



## *Counselor, Social Worker & Marriage and Family Therapist Board*

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July 19, 2017

The Honorable John Kasich  
Governor of Ohio  
Riffe Center, 30th Floor  
77 South High Street  
Columbus, OH 43215-6177

Dear Governor Kasich:

Pursuant to section 149.01 of the Ohio Revised Code, this annual report for Fiscal Year 2017 is submitted by the Ohio Counselor, Social Worker and Marriage and Family Therapist Board.

The mission of the Counselor, Social Worker, and Marriage and Family Therapist Board is to protect the citizens of the state of Ohio through the effective and efficient regulation of the practices of counseling, social work and marriage and family therapy as identified in Ohio Revised Code and Ohio Administrative Code Chapters 4757. This mission is accomplished by the review of applicants' credentials, the administration of licensure exams, approving continuing education programs, and the establishment and enforcement of professional and ethical standards.

During fiscal year 2017, one new member, Andy Bowers (Social Work), joined the Board. The terms of Dr. Terri Hamm (Counseling) and Rev. Otha Gilyard (Counseling) expired. Board Member John Heaton (Marriage and Family Therapy) resigned to focus on critical professional obligations. One employee, Tamara Tingle, retired. The Board plans to fill the recently vacated position as it is an investigator role. The Board has not seen a reduction in complaints that would warrant not backfilling the position. Additionally, the investigators provide critical services to licensees by being available to answer questions regarding the code of ethics.

The Board held regular meetings of the Professional Standards Committees (first-listed dates) and of the full Board (second-listed of the dates): July 14 & 15, 2016, September 15 & 16, 2016, November 17 & 18, 2016, January 19 & 20, 2017, March 16 & 17, 2017 and May 18 & 19, 2017. Board member attendance averaged over 90%. Board meeting dates are posted to the Board web site and publicized through Gongwer News Service. Meetings were attended by members of the public and other interested parties.

The Board receives all of its funding through license application and renewal fees. CSWMFT does not receive any general revenue funds. Steps have been consistently taken to ensure fees remain affordable. The Board will work diligently to ensure future fee increases are reasonable and necessary. The Board will continue to seek to build on efficiencies that result from adopting eLicense.

Continuing education is requirement of continued licensure. Staff completed continuing education audits of 2,284 licenses. Generally, 10% of renewing licensees are subject to a random audit. Of the audits conducted, 374 were considered failed audits, requiring corrective action by the licensee, of which 195 resulted in caution letters to the licensee, while another 79 licensees were required to pay an audit failure fee. Forty-nine audits, down from 60 in FY 2016, were referred to the investigation team for follow up.

To ensure the availability of high quality continuing education the Board conducts reviews of individual programs and the providers of programs. The Board processed 1,405 applications for continuing professional education program approval and reviewed 2,460 requests for post program approval. The Board currently has 587 active continuing professional education provider individuals or organizations of which 247 renewed in FY 2017 (two year approvals) and 50 new providers were approved for one year.

The Board is responsible for ensuring licensed professionals remain in compliance with Ohio Revised Code Chapter 4757 and Ohio Administrative Code 4757. Licensed professionals, interested parties, and clients file complaints with the Board regarding the conduct of licensees. The Board is obligated to process all complaints and open investigations where the facts warrant additional investigation. For fiscal year 2017, the Board opened 272 new investigative cases. Approximately 25 cases were carried over from fiscal year 2016.

As a result of investigations completed, CSW entered into 21 Consent Agreements during FY 2017. Of the 21 disciplinary consent agreements, 10 resulted in a surrender of the license and 8 resulted in suspensions. The Board revoked 11 licenses through the Goldman process.

The Board issued 4,011 new professional licenses (this figure excludes trainees and other registrant).

Licensed Professional Counselor	777
Licensed Professional Clinical Counselor	476
Social Worker Assistant	72
Licensed Social Worker	1488
Licensed Independent Social Worker	549
Licensed Marriage and Family Therapist	38
Licensed Independent Marriage and Family Therapist	27

CSWMFT is seeing increasing applications for licensure. At the same time, many experienced licensees continue to maintain their licenses during retirement.

The Board made progress on a number of goals and projects during FY 2017, to include:

- Collaborated with the DAS eLicense team to implement eLicense. Significant staff time was invested in design and data related work.
- Two Board members completed free board member training offered by the Association of Social Work Boards. The training helps enhance and build the skills of persons serving on licensing boards.
- CSWMFT staff members Paula Broome, Rhonda Franklin, and Patty Miller were honored by the Ohio Association of Marriage and Family Therapists for their work on continuing education.
- Completed production on a video to replace the Board’s dated “laws and rules exam”.
- Worked closely with a vendor partner to adopt a system for conducting continuing education audits.

- Eliminated the internship evaluation form for certain applicants, eliminating duplicative tasks and streamlining the application process
- Approved for formal filing rules to allow licensees to earn all CEUs online. This rule change, in addition to several others, will help to lower costs and create efficiencies for licensees.
- Enhanced the Board web site to make information more accessible.
- Regularly issued a quarterly newsletter.
- Implemented a change in the Social Work exam policy by adopting a master's level exam better align the Board with the contract with the national organization that administers the exam.
- Revised the Board Policy Manual to include an active aggressor response policy.
- Conducted ethics trainings throughout the State, reaching hundreds of licensees.
- Published articles in state and national newsletters.
- Participated on the boards of the Association of Marital and Family Therapy Regulatory Boards and the Association of Social Work Boards.
- Conducted site visits and/or hosted webinars with over 10 college and university programs and spoke to an association of Counselor educators.

As demonstrated in this report, the CSWMFT Board fulfilled its mission in Fiscal Year 2017.

Sincerely,



Brian Carnahan  
Executive Director

CC: President of the Senate Larry Obhof  
Speaker of the House Cliff Rosenberger  
State Library of Ohio