



# CSWMFT News

## Message from the Chairperson - Margaret "Charlie" Knerr, IMFT-S



### Fall 2018 Issue 3

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Three months and I already have quite a few people to thank!

This past summer brought two changes to my life. Both have left me wanting to express my gratitude. The first change is that I began working at The Ohio State University as Clinical Assistant Professor and Clinical Director of the Couple and Family Therapy Doctoral Program in the Department of Human Sciences in the College of Education and Human Ecology. I am so excited to build the clinical competence of the doctoral students even as I partner with the other faculty to develop a new master's degree in Couple and Family Therapy starting Fall 2019! Having survived my first three months as Clinical Faculty, I have a new-found appreciation for faculty and supervisors!

So thank you to all of the faculty in this state for the hard work you do training and also gatekeeping our professions. Thank you to all of the work supervisors that read and sign off on every progress note and treatment plan. Even as I type this, I have 15 notes waiting for me to approve. They truly never end!

The second change came as I was once again elected to serve as the CSWMFT Board Chairperson, having previously served from September 2015 through July 2016. I want to thank my colleagues for selecting me and I look forward to working with the Board, the staff, and the professionals licensed by the Board.

I particularly wish to thank Erin Michel, MS, LSW for her work as Board Chairperson this past year. During her time as Chairperson, Ms. Michel helped to establish a strategic planning process that has significantly impacted the way we operate as a Board. I look forward to partnering with Erin as the Board continues to engage in strategic planning. I hope to build on the positive changes she brought to our meetings.

Raymond "Butch" Losey, PhD, LPCC-S, Carl Brun, PhD, LISW-S, and Sara E. Blakeslee, PhD, IMFT-S were just elected to serve as the Counselor, Social worker, & Marriage and Family Therapist Professional Committee Chairpersons, respectively. And thank you to Ryan Pickut, MA, LPCC-S, Lisa Haberbusch, MSW, LISW-S, and Dr. Blakeslee for your service as committee chairpersons this past year.

This past year, we have seen a significant increase in investigations. Thank you to Bill Hegarty, Deputy Director, Tracey Hosom, Margaret Ann Adorjan, and the investigative liaisons for their hard work.

So this leads to my final thank you for this newsletter. Thank you to all the Licensed Counselors, Social Workers, & Marriage and Family Therapists in Ohio that are doing good ethical work! There are about forty thousand of you! Thank you to those who follow the laws and rules for the practice of the profession regulated by the Board. Your efforts to practice within your scope, observe the laws and rules, and practice with cultural humility help ensure the public is protected.

This is an exciting time for the CSWMFT Board. Based on our planning process, we have decided to dive more deeply into the topics of portability of licensure and supervision. Portability is a pressing issue. Many national organizations are helping boards such as ours explore how portability occurs.

With respect to supervision, the Board is reviewing how supervision occurs in both work and training contexts. We anticipate revising the rules for all three professions in the coming months.

I encourage you to attend Board Meetings and engage with the Board. If you see any of the Board Staff or Board Members around the state or at national conferences, please introduce yourselves to us.



## Executive Director's - Update Brian Carnahan

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In this issue we focus on CE Broker. The system was introduced nearly one year ago. Like any change, this one has had challenges. We continue to work in close partnership with CE Broker to ensure the tools available from CE Broker serve licensees, continuing education providers, and the Board. We encourage you to refer to guidance on our web site and the CE Broker web site if you have questions.

The Board continues to use a strategic approach to its work. In November, the Board plans to finalize an orientation video for new Members. Discussion will continue regarding supervision. In addition to these topics, the Board will begin to work on issues associated with how the Board operates as a decision-making body as well as tackling mobility/portability. Supervision and mobility are very timely topics. Increasingly both are the source of questions, and in the case of supervision, one of confusion as expectations differ across the professions.

The Board has experienced an increase in complaints. At this time, it is not clear how much of the increase can be attributed to the ease of access to the complaint form resulting from the eLicense portal. Regardless of the reasons for the increase, complaints have increased with respect to improper termination, boundaries, and impairment. It is no surprise that issues we face as a society with substance abuse are surfacing in the mental health field among persons providing services under difficult circumstances. However, licensees

of this Board should practice self-care, as well as be aware of any issues faced by colleagues that may negatively impact their ability to practice safely and effectively.

Board Member Ryan Pickut, License Examiner Yolanda Berry, and I attended the State Licensure Board meeting hosted by the National Board for Certified Counselors meeting in Minneapolis, Minnesota. We had an opportunity to learn from our board and staff colleagues from across the United States. The conference highlighted important issues such as mobility, supervision, and telehealth. The issues align with challenges this Board faces. Our time spent at this conference can help inform rules and policies developed in these areas.

During the NBCC meeting it was announced that the American Association of State Counseling Boards (AASCB) is contracting with NBCC to provide association management services. Boards such as the CSWMFT Board rely on national associations such as AASCB, the Association of Social Work Boards (ASWB), and the Association of Marriage and Family Therapy Regulatory Boards (AMFTRB) for support in effectively working with the professions the Board licenses. The management services provided by NBCC to AASCB will strengthen the organization and help ensure Boards such as this one are able to access information and services necessary to license Counselors.

### Upcoming Events

**October 18-19.....The Ohio Council Annual Conference**  
**November 1-2 .....CSWMFT Board Meeting**  
**November 7-9.....All Ohio Counselors Conference**  
**November 8-10 .....NASW Ohio Annual Conference**  
**January 17-18 .....CSWMFT Board Meeting**



## CE Broker and CE Audits - Paula Broome

Since beginning with CE Broker this year, I've had calls and emails from licensees trying to use their CE entry system. Learning a new process can be a challenge, particularly during a busy week.

After speaking with some licensees, many of the issues could have been avoided by reading the instructions and being familiar with the renewal requirements for their license type. Board staff and CE Broker understand the challenges some of our licensees are having. We are available to answer questions, so please don't hesitate to contact us.

At the July 2018 Board meeting the Board voted to require licensees renewing after January 2019 to submit their continuing education to CE Broker prior to renewal of their license. The Board also voted to require Board approved providers and program sponsors to report attendance to the licensee CE Broker accounts.

What this means for licensees is that going forward your attendance at any Board approved program will be reported to your CE Broker account for you by the sponsoring agency. To see how this works, complete an approved program offered by a firm such as Heisel & Associates or Quantum Units Education, both of which are currently reporting attendance through CE Broker. After completion, check your CE Broker account to see the reported courses. You must admit that's easier than uploading the certificate yourself. The days of attendance verification codes, carbon paper and handwritten certificates are on the way out. The Board will be working with providers to

change to methods that will enable them to upload attendance information to CE Broker. This will help to ensure the Board's over 39,000 licensees have access to quality continuing education and do not have to worry about reporting to the Board.

Eventually, attendance certificates will be a thing of the past. Licensees will attend classes and proof of attendance will be reported to their CE Broker account. This is what the Board had in mind when they voted to partner with CE Broker. We aren't there yet but soon continuing education will get a lot easier for everyone.

Please visit the Board's website first and read our instructions before signing into CE Broker.

Go to the Board's website <http://cswmft.ohio.gov/>  
Top center of the home page click on: Renewal  
Click on: Submit CE Certificates also view Troubleshooting CE Broker

Board approved providers and program sponsors can find more information on reporting attendance on the Board's website.

Go to the Board's website <http://cswmft.ohio.gov/>  
Under How Do I Find click on: CE Program & Provider  
Click on How to Report Attendance



## CE Broker and Your Renewal - Rhonda Franklin

CEBroker.com it's a go!!!

Licensees you can save yourselves a lot of time and headache by understanding where to submit items in CE Broker.com. We receive over 300 submissions each month, many of which do not require review. Many of you are submitting continuing education through CE Broker.com for post program approval, and many of you are receiving notice that your submission has been withdrawn because your training was either: pre-approved by the board (your certificate has a CSWMFT Board approval number on it) or is approved by one of the professional organizations, or because you had previously submitted the training to the board and received a Notice of Action from the board approving the training. None of these submissions need further review.

Continuing education that has an approval number from the CSWMFT Board on the certificate, or has been approved by NASW (national or Ohio Chapter), ASWB for Social Workers only, or has been approved by NBCC for Counselors only, should be submitted in CE Broker.com under the heading Reporting Continuing Education and in the section subtitled:

Pre-Approved Continuing Education (certificates and board approval notices submitted here)

CSWMFT Board pre-approval numbers are similar to these numbers RSCTX00000 or MCSTX00000. The 'S' in the lettering indicates the training has been approved for Social workers. The 'C' indicates approval for Counselors, and the 'T' indicates approval for Therapist. No further review is required for a

continuing education program if it has Board approval. Do not submit for post program approval.

Renewal notices are no longer being mailed. Renewal notices are emailed to licensees 90, 60 and 30 days prior to your renewal date. If you have not or do not receive a notice via email we most likely do not have a current email address on file for you. You may contact the board at any time to check the information we have on file for you. Please spread the word to your colleagues if we do not have a current email then they are not receiving this newsletter either!

Changes to your license such as removing the Supervisory Endorsement or renewing your license into the Inactive/Escrow Status should be made prior to renewing your license. Contact the board office or send a special request through [license.ohio.gov](http://license.ohio.gov) to request these changes. If you renew your license without requesting the changes in advance, fees maybe higher and will not be refunded.

Extension Requests for license renewal must be submitted in writing prior to your renewal date. Email is preferred. Extensions, which are rarely granted, are only approved based on extenuating circumstances that are beyond the licensee's control. Please submit documentation outlining the extenuating circumstances.





## Medicaid Technical Assistance and Policy Program (MEDTAPP) Data Collection

Those of you who renewed starting in late September may have noticed when you renewed or applied for a license that some questions have been added in eLicense to facilitate the work of the Medicaid Technical Assistance and Policy Program (MEDTAPP). Answers to the questions will help researchers and other stakeholders explore the size and capacity of Ohio's healthcare workforce, as well as to help identify gaps and forecast future needs. The information you provide will be helpful in setting healthcare policy in the State of Ohio, developing programs, and applying for funding to train Ohio's future healthcare workers.

*More About MEDTAPP*

MEDTAPP, the Medicaid Technical Assistance and Policy Program, is Ohio's Medicaid-state university technical assistance and policy research program. MEDTAPP work broadly includes quality improvement efforts, large scale surveys, and data analysis. Under the direction of the State Medicaid Director, MEDTAPP addresses questions of policy and research relevant to

the effective and efficient administration of the Medicaid program. Questions may relate to:

- Health services program evaluation and research
- Health care quality improvement and patient safety
- Health care and human services workforce development
- Policy and data analysis to support administration of the Medicaid Program
- Ohio Medicaid Quality Strategy

More information about MEDTAPP can be found at: <http://grc.osu.edu/>.



## Disciplinary Actions Taken Against Licensees (Since July 2018)

### Social Workers:

Elizabeth Carey (LSW) Boundary violations. Suspension and personal counseling

Leah Cohen (LSW) Felony conviction. Suspension and court requirements

Jennifer Katich (LSW) Improper Renewal/Audit Failure. Revocation of license

Jeni Mills (LSW) Boundary violations. Surrender of License.

Jacquelyn Moore (SWA) Improper Renewal/Audit Failure. Revocation of registration

### Counselors:

Joi Adell (LPC) Practice on a suspended license. 1 year of additional suspension.

Desirae Alt (LPCC) Boundaries. Suspension and personal counseling

Karli Ruggiero (LPC) Practice without a license. Reprimand.



## Ethics: Cooperating with Board Investigations - Tracey Hosom

Failure to cooperate with a Board investigation can result in disciplinary action up to and including revocation.

Many ethics articles in the CSWMFT News have covered the investigation process, common ethical violations, and impaired practice. If you follow the list of disciplined licensees and ethics articles, you will see that audits are frequently the reason behind discipline/renovation. But increasingly, we are taking disciplinary measures against licensees due to failure to respond to a Board investigation. **A failure to cooperate may not only impact the individual licensee who is under investigation, but also negatively affect any licensed co-workers or supervisors who fail to respond, even when they are not the respondent or subject of the complaint.**

The Board receives over 350 complaints per year. Most complaints do not result in formal public discipline, although the complaint process may be uncomfortable for ethical practitioners, concerns must be substantiated before the Board takes any action. It is important to be responsive if the Board contacts you regarding an investigation. Remember to keep a current phone number, email address, and physical address on file with the Board using the eLicense system.

Some reasons the board may be investigating your license:

- Ethical practice concerns: Custody issues, confidentiality, multiple relationships/boundary violations (sexual and otherwise), etc.
- Impaired practice: The OAC (4757-5-05) addresses this as "the counselors, social workers and marriage and family therapists shall not undertake or continue professional relationships with a client, supervisee, or student when the objectivity or competency of the counselor, social worker, or marriage and family therapist is or could reasonably be expected to be, impaired due to mental, emotional, physiological, pharmacological, or substance abuse conditions." Primarily the increase in impairment

complaints concerns substance abuse/addiction conditions.

- Audit issues.
- Unlicensed practice: In many cases applicants begin to practice, or continue to practice after internship placements have concluded and prior to obtaining a license.

Failure to respond/cooperate, will not resolve any issues, or make the complaint process "go away". Licensees that have not responded have a multitude of reasons: embarrassment, impairment, outdated contact information, or ambivalence regarding maintaining the license. However, ignoring Board requests may lead to permanent action against a license.

Questions or comments can be sent to Investigator Tracey Hosom at [Tracey.Hosom@cswb.ohio.gov](mailto:Tracey.Hosom@cswb.ohio.gov).

### How do I file a complaint?

The Board's complaint process is easily accessible and can be found under the "ethics/investigations" icon on the home page, [www.cswmft.ohio.gov](http://www.cswmft.ohio.gov). Complaints must be received in writing. Simply complete the complaint in the online portal (preferred), or download the form, and submit by U.S.P.S mail, by fax (614-728-7791) or attach to an email and send it to [cswmft.info@cswb.ohio.gov](mailto:cswmft.info@cswb.ohio.gov).

