

Calendar Year 2021

The purpose of this presentation is to highlight the Board's productivity and accomplishments from Calendar Year 2021 including:

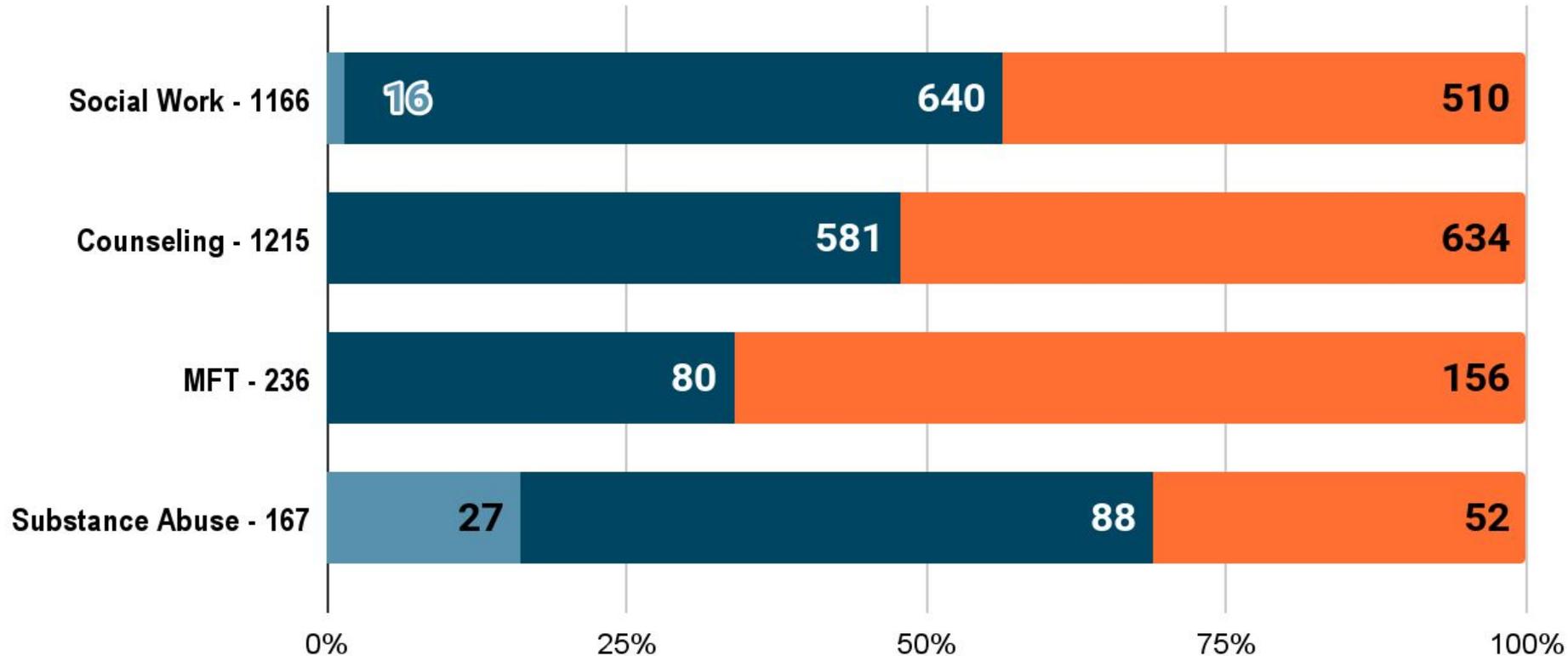
- Applications
- Licenses
- Supervision
- Renewals/Verifications
- Staff Productivity/Achievements
- Completed Investigations
- 2022 Goals

Applications

Applications Received CY 2021 - 2,784

Application type

■ LBSW/LSAT ■ LMSW, LAC, LAMFT, LASAC ■ LCSW, LPC, LMFT, LISAC

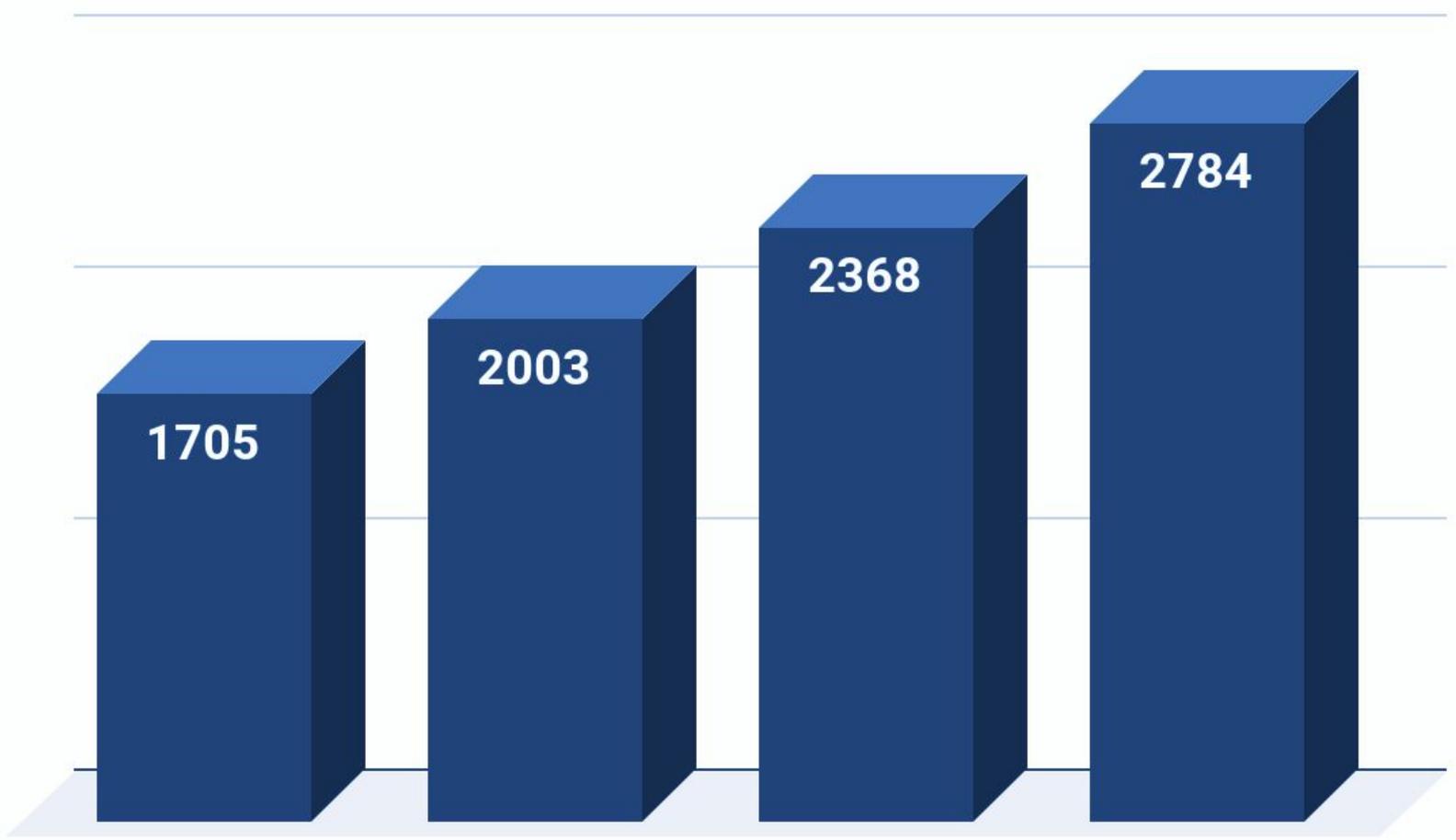


3000

2000

1000

0



FY2018

FY2019 - up 17.4%

CY2020 - up 18.2%

CY2021 - up 17.6%

Applications by Type

Application Type

Universal Recognition

7.7%

215

Endorsement

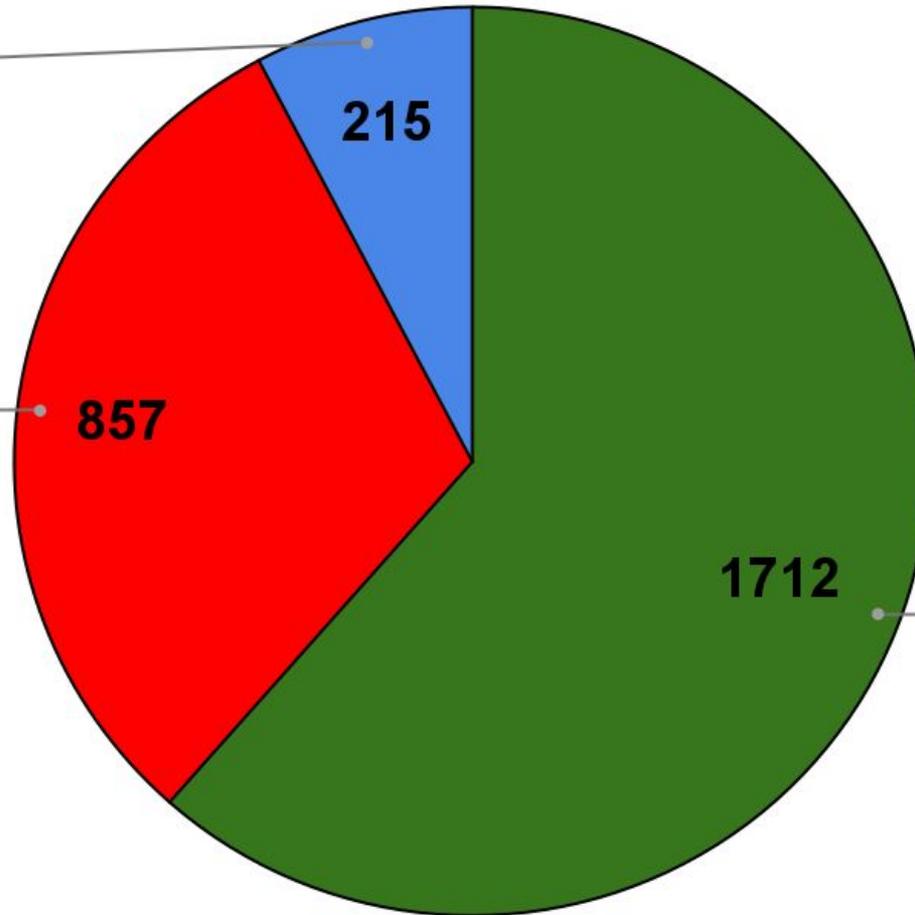
30.8%

857

1712

Regular

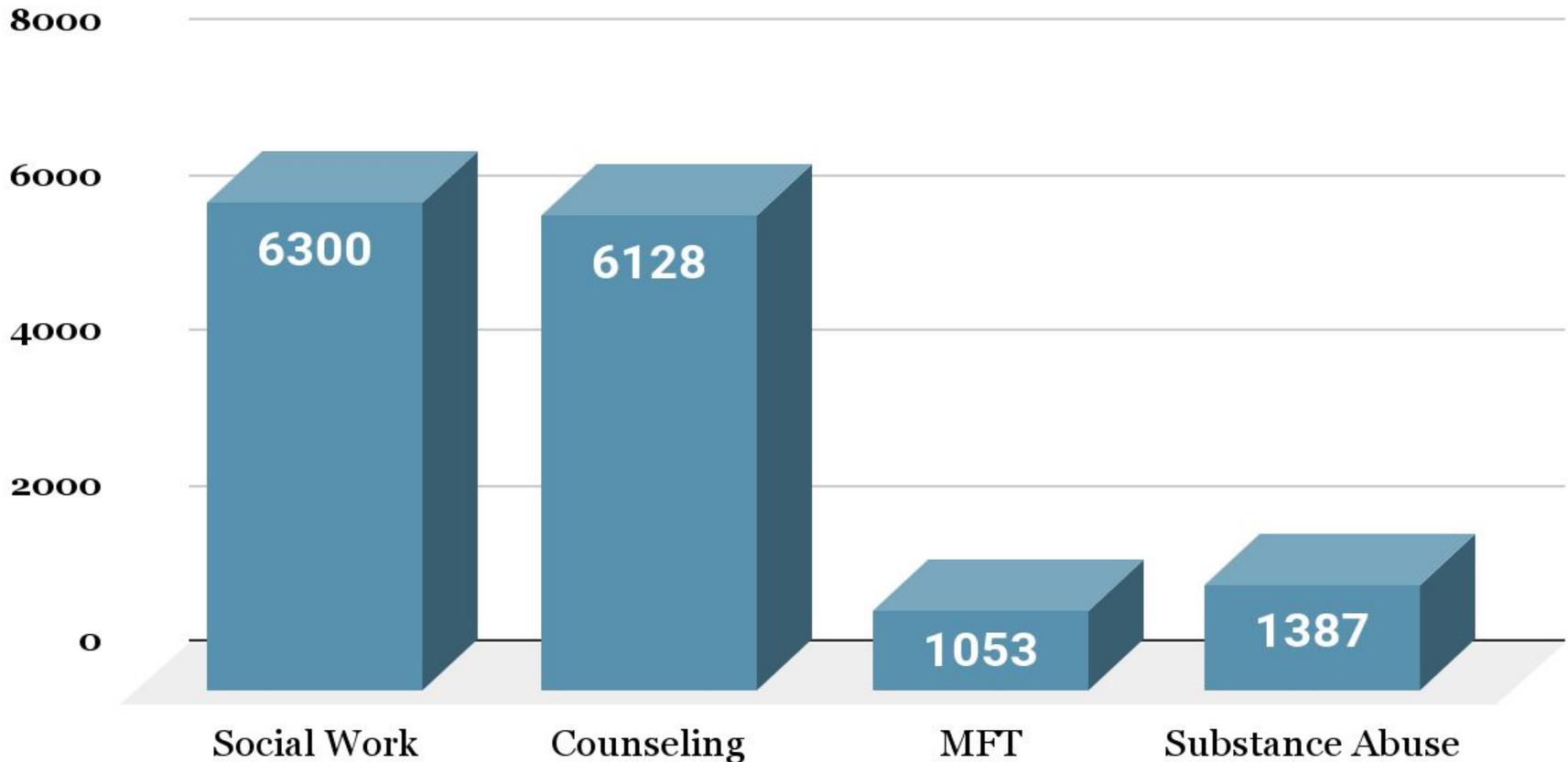
61.5%



Licenses

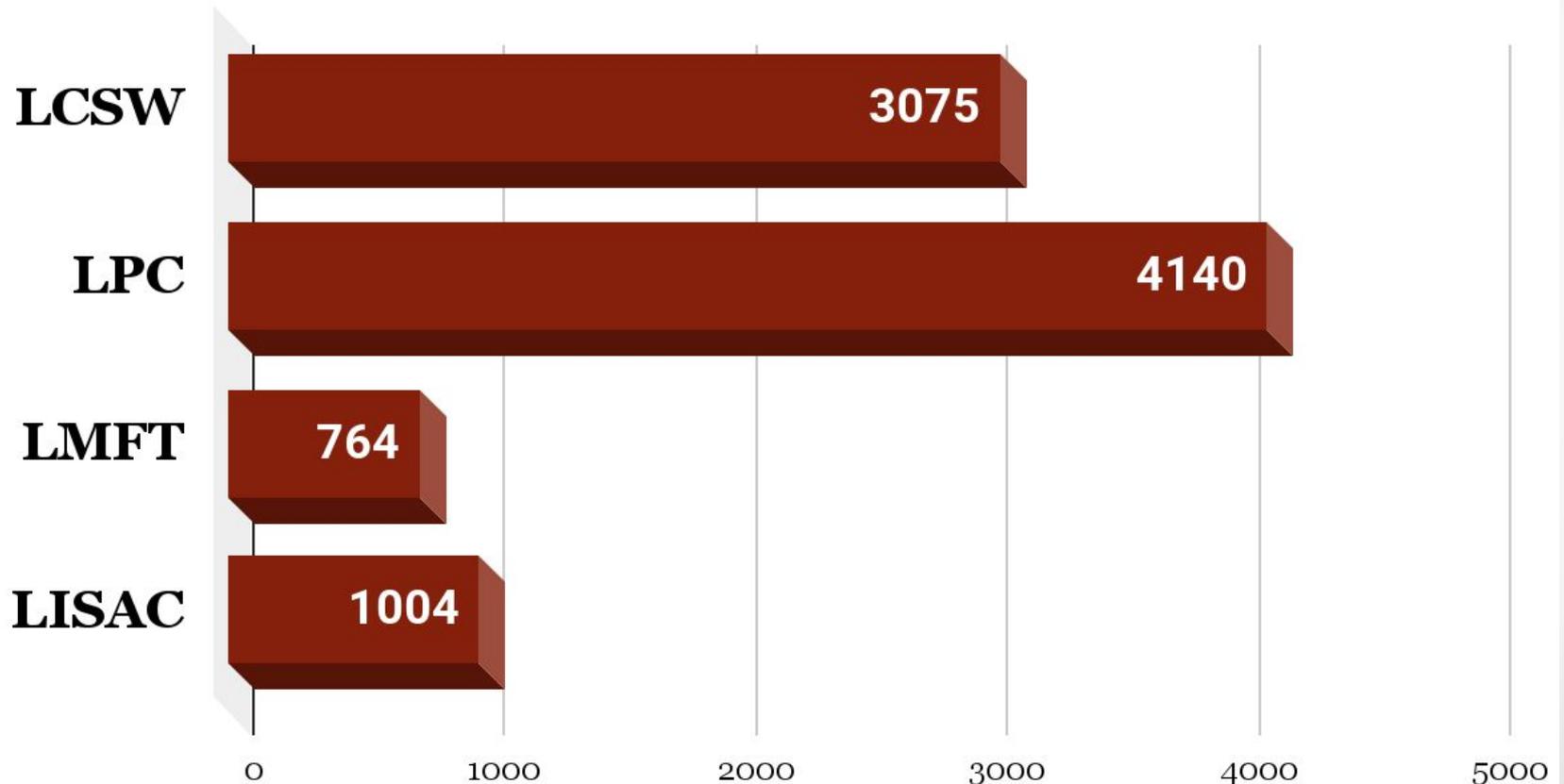
Active License Count -14,868

License Type



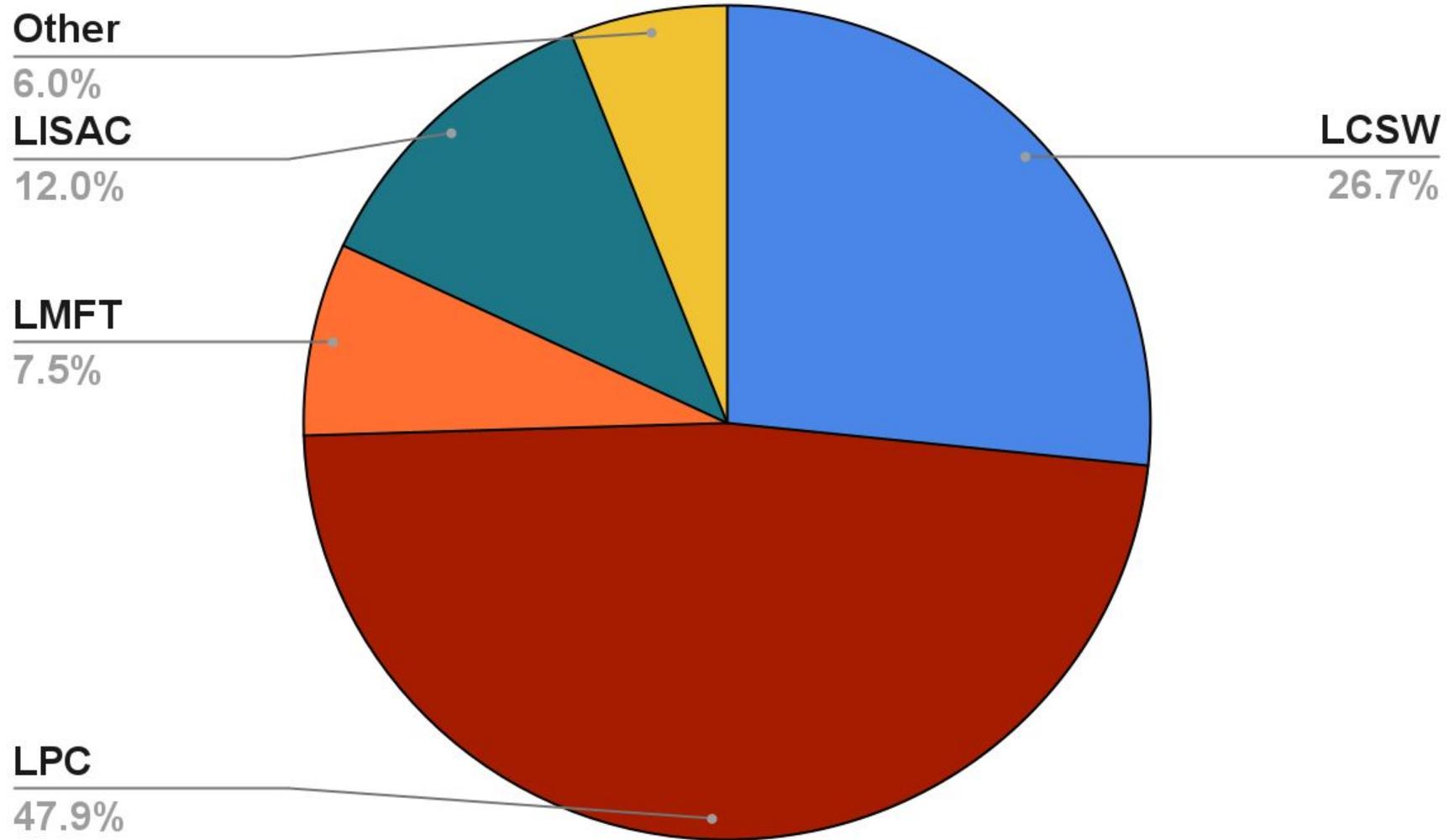
Independent Licenses - 8,983 (60% of all licenses)

License Type



Supervision

Clinical Supervisors - 3,013



Supervised Private Practice Participants - 183

Supervisee license type

LASAC

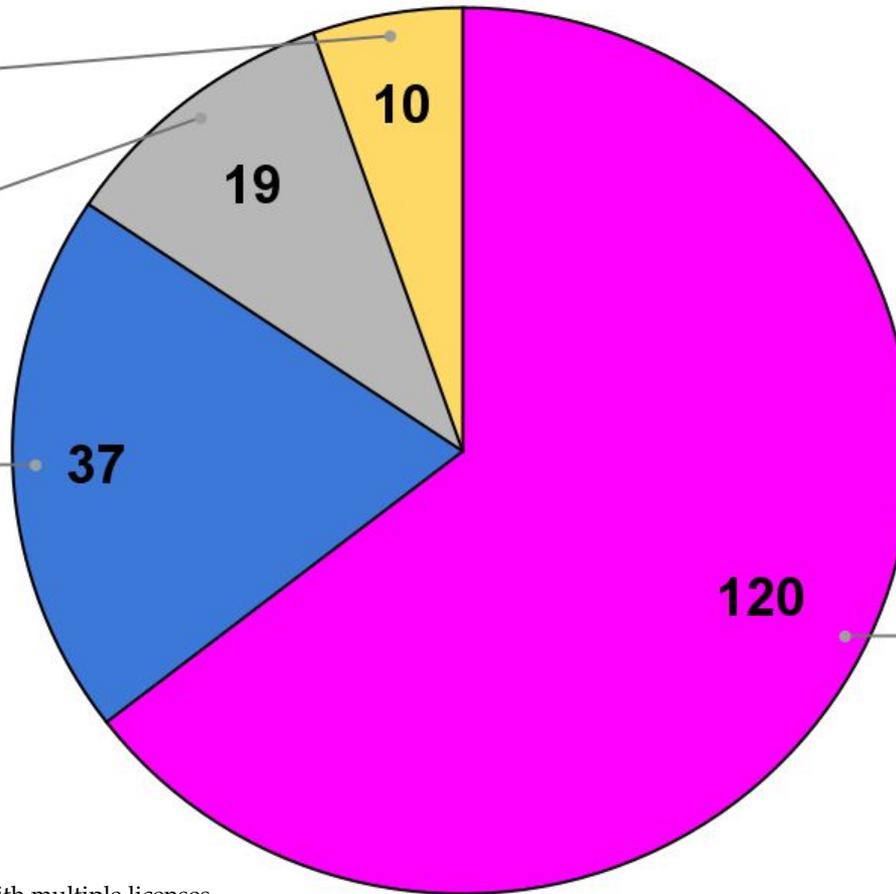
5.4%

LAMFT

10.2%

LMSW

19.9%



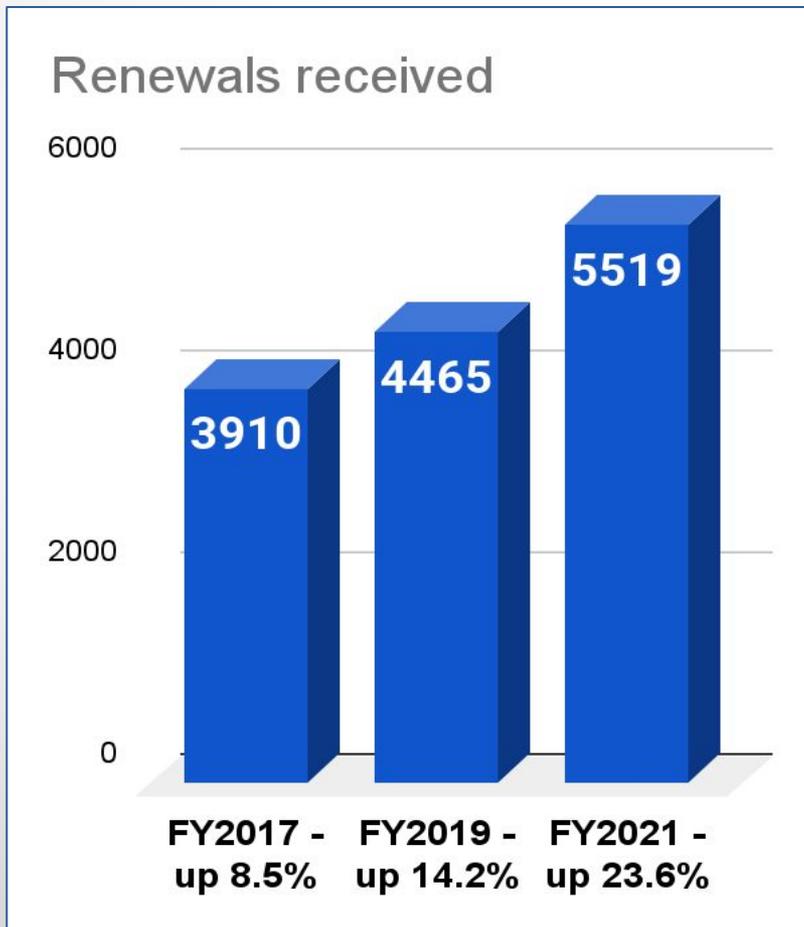
LAC
64.5%

* Chart numbers reflect professionals with multiple licenses

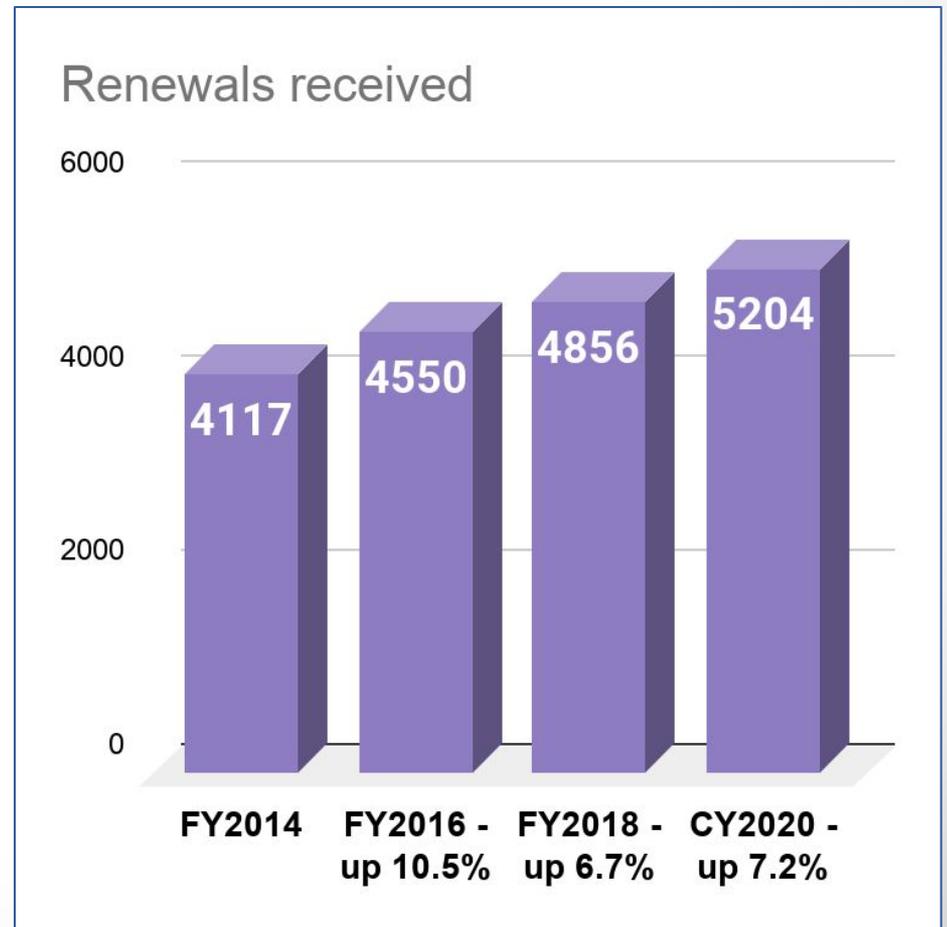
Renewals/Verifications

Renewals received

Odd years

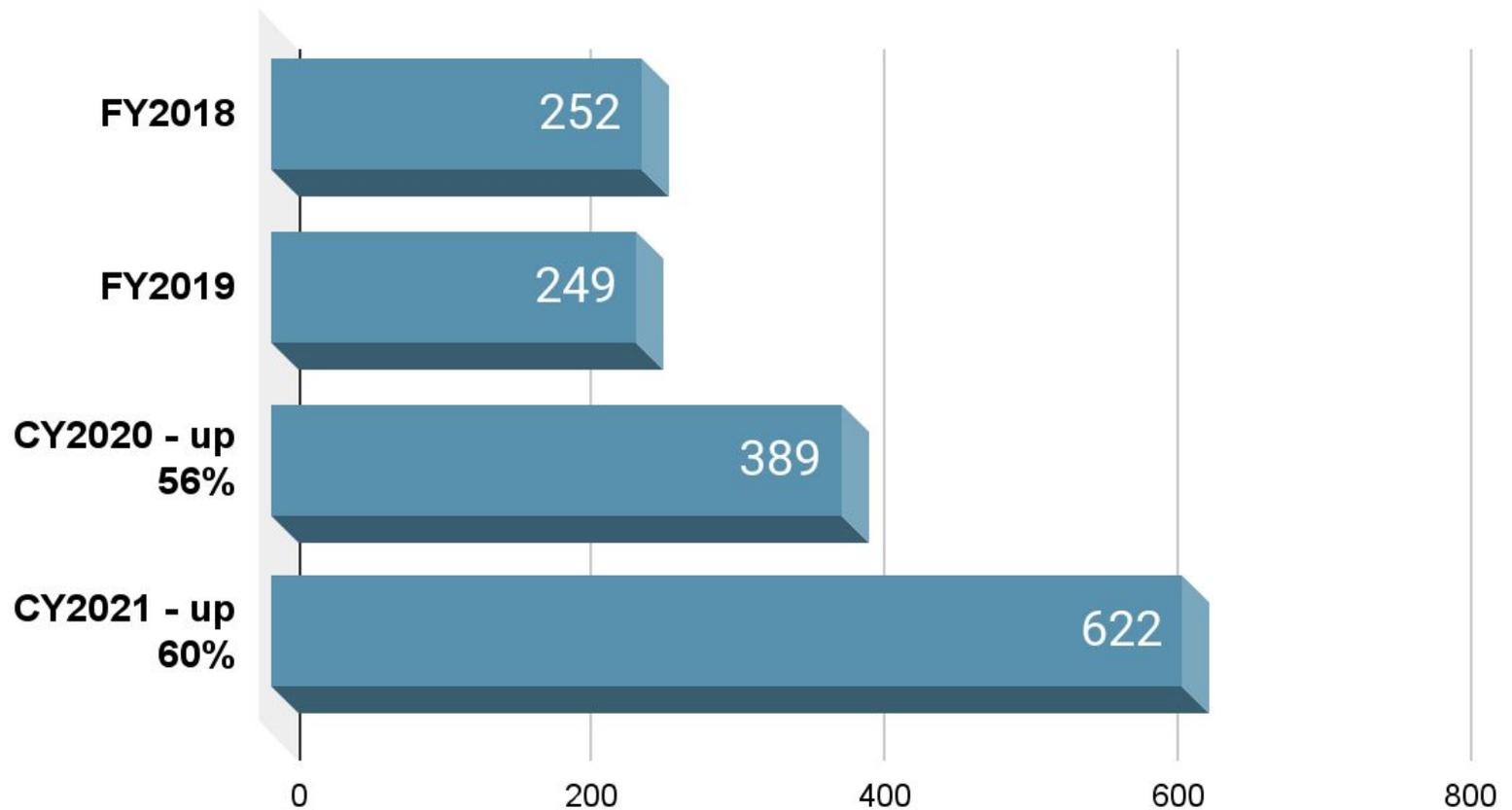


Even years



Verifications Received

Verifications received



Staff Productivity/ Achievements

Staff Productivity

- 34,099 incoming calls
 - Average 656 a week, 93 a day
- 3,483 contact information changes
- 977 fingerprints sent to DPS for processing
- 1016 clinical supervisor training compliance reviews
- 2,678 licenses issued (regular and temporary)
- 128 public records requests
- 76 inactive status requests
- 98 duplicate license requests
- >40 public meetings (setup and follow up)
- Incoming emails all boxes

Achievements

2021 Goal Updates:

Migrate the Board's network to Google Drive	COMPLETED
Switch to AZ Performs for staff evaluation/coaching	PENDING
Continue community outreach	ONGOING
Seek approval for 2 additional FTE	COMPLETED Requested 3 total
Convert additional applications to online forms	COMPLETED
Begin workflow mapping for database conversion	COMPLETED Contracted with Thentia to develop new database and web-based portal

Achievements

Executive Director actively involved in:

- ❖ Advisory Board for the Arizona Health Workforce Data System “CRHWorks” (invited by Senator Carter)
- ❖ Arizona Substance Abuse Partnership (appointed by the Governor)
- ❖ Health Care Professionals Workforce Data Repository Advisory Committee (invited by DHS)
- ❖ COVID-19 Mental Health Disaster Response Group
- ❖ American Association of State Counseling Boards, State Board Administrator Representative (nominated by state members)
- ❖ Association of Social Work Board Regulatory Education and Leadership Committee (nominated)
- ❖ Regulatory Excellence Committee

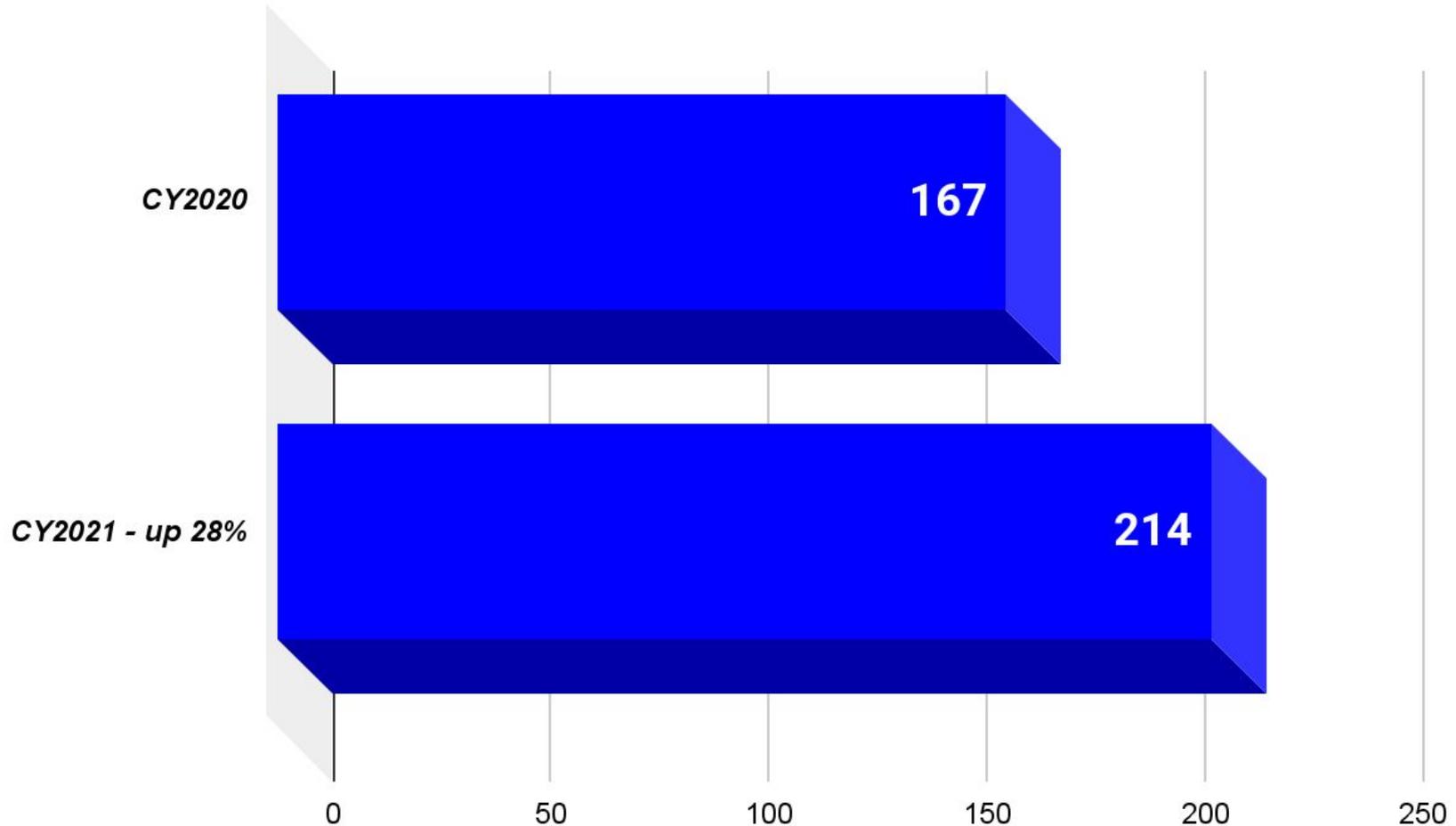
Achievements

Presentations or Conferences:

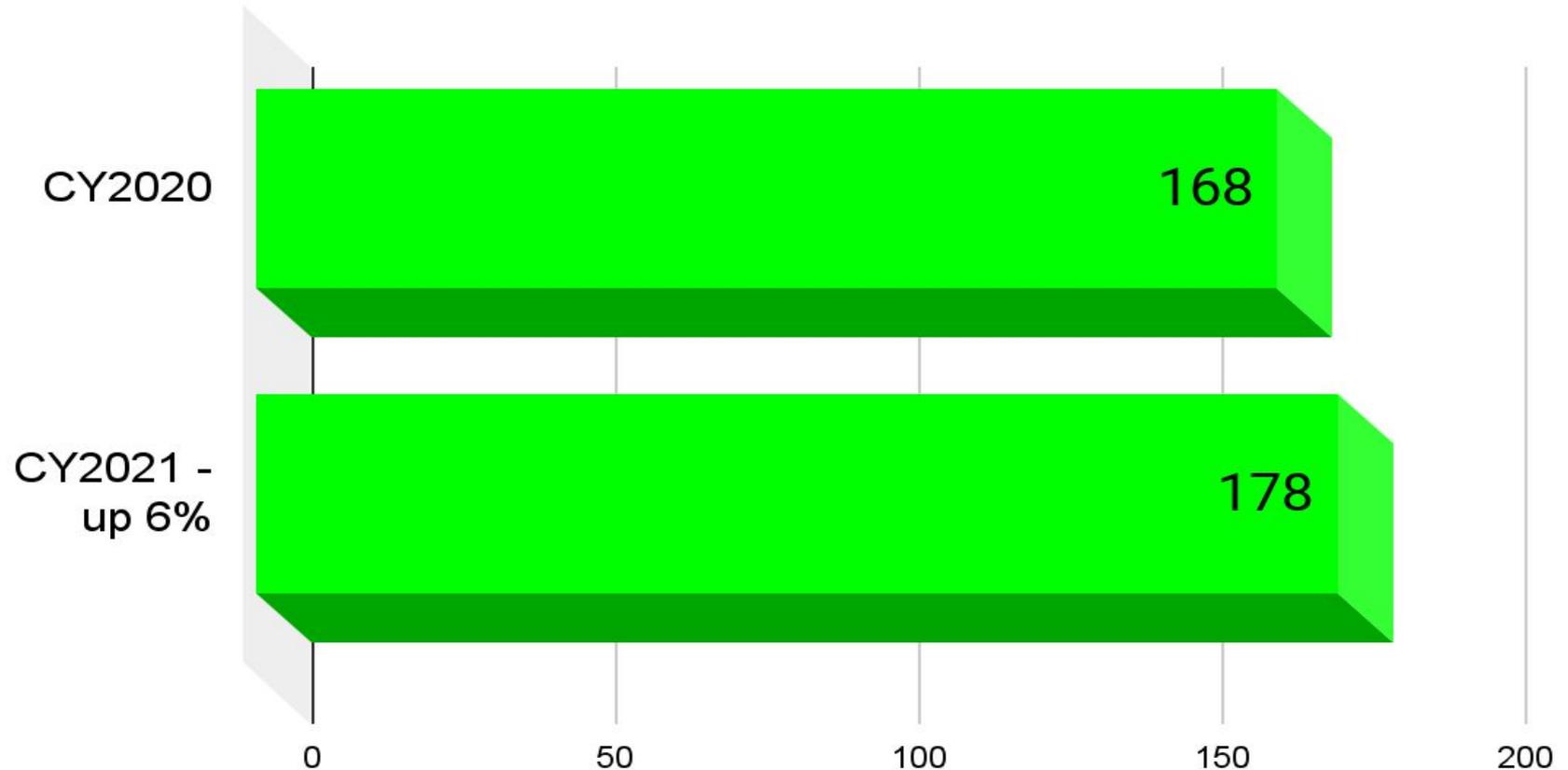
- ASU
- NAU
- GCU
- Phoenix Seminary
- AZ Council for Human Service Providers
- St. Luke's Behavioral Health Center
- NBCC/CCE
- AASCB
- AzNASW
- ASWB
- Multiple Agencies

Completed Investigations

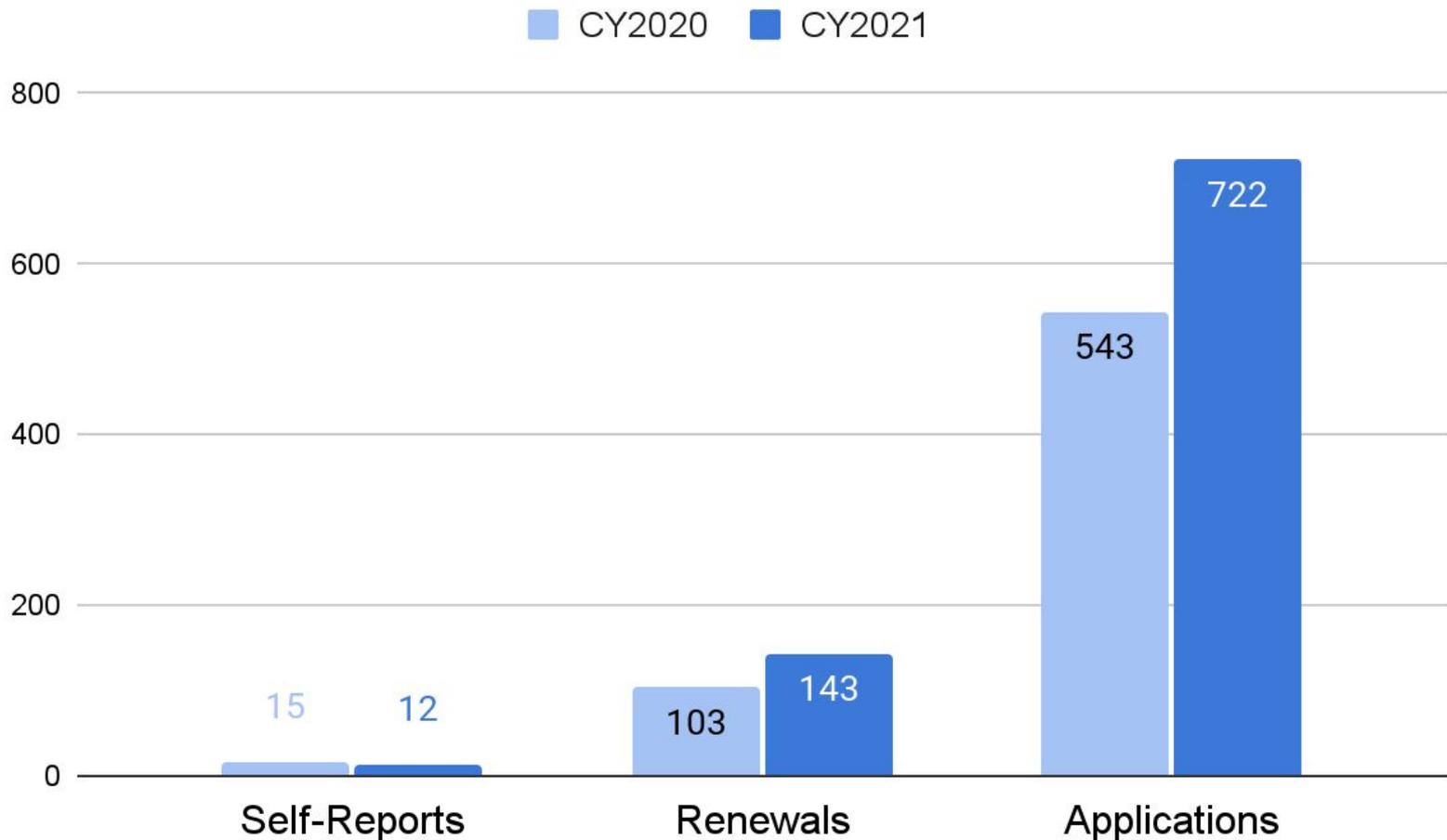
Complaints Received



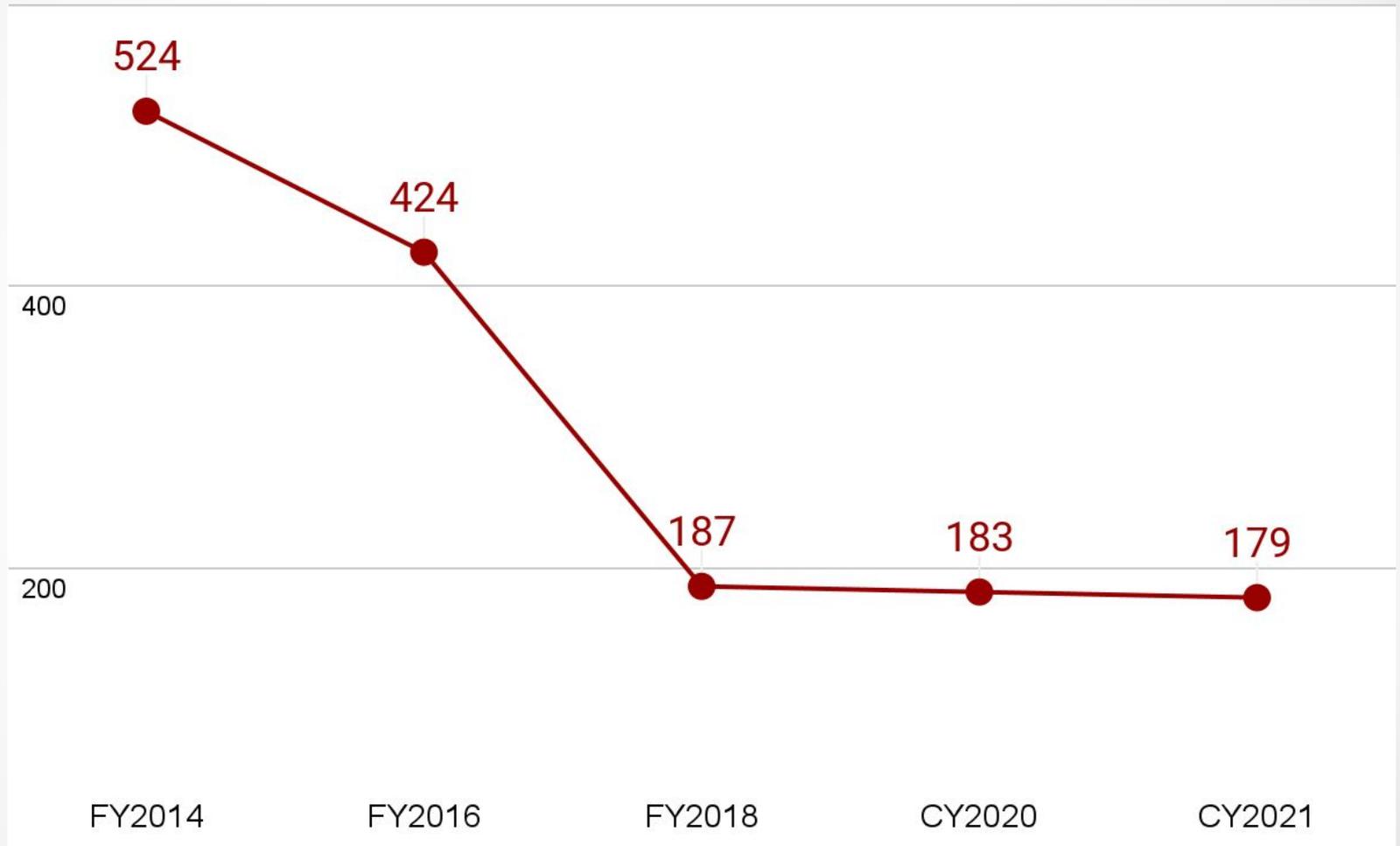
Closed Complaints



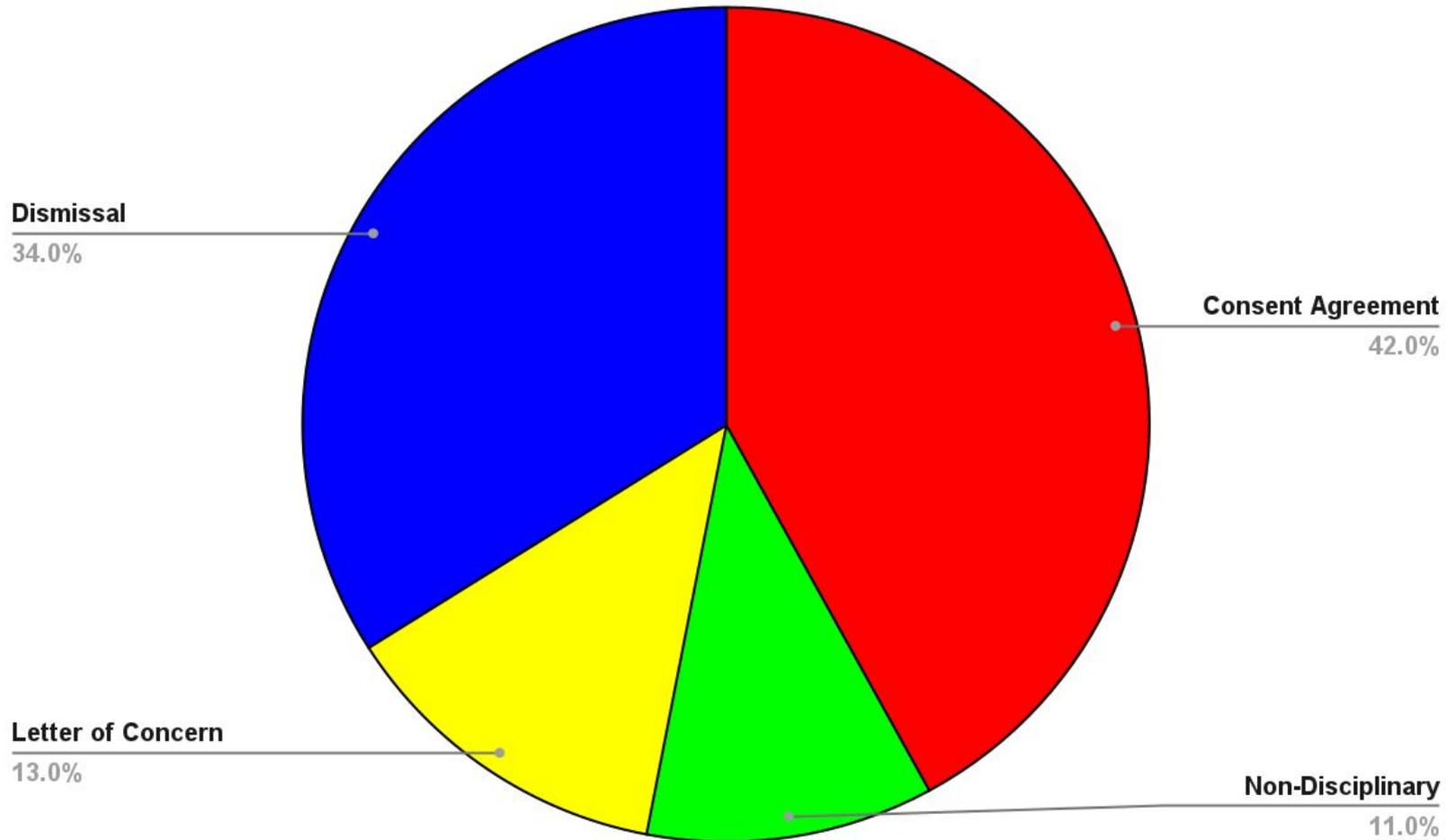
Administratively Completed Cases



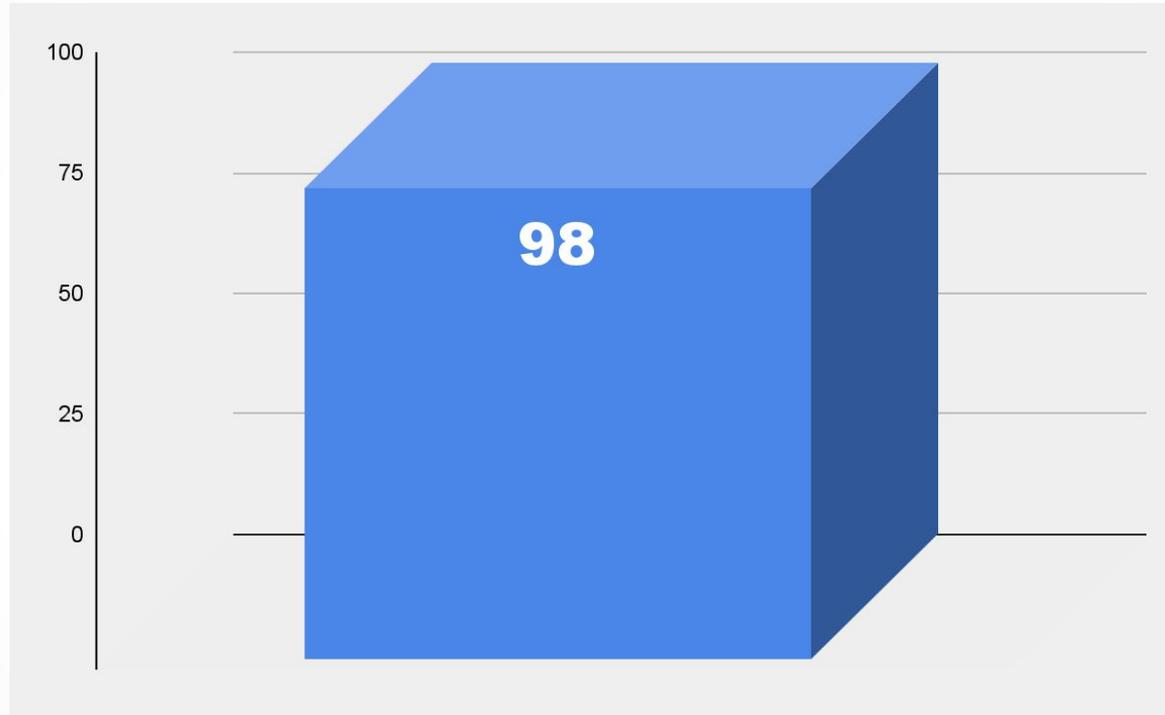
Complaint Processing (average days)



CY 2021 Complaint Disposition



Pending Complaints



2022 Goals

Goals for CY2022

- Onboard new FTE positions as awarded
- Continue community outreach
- New rulemaking process
- Complete database conversion to new web-based portal
- Update website platform