

# Need for a Full Time Compliance Specialist 2

The Board of Clinical Social Workers needs an immediate staffing increase of a 1.0 FTE Compliance Specialist 2. This need relates to a significant policy change by the Board related to the complaint resolution process.

## Background Information

Since being established by the Legislature in 1979, the Board has referred all ethical complaints to its Consumer Protection Committee (CPC) for investigation. The Committee, comprised of three Board members, and assisted by the Assistant Attorney General and the Board Administrator, has investigated each complaint. Occasionally, the Committee has used the services of a contract Investigator. The Board of Clinical Social Workers has decided that it needs to now utilize a professional Compliance Specialist 2 on all complaints to increase both the professionalism and timeliness of the complaint resolution process.

- 1. Professionalism:** The CPC has investigated an average of 29 complaints over the last three fiscal years. The Committee has noticed an increase in the complexity and severity of the complaints during that time. After consultation with the Governor's Office and collaboration with the other health-related licensing boards, this Board has decided that they can best protect the public from unethical practice by having a Compliance Specialist 2 process all complaints prior to presenting the complaint to the CPC.
- 2. Timeliness:** The basic average time taken to resolve complaints over the past three fiscal years has remained relatively stable. However, there has been a **33% increase in the median average** for complaint resolution during that same time frame. The reality is that more people are experiencing a longer complaint resolution time than did three years ago. The Board affirms that **it is in the best interest of all parties concerned to timely resolve complaints.** The CPC and Board meet once a month. A Compliance Specialist 2 will have the skills to proceed with the investigative process without having to wait until the next monthly meeting of the Committee.

## Planned Board Action

The Board of Clinical Social Workers plans to meet the immediate staffing need detailed above by the following:

1. Go through the prescribed Rulemaking Hearing process that will culminate with a Rulemaking Public Hearing from 1:00 – 2:30 p.m. at the Board meeting on Tuesday, May 13, 2008. The proposed rule change will increase the fee to renew a License for Active Licensed Clinical Social Workers from \$90/year to \$130/year. The proposed rule change will also increase the Application fee from \$100 to \$150.
2. The Board will present a request to the June, 2008 E-board meeting to increase the agency's '07-09 biennium limitation by \$143,000 to cover the costs of increased staff position and some other unexpected Board expenses that have come up since the start of the current biennium. The Board will also request an increase in authorized staff levels to include a full time Compliance Specialist 2 at the same E-Board meeting.

The Board appreciates this opportunity to share information with the Joint Committee on Ways and Means related to some important changes in the agency's policies and processes.