

# COVID-19 Info and FAQ's

While the Stay at Home Order has been lifted and North Carolina has progressed to "Phase 3" of easing certain COVID-19 restrictions, the Board Office remains closed to the public and our office staff will continue primarily working remotely until it is determined safe to resume regular on-site business operations. For more information on COVID-19 in North Carolina, [click here](#).

**Please be advised that we continue to process our mail daily during this time (mailing address: NCSWCLB, PO Box 1043, Asheboro, NC 27204).** While Board staff is currently unavailable by phone at this time, you may contact our office by email at any time. Please refer to the [Administrative Services Directory](#) to select the individual you will need to contact regarding your inquiry.

As the effects of coronavirus (COVID-19) remain a concern across the country, the North Carolina Social Work Certification and Licensure Board ("the Board" or "the NC Social Work Board") wants to assure you that we are working diligently to address the concerns and ongoing inquiries of licensees regarding electronic practice, clinical supervision, and continuing education mandates. We appreciate your patience as we navigate through this challenging time, and encourage you to check the website regularly for updated information, as we will provide information on the Board's website as it becomes available.

In an effort to reduce the increased volume of inquiries received by the Board office on a daily basis, the Board has compiled the following Frequently Asked Questions (FAQs) related to the Board's licensing requirements.

**Q-**Should I continue to mail documents to the Board's mailing address:  
P.O. Box 1043  
Asheboro, NC 27204?

**A-**Yes, the Board continues to process mail on a daily basis.

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**Q-**I am applying for certification/licensure; can I have my transcripts sent electronically to the Board office?

**A-**While the Board, under normal circumstances will only accept mailed, sealed transcripts, during this time; the Board has made exception to accept electronic

transcripts submitted to the Board office directly from the university/source (cannot be received from applicant). Once you have mailed your application, you may request for your transcripts to be sent electronically to Kenia ([ktabon@ncswboard.org](mailto:ktabon@ncswboard.org)).

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**Q**-I have applied for certification/licensure OR submitted my certification/licensure renewal. How do I check on my status?

**A**-Please be advised, processing is generally 21 days; however, due to the current state of events, review and processing may be delayed. Board staff continues to pick up mail from the post office on a regular basis. **Please allow at least 21 days from the date of receipt by the Board AND check the website through the [Application Status](#) link after 21 days to determine status. You may also use the [License Lookup](#) link to determine if certification/licensure has been issued OR if your credential has been renewed prior to contacting the Board office.** During these unprecedented times, Board staff is attempting to maintain daily processes as best as possible and we appreciate your patience and understanding.

**Please be reminded that tracking may be added to your correspondence submitted to the Board office through your delivery carrier so that you are aware of the Board's receipt.**

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**Q**-Can I receive clinical supervision via electronic means? What if I have already exceeded the twenty (20) hours of clinical supervision by electronic means allowed by the Board?

**A**-Pursuant to [21 NCAC 63 .0810\(1\)](#), ***"The Board shall waive the requirement for licensure set forth in 21 NCAC 63 .0211(a)(4) that requires preapproval by the Board to engage in more than 20 hours of supervision provided through the use of technology. This waiver will allow for up to half of the required supervision hours to be provided through the use of technology. This expanded definition will only apply until the state of emergency is lifted. All supervision provided through the use of technology shall be synchronous, involve visual and audio interactions throughout the entire session, and shall take place in such a manner as to maintain the confidentiality of the communication."***

Please refer to the [Position Statement on Technology Facilitated Services](#) for best practice guidelines, paying particular attention to the section regarding

confidentiality. Please note that supervision may not be conducted telephonically and must be provided through secure means.

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**Q**-If my employer has issued a company-wide telework mandate, am I able to practice electronically?

**A**-[The N.C. Social Work Certification and Licensure Act \[NCGS 90B\]](#) neither prohibits nor endorses electronic practice; however, the definition of [clinical social work practice](#) does include electronic practice (“by whatever means of communication”). As an occupational licensing agency, the expectation of the Board is that licensees comply with the [Statutes \[90B\]](#) and [Rules \[Title 21, Chapter 63 of the North Carolina Administrative Code\]](#) that govern social work practice in North Carolina (regardless of the service delivery method), as these principles set forth the minimum standards for licensees’ conduct in the profession of social work. As a reminder, any violation of the Board’s Statutes and/or Rules may result in disciplinary action. As licensees are exploring electronic practice, they are encouraged to select a course of action consistent with the Statutes and/or Rules that govern licensure and the conduct of licensees. Because electronic practice carries potential risks for ethical dilemmas, the Board has prepared a [Position Statement on Technology Facilitated Services](#) to assist licensees with navigating the provision of services by electronic means. Further, pursuant to [21 NCAC 63 .0503\(a\)](#), please note that licensees MUST ensure that they have the requisite skill to engage in this area of practice prior to implementing clinical social work services by electronic means.

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**Q**-Can the Board issue an emergency/temporary change to the number of distance learning hours required?

**A**-The Board has adopted temporary rules related to continuing education. Pursuant to [21 NCAC 63 .0810\(3\)](#), ***“The Board shall waive the requirement for licensure set forth in 21 NCAC 63 .0401(c)(4) that allows for half of the required continuing education accepted as distance learning to permit all hours for renewal to be accepted through distance learning that meet the requirements of 21 NCAC 63 .0401 and to include a minimum of four contact hours of continuing education focused on ethics related to social work practice and ethical decision making”.***

Also, please be reminded that pursuant to [21 NCAC 63 .0401](#), live synchronous audio-video broadcasts allowing for real time interaction between the instructor and participants attended through electronic means counts toward the in-person training requirements. Renewal of certification or licensure shall require 40 contact hours of continuing education credits within each ***two year renewal cycle***.

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**Q**-If I hold a North Carolina LCSW or LCSWA, am I able to treat clients residing in other states or internationally?

**A**-If you hold a North Carolina LCSW or LCSWA license and are interested in providing services to someone residing outside of North Carolina, you would need to contact that jurisdiction(s) to determine if it requires you to be licensed there prior to providing services across state lines, even if you intend to do so electronically. As an NC licensee, it is important that you regularly review both the Board's [Statutes](#) and [Rules](#) and the statutes and rules of any jurisdiction in which you intend to practice to ensure compliance with all jurisdictions. While the NC Statutes do not prohibit electronic practice, and you are exploring whether to deliver services to a client who is located in different jurisdiction, you must first ensure that you satisfy the requirements for delivering service in both NC and in the jurisdiction in which the client is located to ensure you are not violating any laws.

For more information on regulatory provisions regarding social work licensure, please visit [ASWB's website](#) for a [list of jurisdictions that have emergency provisions regarding social work licensure](#) related to the COVID-19 public health emergency.

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**Q**-I was previously licensed as a LCSW and have retired or placed my license on non-practicing status. Am I able to resume practice as a LCSW?

- If you requested your license to be placed on non-practicing status prior to your expiration date, you may apply for reactivation of the license. You will need to submit the current [renewal affidavit](#) available on our website listing the required 40 hours of continuing education (4 of which must be in Ethics) completed within the past two-years and the renewal fee of \$150.00. Please note, the Board has implemented [Temporary Rules](#) regarding continuing education, waiving the limitation on distance learning, allowing for all hours for this renewal cycle only to be obtained through approved distance learning. Please be reminded that all

distance learning courses (online courses, audio, video, etc.) require approval by ASWB or NASW-NC. Please review the continuing education requirements on the Board's website, through the Administrative Code link, [Section .0401](#).

- If your license has expired without being placed on non-practicing status, you will need to apply for reinstatement of your previous LCSW license. You will need to submit the current years [renewal affidavit](#) complete with continuing education requirements (40 hours of which 4 must be in Ethics) completed within the past two-years, an updated [application](#) (the four pages of the application only), three updated [professional reference forms](#) to update your file, and the reinstatement fee of \$275.00 (\$125.00 reinstatement fee + \$150.00 renewal fee) as mandated by [NCGS § 90B-6.2\(6\)](#) and the [Administrative Rules Title 21, Chapter 63.0404\(a\)](#). Please note, the Board has implemented [Emergency Rules](#) regarding continuing education, waiving the limitation on distance learning, allowing for all hours for this renewal cycle only to be obtained through approved distance learning. Please be reminded that all distance learning courses (online courses, audio, video, etc.) require approval by ASWB or NASW-NC.
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**Q**-If I am not licensed in North Carolina, but my client is in North Carolina, can I provide services to my client via electronic means?

**A**-Pursuant to [N.C.G.S. 90B-4 \(b\)](#), it is unlawful to engage in or offer to engage in the practice of clinical social work in North Carolina without first being licensed as a clinical social worker in North Carolina. If you would be providing any clinical social work services to individuals located in North Carolina, you would first be required to obtain licensure from the NC Social Work Board.

You may view the Board's licensure [application packet](#) on our [website](#). The application details the [levels of certification/licensure](#) offered, in addition to the requirements and information that must be submitted to the Board for consideration. It is also important to note that the Board licenses individuals by way of substantial equivalency if an applicant currently is licensed in good standing at the comparable level in another jurisdiction. There is not a residency requirement to be licensed in NC.

In addition, we also offer the option of a temporary license at a reduced rate for a period of time not to exceed 6 months (pursuant to [21 N.C.A.C 63 .0213](#)). Pursuant to [N.C. Gen. Stat. § 90B-8\(b\)](#), you may be eligible to apply for a temporary license if you believe you will need to provide clinical social work services in North Carolina beyond the allowable 5 days in a single calendar

year. If you have any questions or wish to request the Temporary License Application, please email [dteague@ncswboard.org](mailto:dteague@ncswboard.org).

If you remain interested in providing services to your client that will continue to be located in North Carolina, I would also advise reading the [Position Statement on Technology Facilitated Services](#), which provides information regarding the Board's expectations, as well as familiarizing yourself with the [Statutes](#) and [Rules](#) that govern clinical social work practice in North Carolina. **Please note that practitioners MUST ensure that they have the requisite skill to engage in this area of practice prior to implementing clinical social work services by electronic means.**

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**Q**-If I am licensed in another jurisdiction and would like to provide clinical social work services to individuals in NC during the state of emergency and pursuant to Executive Order 116, can I practice in NC?

**A**-NC Governor Roy Cooper's [Executive Order No. 116](#) temporarily waives the licensure requirements for behavioral health care personnel who are licensed in another state to provide services within North Carolina. However, please be advised that this waiver will expire once the Executive Order is lifted. As detailed above, the temporary licensure is available and will be valid for a maximum of six months.

Any clinical social worker licensed in another state who wishes to provide clinical social work services (either through electronic means or in person) to individuals located in North Carolina must notify the NC Social Work Certification and Licensure Board at [dteague@ncswboard.org](mailto:dteague@ncswboard.org) of their intent to provide clinical social work services to someone located in North Carolina and also must identify the state(s) in which the clinical social worker is licensed and license number. This notification must be done PRIOR to providing clinical social work services to someone located in North Carolina. The Board will notify the clinical social work licensee once licensure has been confirmed that the provision of clinical social work services can commence. The licensure waiver is temporary and is effective only until Executive Order No. 116 is rescinded.