                       |
| Training                         |                       |                       |                       |                       |                       |                       |
| Enterprise Services              |                       |                       |                       |                       |                       |                       |
| Staff costs (MN.IT or agency)    | 10,000                |                       |                       |                       |                       |                       |
| <b>Total</b>                     | <b>25,000</b>         |                       |                       |                       |                       |                       |
| MN.IT FTEs                       |                       |                       |                       |                       |                       |                       |
| Agency FTEs                      |                       |                       |                       |                       |                       |                       |

#### **Results:**

This required technology project leverages both internal MN.IT resources and a contracted state vendor. It is an investment in the new ALIMIS database system deployed by the Board in December 2016. The positive results include 1) increased data accuracy and security; 2) greater efficiencies in business operations; and 3) enhanced and new online services for applicants, licensees, licensing supervisors, and Board approved CE Providers.

#### **Statutory Change(s):**

Not applicable.

## Social Work, Board of

### FY 2020-21 Biennial Budget Change Item

#### Change Item Title: Convert Licensing Records from Microfilm to Digital Records

| Fiscal Impact (\$000s)                           | FY 2020  | FY 2021  | FY 2022  | FY 2023  |
|--------------------------------------------------|----------|----------|----------|----------|
| General Fund                                     |          |          |          |          |
| Expenditures                                     | 0        | 0        | 0        | 0        |
| Revenues                                         | 0        | 0        | 0        | 0        |
| Other Funds                                      |          |          |          |          |
| Expenditures                                     | 50       | 0        | 0        | 0        |
| Revenues                                         | 0        | 0        | 0        | 0        |
| Net Fiscal Impact =<br>(Expenditures – Revenues) | 50       | 0        | 0        | 0        |
| <b>FTEs</b>                                      | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |

#### Recommendation:

The Governor recommends a one-time appropriation to fund a licensing data conversion project at the Minnesota Board of Social Work.

#### Rationale/Background:

Currently the Board has 16,146 licensing records on microfilm. These records were transferred from a paper-based record system to microfilm from 1991 to 2002. Microfilm storage of data was the “state of the art” technology available at the time to create efficient data storage and increase data security. The Board had no capacity for scanning data at that time.

The project will provide citizens easier access to data under the Minnesota Government Data Practices Act and allow the Board to secure licensing data, create efficiencies in business operations, and provide citizens access to public data in a timely fashion.

#### Proposal:

The 16,146 microfilm records on site are not currently integrated into the Board’s secure licensing database system. Integrating licensing data, currently stored using two separate data retention methods, will increase data security, create processing efficiencies, and mitigate risks created from the antiquated microfilm data retention and storage method. The current hardware and software required to “read and print” microfilm records is out of warranty and beyond its expected life span. Hardware and software is no longer available for this obsolete microfilm technology.

The Board has received a preliminary bid from a state approved vendor on which to base this request. The estimated one-time cost to scan the approximate 16,146 records, containing approximately 500,000 microfilm images, and deliver clean, PDF images which will be integrated with the Board’s database system.

#### Equity and Inclusion:

The Board provides public safety services to residents of Minnesota, licensed social work professionals, and the clients they serve. Licensed social workers provide services to some of the most vulnerable, underserved, and diverse populations in our state.

#### IT Related Proposals:

Not applicable.

**Results:**

This increased one-time appropriation requested will produce the following critical data retention results, and positive outcomes to ensure the Board can provide necessary services:

1. Provide current technology capacity by integrating licensing records from two separate data retention systems into one secure and current technology system.
2. Provide necessary capacity to provide customers with access to public data in a timely manner.
3. Increase effective and efficient business operations.
4. Mitigate risk and ensure data security.

**Statutory Change(s):**

Not applicable.

## Social Work, Board of

### FY 2020-21 Biennial Budget Change Item

#### Change Item Title: Fee Change

| Fiscal Impact (\$000s)                           | FY 2020  | FY 2021  | FY 2022  | FY 2023  |
|--------------------------------------------------|----------|----------|----------|----------|
| General Fund                                     |          |          |          |          |
| Expenditures                                     | 0        | 0        | 0        | 0        |
| Revenues                                         | 0        | 0        | 0        | 0        |
| Other Funds                                      |          |          |          |          |
| Expenditures                                     | 0        | 0        | 0        | 0        |
| Revenues                                         | 463      | 471      | 470      | 478      |
| Net Fiscal Impact =<br>(Expenditures – Revenues) | (463)    | (471)    | (470)    | (478)    |
| <b>FTEs</b>                                      | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |

#### Recommendation:

The Governor recommends a fee increase for the Board of Social Work. This proposal would give the Board authority set fees at an amount ‘not to exceed’ a specified cap, which would allow the Board to manage future budgets.

#### Rationale/Background:

**Board Mission and Funding:** 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 is entirely fee supported and receives no General Fund dollars to provide all services. Fees must be collected to cover all direct and indirect expenditures and are deposited as non-dedicated revenue into the State Government Special Revenue Fund (SGSRF). The Minnesota Legislature makes appropriations from the fund to pay for expenses incurred by the Board.

Fees have not been increased since 2000. In addition, the Board decreased fees by 20% in FY 2006 and an additional 10% in FY 2009, to reduce revenues and implement a “cost of doing business” fiscal management model. Current fee rates have been in place since FY 2009. The Board officially received an appropriation increase in 2017. However, an end of session oversight resulted in fee increase language not being included in the bill, despite being tracked as included.

#### Proposal:

The need to increase fees is due to the increase in the cost of doing business which has resulted in a more precarious budget position and has increased the gap between revenues and expenditures. A legislative transfer of \$1,432,787 from the Board’s SGSRF accumulated balance from FY 2004-FY 2012 was made at the same time as the Board’s intentional fee reductions, leading to a large reduction in the Board’s accumulated balance.

The Board continues to closely monitor its revenues and expenditures to ensure resources are adequate to meet its statutory duties, and effectively and efficiently provide its core public safety mission, for all residents of Minnesota.

**Fee Change Descriptions:** The tables below identify Board fees by license type and include: 1) current fee amounts; 2) proposed fee amounts for FY 2020-FY2021; and 3) a proposed “not to exceed amount” to be enacted

statutorily. The ‘not to exceed amount’ would allow the Board greater flexibility and ability to effectively manage, in a timely manner, a financial environment that might require an adjustment up or down in fees.

Fees for the Board’s four license types are also identified and include:

- Licensed Social Worker (LSW)
- Licensed Graduate Social Worker (LGSW)
- Licensed Independent Social Worker (LISW)
- Licensed Independent Clinical Social Worker (LICSW)

| Application Fee          |             |                              |                       |                            |                       |                            |                               |
|--------------------------|-------------|------------------------------|-----------------------|----------------------------|-----------------------|----------------------------|-------------------------------|
| License Type             | Current Fee | Proposed Fee FY 2020-FY 2021 | FY 2020 Number Paying | FY 2020 Additional Revenue | FY 2021 Number Paying | FY 2021 Additional Revenue | Proposed Not to Exceed Amount |
| LSW                      | \$45        | \$60                         | 780                   | \$11,700                   | 785                   | \$11,775                   | \$75                          |
| LGSW                     | \$45        | \$60                         | 720                   | \$10,800                   | 725                   | \$10,875                   | \$75                          |
| LISW                     | \$45        | \$60                         | 48                    | \$720                      | 50                    | \$750                      | \$75                          |
| LICSW                    | \$45        | \$60                         | 352                   | \$5,280                    | 360                   | \$5,400                    | \$75                          |
| Licensure By Endorsement | \$85        | \$100                        | 250                   | \$3,750                    | 255                   | \$3,825                    | \$115                         |

| License Fee<br>(24-month Fee) |             |                     |                                       |                                      |                  |                            |                  |                            |                               |
|-------------------------------|-------------|---------------------|---------------------------------------|--------------------------------------|------------------|----------------------------|------------------|----------------------------|-------------------------------|
| License Type                  | Current Fee | Current Monthly Fee | Proposed 24-Month Fee FY 2020-FY 2021 | Proposed Monthly Fee FY 2020-FY 2021 | FY 2020 # Paying | FY 2020 Additional Revenue | FY 2021 # Paying | FY 2021 Additional Revenue | Proposed Not to Exceed Amount |
| LSW                           | \$81.00     | \$3.37              | \$110.00                              | \$4.58                               | 600              | \$17,400                   | 610              | \$17,690                   | \$115.00                      |
| LGSW                          | \$144.00    | \$6.00              | \$195.00                              | \$8.13                               | 570              | \$29,070                   | 690              | \$35,190                   | \$210.00                      |
| LISW                          | \$216.00    | \$9.00              | \$295.00                              | \$12.29                              | 9                | \$711                      | 9                | \$711                      | \$305.00                      |
| LICSW                         | \$238.50    | \$9.94              | \$325                                 | \$13.54                              | 170              | \$14,705                   | 180              | \$15,570                   | \$335.00                      |

| License Renewal Fee<br>(Biennial 24-month Fee) |             |                     |                                       |                                      |                  |                            |                  |                            |                               |
|------------------------------------------------|-------------|---------------------|---------------------------------------|--------------------------------------|------------------|----------------------------|------------------|----------------------------|-------------------------------|
| License Type                                   | Current Fee | Current Monthly Fee | Proposed 24-Month Fee FY 2020-FY 2021 | Proposed Monthly Fee FY 2020-FY 2021 | FY 2020 # Paying | FY 2020 Additional Revenue | FY 2021 # Paying | FY 2021 Additional Revenue | Proposed Not to Exceed Amount |
| LSW                                            | \$81.00     | \$3.37              | \$110.00                              | \$4.58                               | 2500             | \$72,500                   | 2675             | \$77,575                   | \$115.00                      |
| LGSW                                           | \$144.00    | \$6.00              | \$195.00                              | \$8.13                               | 1040             | \$53,040                   | 1050             | \$53,550                   | \$210.00                      |
| LISW                                           | \$216.00    | \$9.00              | \$295.00                              | \$12.29                              | 302              | \$23,858                   | 301              | \$23,779                   | \$305.00                      |
| LICSW                                          | \$238.50    | \$9.94              | \$325                                 | \$13.54                              | 2330             | \$201,545                  | 2335             | \$201,977                  | \$335.00                      |

| Emeritus Active License Fee<br>(1/2 of Biennial 24-month Renewal Fee) |             |                     |                                     |                                      |                  |                            |                  |                            |                               |
|-----------------------------------------------------------------------|-------------|---------------------|-------------------------------------|--------------------------------------|------------------|----------------------------|------------------|----------------------------|-------------------------------|
| License Type                                                          | Current Fee | Current Monthly Fee | Proposed 24-month Fee FY2020-FY2021 | Proposed Monthly Fee FY 2020-FY 2021 | FY 2020 # Paying | FY 2020 Additional Revenue | FY 2021 # Paying | FY 2021 Additional Revenue | Proposed Not to Exceed Amount |
| LSW                                                                   | \$40.50     | \$1.69              | \$55.00                             | \$2.29                               | 14               | \$203                      | 14               | \$203                      | \$57.50                       |

|       |          |        |          |        |    |          |    |          |          |
|-------|----------|--------|----------|--------|----|----------|----|----------|----------|
| LGSW  | \$72.00  | \$3.00 | \$97.50  | \$4.06 | 2  | \$51     | 2  | \$51     | \$105.00 |
| LISW  | \$108.00 | \$4.50 | \$147.50 | \$6.15 | 3  | \$118.50 | 3  | \$118.50 | \$152.50 |
| LICSW | \$119.25 | \$4.97 | \$162.50 | \$6.77 | 40 | \$1730   | 40 | \$1730   | \$167.50 |

| <b>Emeritus Inactive License Fee</b><br><b>(One-time Fee – Same for all License Types)</b> |             |                     |                                              |                                             |                  |                            |                  |                            |                               |
|--------------------------------------------------------------------------------------------|-------------|---------------------|----------------------------------------------|---------------------------------------------|------------------|----------------------------|------------------|----------------------------|-------------------------------|
| License Type                                                                               | Current Fee | Current Monthly Fee | Proposed 24-Month Fee<br>FY 2020-<br>FY 2021 | Proposed Monthly Fee<br>FY 2020-<br>FY 2021 | FY 2020 # Paying | FY 2020 Additional Revenue | FY 2021 # Paying | FY 2021 Additional Revenue | Proposed Not to Exceed Amount |
| LSW<br>LGSW<br>LISW<br>LICSW                                                               | \$43.20     | N/A as one-time fee | \$50.00                                      | N/A as one-time fee                         | 40               | \$272                      | 40               | \$272                      | \$65.00                       |

| <b>Temporary Leave Fee</b><br><b>(Covers up to 4 years - Same as Renewal Fee)</b> |             |                                     |                  |                            |                  |                            |                               |
|-----------------------------------------------------------------------------------|-------------|-------------------------------------|------------------|----------------------------|------------------|----------------------------|-------------------------------|
| License Type                                                                      | Current Fee | Proposed Fee<br>FY 2020-<br>FY 2021 | FY 2020 # Paying | FY 2020 Additional Revenue | FY 2021 # Paying | FY 2021 Additional Revenue | Proposed Not to Exceed Amount |
| LSW                                                                               | \$81.00     | \$110.00                            | 28               | \$812                      | 29               | \$841                      | \$115.00                      |
| LGSW                                                                              | \$144.00    | \$195.00                            | 10               | \$765                      | 10               | \$765                      | \$210.00                      |
| LISW                                                                              | \$216.00    | \$295.00                            | 2                | \$158                      | 2                | \$158                      | \$305.00                      |
| LICSW                                                                             | \$238.50    | \$325                               | 12               | \$1038                     | 12               | \$1038                     | \$335.00                      |

| <b>License Renewal Late Fee</b><br><b>(1/4 of Renewal Fee - Payable in 60-day period after license expiration date)</b> |             |                                     |                  |                            |                  |                            |                               |
|-------------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------|------------------|----------------------------|------------------|----------------------------|-------------------------------|
| License Type                                                                                                            | Current Fee | Proposed Fee<br>FY 2020-<br>FY 2021 | FY 2020 # Paying | FY 2020 Additional Revenue | FY 2021 # Paying | FY 2021 Additional Revenue | Proposed Not to Exceed Amount |
| LSW                                                                                                                     | \$20.25     | \$27.50                             | 151              | \$1095                     | 153              | \$1109                     | \$28.75                       |
| LGSW                                                                                                                    | \$36.00     | \$48.75                             | 70               | \$893                      | 70               | \$893                      | \$52.50                       |
| LISW                                                                                                                    | \$54.00     | \$73.75                             | 15               | \$296                      | 15               | \$296                      | \$76.25                       |
| LICSW                                                                                                                   | \$59.63     | \$81.25                             | 70               | \$1513                     | 70               | \$1513                     | \$83.75                       |

| <b>Reactivation from Expired License</b><br><b>(1.5 times Renewal Fee - Payable in 1-year period after license expiration date)</b> |             |                                     |                  |                            |                  |                            |                               |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------|------------------|----------------------------|------------------|----------------------------|-------------------------------|
| License Type                                                                                                                        | Current Fee | Proposed Fee<br>FY 2020-<br>FY 2021 | FY 2020 # Paying | FY 2020 Additional Revenue | FY 2021 # Paying | FY 2021 Additional Revenue | Proposed Not to Exceed Amount |
| LSW                                                                                                                                 | \$121.50    | \$165.00                            | 48               | \$2,088                    | 48               | \$2,088                    | \$172.50                      |
| LGSW                                                                                                                                | \$216.00    | \$292.50                            | 27               | \$2,065                    | 27               | \$2,065                    | \$315.00                      |
| LISW                                                                                                                                | \$324.00    | \$442.50                            | 4                | \$474                      | 4                | \$474                      | \$457.50                      |
| LICSW                                                                                                                               | \$357.75    | \$487.50                            | 20               | \$2,595                    | 20               | \$2,595                    | \$502.50                      |

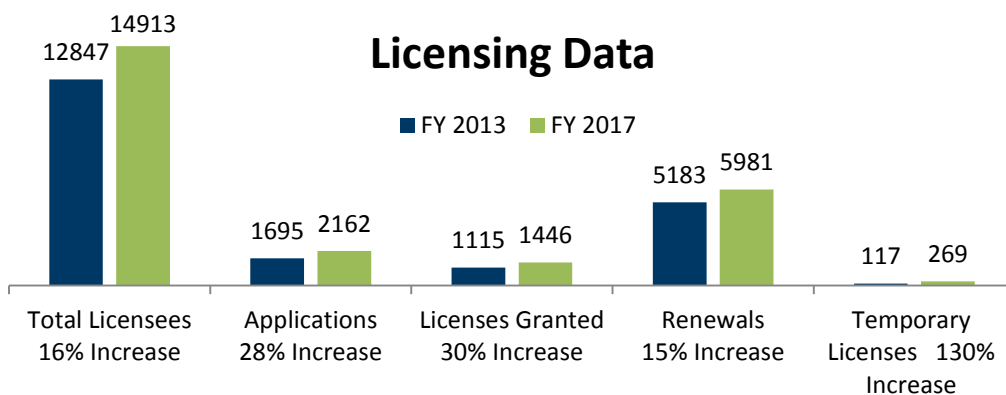
| Reactivation from Temporary Leave or Emeritus License<br>(Prorated renewal fee to next renewal date) |              |                                     |                        |                                  |                     |                                  |                                     |
|------------------------------------------------------------------------------------------------------|--------------|-------------------------------------|------------------------|----------------------------------|---------------------|----------------------------------|-------------------------------------|
| License Type                                                                                         | Current Fee  | Proposed Fee<br>FY 2020-<br>FY 2021 | FY 2020<br>#<br>Paying | FY 2020<br>Additional<br>Revenue | FY 2021<br># Paying | FY 2021<br>Additional<br>Revenue | Proposed Not<br>to Exceed<br>Amount |
| LSW                                                                                                  | \$3.37/month | \$4.58/month                        | 12                     | \$348                            | 12                  | \$348                            | \$4.79/month                        |
| LGSW                                                                                                 | \$6.00/month | \$8.13/month                        | 1                      | \$51                             | 1                   | \$51                             | \$8.75/month                        |
| LISW                                                                                                 | \$9.00/month | \$12.29/month                       | 1                      | \$79                             | 1                   | \$79                             | 12.71/month                         |
| LICSW                                                                                                | \$9.94/month | \$13.54/month                       | 8                      | \$692                            | 8                   | \$692                            | \$13.96/month                       |

| License Late Fee<br>((\$100 plus prorated license fee per number of months of unlicensed practice)) |                         |                                     |                        |                                  |                     |                                  |                                     |
|-----------------------------------------------------------------------------------------------------|-------------------------|-------------------------------------|------------------------|----------------------------------|---------------------|----------------------------------|-------------------------------------|
| License Type                                                                                        | Current Fee             | Proposed Fee<br>FY 2020-<br>FY 2021 | FY 2020<br>#<br>Paying | FY 2020<br>Additional<br>Revenue | FY 2021<br># Paying | FY 2021<br>Additional<br>Revenue | Proposed Not<br>to Exceed<br>Amount |
| LSW                                                                                                 | \$100 +<br>\$3.37/month | \$100 +<br>\$4.58/month             | 60                     | \$5000                           | 60                  | \$5000                           | \$100 +<br>\$4.79/month             |
| LGSW                                                                                                | \$100 +<br>\$6.00/month | \$100 + \$<br>\$8.13/month          | 45                     | \$3500                           | 45                  | \$3500                           | \$100 +<br>\$8.75/month             |
| LISW                                                                                                | \$100 +<br>\$9.00/month | \$100 +<br>\$12.29/month            | 1                      | \$50                             | 1                   | \$50                             | \$100 +<br>12.71/month              |
| LICSW                                                                                               | \$100 +<br>\$9.94/month | \$100 +<br>\$13.54/month            | 3                      | \$500                            | 3                   | \$500                            | \$100 +<br>\$13.96/month            |

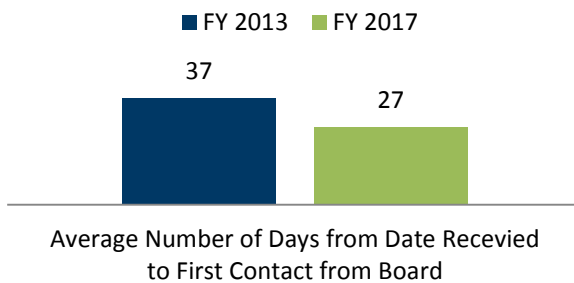
### Equity and Inclusion:

The Board provides public safety services to residents of Minnesota, licensed social work professionals, and the clients they serve. These services are paramount to ensuring safety for Minnesotans. Licensed social workers provide services to some of the most vulnerable, underserved, and diverse populations in our state.

### Results:

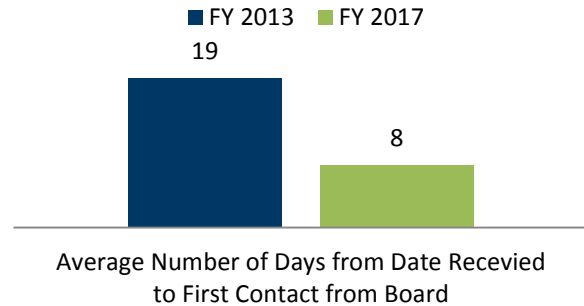


## Application Processing Time



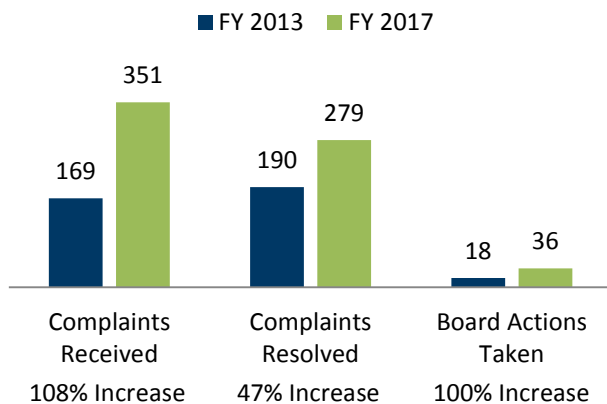
\*Note: Additional staffing resources were allocated to application processing during FY17 to avoid delays due to the deployment of a new licensing database.

## Renewal Processing Time

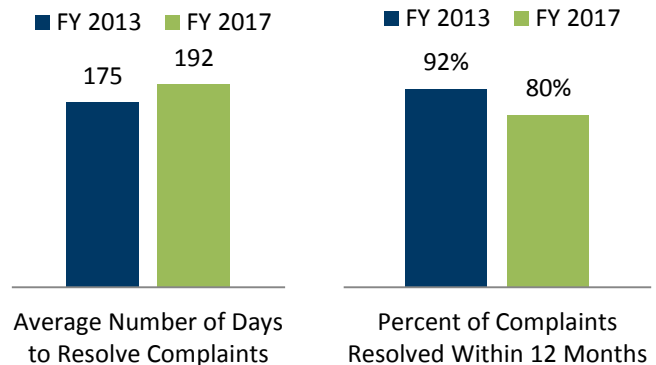


\*Note: Renewal processing time reduced to 24 hours or less from December 2016 to end of FY17 due to the deployment of a new licensing database which allowed for automatic approval of renewals upon receipt of renewal application and fee.

## Complaint Data



## Complaint Processing Time



With this fee change, and increased revenue, the Board can achieve the following results:

1. Maintain core public safety responsibilities including complaint investigation and resolution, and licensing functions, and avoid adverse effects on citizens, professionals, and the workforce.
2. Maintain necessary staffing to conduct its business at the current, and increased, levels of service, resolve complaints and license professionals in a timely manner.
3. Afford necessary and increased technology costs.
4. Afford increased legal costs necessary for complaint investigation and resolution.
5. Effectively meet the ever growing demands for Board services based on its continual growth.
6. Continue to effectively conduct the State's business and ensure sound future policy and fiscal strategic goals.

### Statutory Change(s):

The Board's fees are found in MN Statutes, section §148E.180.