

UPDATE

North Carolina Social Work Certification and Licensure Board

SPRING, 2010

MESSAGE FROM THE CHAIR

Deana F. Morrow, Ph.D., LPC, LCSW, ACSW



Deana F. Morrow, Ph.D., LPC, LCSW, ACSW

What, Exactly, Does the Board Do?

People occasionally ask me about the general purpose and functions of the North Carolina Social Work Certification and Licensure Board. The Board's primary purpose, as mandated by state statute [NC Gen. Stat. 90B-2] is to "protect the public." Like other social work regulatory boards across the United States and Canada, the North Carolina Board provides the regulatory function of protecting the consumers of social work services from incompetent and unethical practice.

The Social Worker Certification and Licensure Act and related ethical guidelines, as passed by the North Carolina legislature, comprise the legal statutes and rules through which the Board achieves its purpose.

Chief in protecting the public and assuring competent practice is the certification and licensure of social workers. There are presently nearly 7,000 active certified and licensed social workers in North Carolina. The Board is responsible for reviewing the qualifications of all applicants who seek certification or licensure and issuing credentials to those who qualify. Once applicants have achieved certification or licensure, the Board is then tasked with fostering sustained worker competence through continuing education requirements (40 contact hours for every renewal cycle).

In addition, the Board investigates complaints of ethics violations and improper practice made against certified and licensed social workers, allegations of clinical practice by unlicensed social workers, and unlawful use of the title "social worker." Although such investigations pertain only to about one percent of all certified and licensed workers in any given year, these activities are among the most important, expensive, and time consuming of all Board functions. Ethics investigations are a critical component of the Board's regulatory purpose of protecting the public.

There are a variety of other functions the Board employs to accomplish its regulatory duties. For instance, we employ a professional staff to carry out the myriad daily activities pertaining to certification

NCSWCLB MEMBERS

DEANA F. MORROW, Ph.D.,
MSW, LPC, LCSW, ACSW
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PROFESSIONAL MEMBER
2nd Term Expires: 6/30/11

PATRICIA J. HEARD, MSW,
MBA, ACSW, LCSW, LMFT,
VICE-CHAIR
PROFESSIONAL MEMBER
2nd Term Expires: 6/30/10

JERRY W. RHODES
MSW, CSWM
SECRETARY-TREASURER
PROFESSIONAL MEMBER
2nd Term Expires: 6/30/10

JANET URMAN, MSW, LCSW
PROFESSIONAL MEMBER
2nd Term Expires: 6/30/11

EMILY B. SIMMONS
MSW, CSWM, ACSW
PROFESSIONAL MEMBER
1st Term Expires: 6/30/11

MARY A. "GÉ" BROGDEN, MPA
PUBLIC MEMBER
1st Term Expires 06/30/12

ALFRED BRYANT, JR., Ph.D.,
LPC
PUBLIC MEMBER
1st Term Expires: 06/30/12

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swboard@asheboro.com
Website: NCSWBOARD.ORG

OFFICE HOURS
9 A.M. TO 5 P.M.
MONDAY-FRIDAY

(Continued on back)

DOCUMENTING SUPERVISION AND CONTACT HOURS

PATRICIA HEARD, MSW, MBA, ACSW, LMFT, LCSW

Agency rules about assessment, client notes and other paperwork vary tremendously. New clinicians learn how to complete the paperwork for agencies and are often evaluated based on how this paperwork is done. Because of the focus on doing a good agency job, a new Provisional Licensed Clinical Social Worker will use the agency as a reference point for future paperwork. Agency deadlines for assessments and reevaluation and the information required in these documents do not always match those required by the North Carolina Social Work Certification and Licensing Board.

New MSW graduates will often take jobs that do not give them the opportunity to have significant clinical work experience. In college, total clock hours are the focus in classroom participation and in field placements attendance. Students perform a variety of tasks during field placement that do not have a one to one correspondence to the expectation of the clinical job.

Agency time sheets document actual hours of work but not necessarily hours of clinical practice. A provisional licensee working in a position that is primarily case management can use the supervision process to help redesign and present a new job description to the agency that will give adequate clinical experience. When it is not possible to redesign a job, the supervisor can be a resource for other agencies that will provide the appropriate clinical experience and meet the 3000 hour supervised practice requirement.

The application for the provisional license must be completed, approved, and the license issued before starting clinical work. Upon receipt of the signed Position Statement on Supervision and the Emergency Crisis Plan, the Reviewers have an opportunity to make sure the setting is appropriate and acceptable supervision is in place. This also provides an opportunity to ensure that the supervisor has adequate experience to monitor the provisional licensee.

If a private practice setting is being considered, additional documentation is needed to affirm that a safety plan and adequate supervision and consultation is in place during all hours that a Provisional would be working. The Board asks that paperwork is completed before starting work to protect the public and the newest professionals and to insure that provisional licensees avoid practicing without a license.

A written review of a Provisional's work is due every six months. This form helps monitor the professional and clinical progress of the Provisional. Through this review, the supervisor has an opportunity for a candid discussion of the work that has been done over six months. There is also the opportunity to identify areas that need improvement and appropriate training to meet the 40 hours required every two years.

The Board Reviewers want to avoid the problems created when:

- Paperwork is not submitted before starting practice.
- Six-month review forms are late and incomplete.
- Case review summaries do not reflect clinical work and are not co-signed by the provisional licensee and the supervisor.
- The Provisional does not have enough clinical hours or adequate supervision hours for the time period.
- Hours are not accepted because the supervisor of record has not maintained a current license.
- The two-year period for the provisional license is nearly over but the licensing exam has not been passed. ❖

NCSWCLB MEETING SCHEDULE 2010 Calendar Year

January 8-10 (Business Retreat)	July 9
February 12	August 6
March 12	September 10
April 9	October 1
May 7	November 5
June 4	December 3

Meetings begin at 9:30 a.m. and are held at the Administrative Office of the Board, located at 1207 S. Cox Street, Suite F, Asheboro, North Carolina.

PLEASE ADVISE THE BOARD OFFICE OF ANY CHANGES IN NAME, ADDRESS, HOME AND WORK TELEPHONE NUMBERS AS SOON AS POSSIBLE!

SKILLED CLINICAL PRACTICE

ALFRED BRYANT, JR., PH.D., LPC; JANET URMAN, MSW, LCSW; RICHARD FERRISS, MSW, LCSW

Last year, the Board received a record number of ethics complaints covering a range of allegations. While most clinicians are aware of the more typical ethical areas, such as maintaining appropriate boundaries and confidentiality, we would like to call your attention to the issue of *skilled clinical practice*.

In recent years our options for therapeutic interventions have increased. Older techniques are evolving and new techniques are introduced. Additionally, treatment techniques developed for specific diagnostic groups are being applied beyond their original parameters. From a regulatory point of view, this raises two questions: 1) Are clinicians adequately skilled in the therapies they offer? and, 2) Are the therapies appropriate to the client's needs as determined by diagnosis? [See 21 N.C.A.C. § 63 .0503(a)].

These questions can be asked of any clinician in any treatment situation. Adequate training (which supports competence) will depend on the techniques used. What degree of training is usually obtained for any given modality? Are there varying levels of competence? Are there certifications? How is competence usually demonstrated?

Choosing the appropriate treatment modalities for the client(s) can depend on several factors. What is the client's diagnosis? What therapies/interventions are identified on the treatment plan? Is the client aware of and consenting to the modality? Is the modality "validated" for this diagnosis? The modalities selected should also be age appropriate. Some modalities work well with adults, but children may not be developmentally ready and may not experience the same positive outcomes.

If a given modality is not specifically validated (empirically based), how does the clinician determine that it is appropriate? Is there ongoing research? Has the clinician consulted with peers? Is the rationale documented? Cognitive Behavioral Therapies (CBT) are a case in point. This field has evolved over time into specialties that share a common basis but involve distinct techniques, for example, Dialectical Behavioral Therapy (DBT). DBT was founded as a specific treatment for Borderline Personality Disorders, but is in some instances being used for other diagnoses. The validation for other diagnoses is less certain, and, therefore, should be considered more carefully to determine if they are appropriate. *These are questions both new and seasoned professionals should ask themselves.*

Often a social worker is competent in a given area but may reach an impasse with a client, or the client may raise a new issue for which there are specialized methods of knowledge and treatment in which the social worker is not fully trained e.g., substance abuse. In the former situation, seeking consultation to help move the treatment along would be recommended. In the latter, getting that training oneself or referring the client to a therapist with those specific skills and then working collaboratively will aid the social worker in practicing responsibly. And, while it may seem obvious, seeking consultation should be from someone with the appropriate training and expertise.

We encourage clinicians to carefully consider what care they offer to their clients and be alert to how these decisions are formed and documented. ❖

RENEWAL ALERT!!

Except for provisional licensees, whose expiration/renewal date will be two years from the month the license was issued, all credentials are issued for no more than two years and will expire and require renewal by June 30th. Affidavits for renewal may be downloaded from the Board's website and mailed prior to your certification/licensure expiration date of June 30, 2010. Reminder notices were sent to the address of record as indicated on the Board's database. **[REMINDER: Effective September 2005, the N.C. Administrative Code requires that social workers certified or licensed by the Board notify the Board of any changes to name, business and personal residence (including street and mailing address), as well as business and personal telephone numbers. This notice is to be received by the Board within 30 days from the effective date of the change.]**

Please do not attach certificates, etc. to your Recertification Affidavit when submitting for renewal unless required by Order of the Board. Once again, the Board's annual Continuing Education audit will be conducted by the Association of Social Work Boards (ASWB), and you will be contacted if your Renewal Affidavit has been selected for audit. The audit is designed to review all continuing education activity submitted for renewal to ensure compliance with statutory and regulatory requirements. If you are notified that your renewal is selected for audit, you will be asked to provide ASWB with a copy of your Renewal Affidavit and verification of attendance and completion of all documented continuing education activity at that time.

ASWB Elects 2010 Board of Directors



*Patricia Heard
MSW, MBA, ACSW,
LCSW, LMFT*

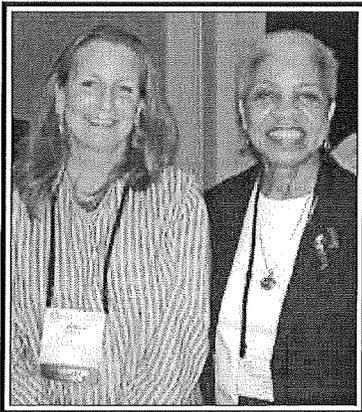
Patricia Heard of Charlotte, North Carolina, has been reelected as treasurer of the Association of Social Work Boards (ASWB). She was elected for a second two-year term at the Association's fall business meeting, held in late October in Clearwater, Florida.

She is vice president of the North Carolina Social Work Certification and Licensure Board, and has been a member of the Board since 2004. She is executive director of the BRIDGE Jobs Program in Charlotte.

ASWB is the organization of boards in the U.S. and Canada that regulate social work. Its membership includes 49 states, Washington, D.C., the Virgin Islands, and all ten Canadian provinces. The Association provides regulatory support and information, and developed and maintains the social work licensing examinations used in most member jurisdictions.

For more information, contact Kathleen Hoffman, khoffman@aswb.org, or (800) 225-6880, ext. 3006. ❖

ASWB 2009 Outstanding Administrator



Micki Lilly, left, receives the Outstanding Administrator Award from Charlotte McConnell of Washington, D.C., president of the Association of Social Work Boards.

Micki Lilly, Executive Director of the North Carolina Social Work Certification and Licensure Board, has received the Outstanding Administrator Award for social work regulatory board service from the Association of Social Work Boards (ASWB). The recognition is given annually by the Association for work with individual jurisdictions.

The award was announced at ASWB's Annual Meeting of the Delegate Assembly, held in October in Clearwater, Florida. The nomination from her board praised her financial abilities and positive leadership as well as her attention to detail, ethical integrity, and effective work with the Board, licensees and other groups across the state. Lilly lives in Asheboro, North Carolina.

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For more information, contact Kathleen Hoffman, khoffman@aswb.org, or (800) 225-6880, ext. 3006. ❖

Officers Slated for FY 2010-2011

The Board is pleased to announce that beginning July 1, 2010 Dr. Deana F. Morrow has agreed to continue serving as Board Chair. With the terms ending for both the currently seated Vice-Chair and Secretary/Treasurer, Emily Simmons will serve as Vice-Chair and Gé Brogden will serve as Secretary/Treasurer. Congratulations to our new officers.

ELECTRONIC NEWSLETTER – WE’RE GOING GREEN

MICKI LILLY, EXECUTIVE DIRECTOR

In an effort to reduce costs associated with printing and mailing, this edition of *Update* will be the last paper distribution of the Board’s newsletter. Beginning with the Fall 2010 edition, the newsletter will “go green” and become available electronically through the Board’s website.

As with so many organizations and individuals, the North Carolina Social Work Certification and Licensure Board faces financial challenges that require concerted effort to reduce costs without sacrificing services. As an occupational licensing board of the State, the Board is charged with enforcing the provisions of Chapter 90B of the North Carolina General Statute and Chapter 63 of the North Carolina Administrative Code, the laws and regulations governing the profession of social work.

The Board’s duties, responsibility, and authority are prescribed by statute, and the Board operates from the fees collected through applications and renewals of licenses and certifications. The Board receives no additional funding from the State’s general fund.

While the number of licensees and certificate holders continues to increase each year, so does the volume of work required to process the increased number of applications, renewals and examination requests. In addition, investigations into allegations of ethical misconduct have risen significantly, as has the overall cost of conducting business.

It is our belief that the information provided through the *Update* is both valuable and useful to practitioners. In our last edition, Fall 2009, individuals were encouraged to provide an email address if they wished to receive electronic newsletters or news alerts. Regrettably, the Board received only a handful of responses.

You still have an opportunity to help us keep costs down. Please provide the Board with an updated email address before the next edition is published in the fall. Individuals who wish to continue receiving the paper edition should send a written request to the Board, making sure the Board has your most current mailing address. Thank you for your support in this cost saving effort! ❖

Board Members Service Recognized

Chapter 90B of the North Carolina General Statutes was enacted in 1983 and is currently known as the “Social Worker Certification and Licensure Act.” Under this Chapter, was created the NC Social Work Certification and Licensure Board, whose members are appointed by the Governor. As noted in the *Message from the Chair*, it is the responsibility of this Board to “protect the public,” and promote “high standards of professional performance” by administering and enforcing the provisions of the Social Worker Certification and Licensure Act. Upon appointment, Board members are expected to attend monthly meetings and participate in subcommittee activities. Service is voluntary, although members receive a minimal stipend for specific Board-related duties.

This June will mark the end of service term for two of our professional Board members, Patricia J. Heard and Jerry W. Rhodes.

Patricia Heard joined the Board following her appointment in August 2004. She holds a BA in Psychology from Mount Holyoke College, a Master of Business Administration from Pfeiffer University, and a Master of Social Work from the University of South Carolina. In addition to her professional career, Ms. Heard currently serves as Vice-Chair

of the Board and is Treasurer of the Association of Social Work Boards. She has brought to this Board a wealth of professional knowledge and experience in clinical practice, financial management, and administration.

Jerry Rhodes was appointed to the NCSWCLB in March 2005. He has been employed by the Washington County Department of Social Services since May 1975, and has served as their Director since August 1980. Mr. Rhodes received both his BA in Psychology and his Master in Social Work degree from East Carolina University. He is a member and a past President of the Board of Directors of the N.C. Association of County Directors of Social Services and was awarded “Director of the Year” by the Association in 2001 and again in 2009. Mr. Rhodes has also been recognized by East Carolina University School of Social Work as the “2005 Outstanding Alumnus.” He has served as Secretary/Treasurer to this Board since July 2008.

The Board would like to take this opportunity to recognize both Patricia Heard and Jerry Rhodes for their outstanding service to this Board. While they will continue to serve until new appointments are received, we will forever be thankful for the contributions they have made. ❖

Current Disciplinary Action

The North Carolina Social Work Certification and Licensure Board took action in 1998 to publish the names of social workers against whom complaints have been made and substantiated. This action was taken to provide protection to the public. A list of individuals recently disciplined or under current disciplinary action remains posted on the Board's website at www.ncswboard.org. Individuals who have been disciplined but who complied with Board mandates and have had their credential restored to good standing will be removed from the published list after notification of compliance has been posted for at least thirty days. The discipline action remains in their history and certification/license search will reveal that the credential has been disciplined.

Applewhite, Tracey Coale	P003029	REVOKED 03/14/08
Blue, Carl E.	C001182	REVOKED 03/13/09
Brosnan, Brian D	C004936	PROBATION 5/7/10
Burd, Dorothy	C002430	VOLUNTARY SURRENDER 3/12/10
Burd, John	C003209	VOLUNTARY SURRENDER 3/12/10
Chess, Valerie A.	C005404	Restored to good standing 12/4/09
Chiappone, Michael	C005989	SUSPENDED 4/12/10
Clemons, Jr., Samuel D.	C000799	REVOKED 08/12/05
Crawford, Melanie B.	C004537	REPRIMAND 5/1/09
Deese, Dalton W.	P002248	REVOKED 01/06/04
DeLauney, Katz	C004169	SUSPENDED 04/13/07, REVOKED 4/3/09
DelConte, Sharon A.	C006401	Restored or Reinstated-Partial 5/7/10
Dupree, Rebecca Gaynor	C001715	SUSPENDED 01/09/09
Edwards, Kobie Nia	P004624	PROBATION 06/13/08
Eubanks, Jane R.	C004104	REVOKED 07/16/04
Fontana, Anastasia D.	B000624	REPRIMAND 10/2/09
Foss, Kelly Ann	C003068	SUSPENDED 01/10/03
Foushee, Nancy G.	C001404	REVOKED 03/14/08
Garis, Richard Douglas	C001939	REVOKED 03/04/05
Gould, David R.	C000416	SUSPENDED 12/12/03
Gramling, Margaret	C003298	Restored to good standing 10/2/09
Hager, Scott	C003706	SUSPENDED 12/12/03
Hammond, Theresa	P002936	REVOKED 07/09/07
Harper, Lisa Uranga	C004053	REVOKED 06/20/05
Harris, Jr., Aubrey Russell	C000703	SUSPENDED 12/10/04, REVOKED 2/12/10
Harris, Mistique	unlicensed	CONSENT JUDGMENT 07/21/09
Hiller-Tyree, Loretta	C000709	PROBATION 09/15/06
Hoffler, Jr., Thomas L.	C000519	SUSPENDED 12/10/04, REVOKED 11/03/06
Kali, Kathleen	P003074	REVOKED 12/01/06
Koehne, Patrick	C000447	SUSPENDED 12/22/06, Suspension Con't 11/02/07
Konnell, Alan	C000720	CENSURED 10/22/01
Leadem, Timothy	P003216	VOLUNTARY SURRENDER 10/5/07
LoPresti, Dawn	P004855	STAYED SUSPENSION/PROBATION 10/10/08
Lovelace, Darryl	C005014	REVOKED 09/07/07
Martin, Lea	C000119	SUSPENDED 05/25/05, REVOKED 01/12/08
Mason, Alida S.	C001738	STAYED SUSPENSION/PROBATION 10/10/08
Masters, Cary J.	P002928	REPRIMAND/SUSPENDED 10/06/06
McDuffie, Emily E.	A000447	REVOKED 08/04/06
Merrill (Merrill-May), Rebecca	C002485	CENSURE 02/25/00
Mosden, Patricia	C000396	PROBATION, CENSURE 10/2/09
Murray, Theodore	P005617	PROBATION 2/12/10
Pedersen, Ernest N.	C000342	VOLUNTARY SURRENDER 10/10/08
Purcell, Nora	C004891	REPRIMAND/SUSPENDED 12/01/06
Purcell, Nora	C004891	Failure to comply with Board Order 10/10/08
Rosner, Karen M.	P002275	SUSPENDED 11/14/02
Ruiz, Peter Alan	C001830	REVOKED 06/17/02
Seals, Thomas	P004066	VOLUNTARY SURRENDER 07/11/08
Sharpe, Liza J.	P002698	REVOKED 8/7/09
Steele, Jr., John	C002447	REPRIMAND 12/4/09
Sweeting, Lucy G.	C001530	SUSPENDED 12/12/03
(Tate) Martin, Lea Almond	C000119	SUSPENDED 05/25/05, REVOKED 01/12/08
Taylor, Wesley E.	C003643	REPRIMAND 03/02/06
VanBuskirk, Priscilla A.	P003177	REVOKED 11/02/06
Watson, Madeline J.	C003680	REVOKED 12/10/07
Whealton, Jr., Bruce	C002485	REVOKED 06/14/01
Zelno, Andrew	C003649	REVOKED 12/4/09



EXAM PASS/FAIL RATES FOR NORTH CAROLINA AND NORTH AMERICA

The information in the two tables below is provided by the Association of Social Work Boards with whom this Board contracts for professional examination services. As you consider the information, please be aware that the best indication of a true pass rate is the first-time test takers rather than the total group. In addition, percentages of pass and fail are most representative of groups of candidates totaling more than 200. Generalizations should not be made from rates for groups with less than 100 candidates.

Pass/Fail Rates in North Carolina (NC) in 2009

Exam Category and Group Type	Total Number of Candidates	Pass Rate	
		Number	Percentage
Associate			
First-Time			
Repeat Group			
Total Group			
Bachelors			
First-Time	7	3	42.9
Repeat Group	0	0	0.0
Total Group	7	3	42.9
Masters			
First-Time	3	3	100.0
Repeat Group	2	0	0.0
Total Group	5	3	60.0
Advanced Generalist			
First-Time	0	0	0
Repeat Group	0	0	0
Total Group	0	0	0
Clinical			
First-Time	484	310	64.0
Repeat Group	270	77	28.5
Total Group	754	387	51.3
TOTAL	766	393	51.3

North American Pass/Fail Rates for the ASWB Examinations - 2009

Exam Category and Group Type	Total Number of Candidates	Pass Rate	
		Number	Percentage
Associate			
First-Time	192	133	69.3
Repeat Group	67	24	35.8
Total Group	259	157	60.6
Bachelors			
First-Time	3,460	2,744	79.3
Repeat Group	978	305	31.2
Total Group	4,438	3,049	68.7
Masters			
First-Time	10,019	7,467	74.5
Repeat Group	4,671	1,055	22.6
Total Group	14,690	8,522	58.0
Advanced Generalist			
First-Time	256	146	57.0
Repeat Group	101	23	22.8
Total Group	357	169	47.3
Clinical			
First-Time	8,698	6,493	74.6
Repeat Group	3,807	1,132	29.7
Total Group	12,505	7,625	61.0
TOTAL	32,249	19,522	60.5

MESSAGE FROM THE CHAIR

and licensure. We oversee the financial solvency of the Board office. To this end, the Board has enacted a financial solvency committee to closely examine revenues and expenses related to ensuring continued financial solvency for meeting our ongoing regulatory responsibilities.

The Board also participates in developing new statutes and rules. For example, we worked closely with NASW-NC in their proposal of title protection that was approved by the legislature in 2009. In addition, the Board is engaged in promoting high standards of social work practice throughout the state. Upon invitation, we make presentations about certification and licensure at schools of social work across the state. Board members have also participated in delivering presentations on supervision and ethics-related matters at social work conferences across the state. We have invited various stakeholder groups, including the DSS Directors Association and NASW-NC, to meet with us to discuss practice issues impacting social workers in North Carolina.

The Board is comprised of seven members, each of whom is appointed by the Governor. Members serve in a non-salaried capacity for a three-year term of appointment, and may serve no more than two consecutive terms. The crite-

ria for Board member qualifications can be found in Chapter 90B-5 of the Social Worker Certification and Licensure Act.

The Board office welcomes letters of application and resumes from social workers and public members who are interested in serving on the Board. The Board reviews all submitted applications as openings develop and then sends forth membership recommendations to the Governor's office. The Governor has full and final authority for all Board member appointments.

On a closing note, I join my colleagues in congratulating Board Vice-President, Pat Heard, on her recent election to a second term as Treasurer of the Association of Social Work Boards (ASWB). ASWB is the association of boards that regulate social work practice across the United States and Canada. In addition, we congratulate our Executive Director, Micki Lilly, on recently receiving the ASWB Board Administrator Award. The Administrator Award represents outstanding achievement and excellence in leadership. We at the Board are exceedingly proud of Pat and Micki and congratulate them on these significant professional achievements. ❖

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