Moving on Mobility: Collaboration and Trust

“Moving Forward: Social Work in the Age of Mobility,” the theme of the 2016 ASWB Education Conference in Jersey City, New Jersey, is a continuation of the mobility discussion that was started at the 2015 Education Conference. I am thrilled to share with you that a record 140 ASWB members and invited guests from U.S. and Canadian social work organizations as well as the Substance Abuse and Mental Health Services Administration (SAMHSA) will join us to contribute to the ongoing conversation on this important topic. We truly are “on our way” to finding a model that works for the social work profession in this lifetime.

In the year since the 2015 conference, ASWB leadership has been reaching out to social work educators and practitioners to include them in a meaningful way in making Social Work Practice Mobility and License Portability a common goal for all. In addition, your ASWB Board, staff, and committee volunteers have been doing research, having discussions, and honing in on strategies to move the Mobility Plan forward. Leading these activities is ASWB’s Mobility Task Force, a group comprising not only ASWB members but members from other social work organizations in the U.S. and Canada. Those attending the conference will be hearing a progress report from the task force on Saturday, April 30.

This year we are ready to move beyond the exploration of mobility models in other professions to begin talking about what makes sense for social work. Last year, the watchword was “Trust” and we heard from other health care professions in both Canada and the U.S. how critical trusting the processes of other jurisdictions was to moving forward with mobility. This year the watchword is “Collaboration.”

Author Jon Mertz reminds us that “effective collaboration requires trust, and trust empowers effective collaboration…. Since trust is so crucial, there needs to be a clear focus on how to protect it while letting it flourish fully.” Two presentations will highlight ASWB’s commitment to fostering both trust and collaboration among the organizations representing the three pillars of the social work profession—Education, Practice and Regulation. I am excited to give you a sneak peek at what you have to look forward to when you arrive in Jersey City.

A historic collaboration

For the first time, the leaders of the U.S. and Canadian social work organizations will gather together on stage to explore the interconnected responsibilities and strengths that each organization contributes to the profession. On Friday, Deana Morrow, a former regulator on the North Carolina social work board and a current member of ASWB’s Regulatory Education and Leadership (REAL) Committee, will moderate the panel in a session titled “Support for Mobility: Initiatives by Social Work Associations.” She will engage the panelists in a lively, thought-provoking discussion, clearly modeling how we will achieve mobility through collaboration, cooperation, and camaraderie.
Panel members representing education, practice, and regulation are:

- Council on Social Work Education - Darla Spence Coffey (VA)
- Canadian Association for Social Work Education/Association canadienne pour la formation en travail social - Dixon Sookraj (BC)
- National Association of Social Workers - Heidi McIntosh (DC)
- Canadian Association of Social Workers/Association canadienne des travailleurs sociaux - Fred Phelps (ON)
- Association of Social Work Boards - Mary Jo Monahan (VA)
- Canadian Council of Social Work Regulators/Le Conseil canadien des organismes de réglementation en travail social – John Mayr (BC)

This discussion will give attendees much to think about and help prepare the way for Saturday’s interactive session, the World Marketplace.

The World Marketplace

Those who attended last year’s conference will remember the World Café activity of answering Questions That Matter in a ‘round robin’ fashion. The Marketplace moves this activity forward by using focus groups to explore questions that will help us define a mobility model that fits our profession. The focus groups will bring ASWB members together with SAMHSA representatives, National Association of Social Workers (NASW) chapter executives, and social work educators for engaging discussions. The intention is to build community, strengthen relationships, and engage everyone’s unique contribution and voice—everyone talks! Time will also be spent digging deeper into defining the direction of Social Work Mobility.

The results of the focus group discussions will be shared with the Mobility Task Force, and focus group moderators will set an atmosphere that allows each participant to fully contribute. So come prepared to give honest, creative feedback and commit yourself to thoughtful, generative discussion during this interactive session. Your energy and insights will help the task force be responsive, innovative, and reasonable in creating a sustainable Mobility Plan.

Many ways to be engaged

In closing, I encourage you to visit the Education Conference website and bookmark the url [http://www.movingsocialwork2016.org](http://www.movingsocialwork2016.org) on whatever electronic device you plan to bring to the conference so that you have ready access to the agenda, session descriptions, and speaker bios. We are embracing technology and mobile communication platforms at the conference, so you have many ways to participate:

- in the Twitterverse, using #movingsocialwork2016
- via text messaging, using 540.360.1829
- by coming to the microphones

One of the core beliefs of the Mobility Task Force is that “people already have within them the wisdom and creativity to deal with current challenges. Exploring issues together encourages new ways of thinking, and a shift in perspective creates new possibilities.” I look forward to being with you at the 2016 Education Conference as we engage in new and collaborative discussions and activities.
Continuing education, continuing audits!

ASWB team helps member boards check CE compliance

With 1,017 continuing education audits completed—most by the end of January—it was a busy winter for Dave Ryczko and his contract services team. During that time, Ryczko, member services manager, oversaw two concurrent CE audit contracts for ASWB member jurisdictions North Carolina and Maryland.

North Carolina’s audits began in mid-December, with Maryland’s first notice following in early January, Ryczko said. To stay on top of the workload, Ryczko assigned one point person to each jurisdiction, and the rest of the department pitched in to cover audits in both states. “Each process is tailored to the board’s instructions,” Ryczko says. “Our software accommodates each jurisdiction’s procedures, rules, and regulations.”

When ASWB takes on a CE audit for a member jurisdiction, the jurisdiction gives ASWB the names and contact information for the social work licensees who will be audited. ASWB follows an agreed-upon schedule of notices and requests for information, and any noncompliant licensees, whether they never complete the audit or have not met the CE requirements, are referred to the board for investigation.

“It’s not just a contract,” when ASWB provides these services, Henkel explains. “It’s a partnership with our members. We bring our understanding of continuing education regulation to this work, along with a broader understanding of trends in continuing competence.”

More information about ASWB’s contract services is available on the members website.
Social work boards are statutorily created to regulate the profession in the interest of public protection. In order to effectively fulfill the public protection mission, boards are provided with certain protections from liability. Immunity principles can be set in law and/or evolve through judicial decisions; they are essential to allow the board to undertake its responsibilities free of intimidation and threat of liability. In short, regulatory boards undertaking disciplinary actions are treated like judges when legal challenges to such actions are asserted. As with the judiciary, where an appeal process protects litigants when mistakes are made, administrative decisions are also subject to appeal and judicial scrutiny. At times, administrative decisions may be subject to reversal and/or remand based on decisions not supported in law. However, any such challenges should not dissuade boards from fulfilling their public protection mission. Consider the following.

An Ontario social worker was the subject of a disciplinary action resulting in the revocation of her registration by the College of Social Workers and Social Service Workers. The administrative actions were stimulated by complaints, and the College followed its disciplinary procedures and hearing processes before rendering its final decision. The College has a Council composed of a board of directors that manages the affairs of the organization. The Council appoints the registrar, who maintains the registration of social workers, including revocations, cancellations, and suspensions of registrants’ certificates. The Council is required to establish five committees, two of which are the Complaints Committee and the Discipline Committee.

The Complaints Committee processes complaints and interacts with the registrant, including providing the registrant with notice and an opportunity to respond to the allegations. Thereafter, the Complaints Committee can, among other options, refer the matter to the Discipline Committee. If not resolved through consent, the Discipline Committee can schedule a hearing where facts are established and decisions made.

In the current case, the social worker participated in a hearing involving witnesses, testimony, and attorneys. After hearing all evidence and deliberating, the Discipline Committee found against the social worker and revoked her certificate. In the
ordinary course of business, the disciplinary action was posted on the College website.

Thereafter, the social worker filed a civil complaint against the College, its attorney, the complainant, and the witnesses who testified. In a scattered complaint, she alleged malicious prosecution, breach of duty of care, breach of privacy, negligence, defamation, libel, injurious falsehood, and unlawful interference with economic relations against the various defendants. She sought damage claims ranging from $400,000 in punitive damages to $1 million in general damages. The defendants motioned for dismissal of the complaint based on its failure to allege reasonable claims for a variety of reasons related to immunity and failure to plead necessary facts. The court agreed with the dismissal motions in rendering its decision.

After outlining the Social Work and Social Services Work Act of 1998, the court turned its attention to the merits of the motion to dismiss. It first noted that the Act provides for immunity from damages for the College, Council, committees, or any officer, employee, agent, or appointee so long as the actions are undertaken in good faith or in the exercise of power under the Act. Without pleading malice or bad faith, immunity shall prevail. Based upon these immunity principles, the court granted the motion to dismiss regarding the negligence, slander, and defamation claims, as well as claims against the attorney as an agent of the College.

Under the doctrine of absolute immunity, the court recognized its application in quasi-judicial proceedings. Thus, the court dismissed the counts alleged against the College attorneys, the complainant, and the witnesses, finding that their activities related to the administrative prosecution are protected from liability.

Regarding the allegations of malicious prosecution, the court noted that a plaintiff must allege that the prosecution was terminated in his/her favor. In this case, the social worker was disciplined by revocation of her certificate of registration. Thus, she could not prevail on an allegation of malicious prosecution.

Next, the court addressed the social worker’s allegations of negligence and breach of duty. In disposing of this count of the complaint, the court addressed issues related to whom a duty is owed. It held that the legislature did not intend to create a duty relationship between the College and its members; thus, any such cause of action is precluded. The court also dismissed the breach of duty count alleged against the attorney for the College, finding that a lawyer does not owe a duty to the opposite party in litigation.

Finally, the court turned its attention to the breach of privacy count. Because the College publicized the revocation order on its website, the social worker alleged damages based on a breach of privacy. The court rejected this claim, finding that the College has statutory authority to publish final orders.

In short, the court dismissed all counts alleged by the social worker against the College, its staff, the attorney, complainant, and witnesses. It noted that the social worker appeared to be seeking judicial review of the administrative proceeding while seeking damages at the same time. Some of the counts dismissed were with prejudice (meaning the social worker is precluded from re-alleging the same counts). Other counts were dismissed without prejudice (meaning the social worker can amend the complaint and re-allege certain counts). Regardless, this case presents an example of how immunity principles protect not only the College, but staff, attorneys, complainants, and witnesses. Singh-Boutilier v. Ontario College of Social Workers, 2015 ONSC 5297
Four examination item writers have stepped up in 2016 to serve on the ASWB Examination Committee. The committee met for the first time March 31-April 3, 2016, in Reston, Virginia. Karen Slovak of Ohio joined the Bachelors exam committee this year and Michelle Piper of Alabama and Charu Stokes-Williams of Hawaii joined the Masters exam committee. The Clinical exam committee welcomed Luz Alquicira of Texas. All four have been item writers since 2013.

As item writers, all of the new committee members were familiar with the ASWB examination program, but the committee review process was new to them. The meeting started out quietly, as the newcomers got a feel for their new role of reviewing items instead of writing them, but the returning members put everyone at ease. The discussions got more and more animated as the day progressed, and energy and excitement were flowing as the committee members reviewed items submitted for the social work licensing exams.

The meeting started with introductions of all the examination committee members, and everyone was excited to hear that one of the new members, Charu Stokes-Williams, had traveled all the way from Hawaii to join the group. As the meeting continued, each committee started coming...
together as a team, and the new committee members became more comfortable with flow of the work.

Exam Committee members are selected from established item writers using a variety of criteria, including demonstrated success with item writing, geographic location, and the demographic needs of the program. Terms are for one year and can be renewed for two more years after the initial year. This format allows the group to develop relationships, which was apparent at the meeting as the committee members got to know each other.

The Exam Committee typically meets four times a year in different locations, often in the metro D.C. area, because of travel considerations. This year’s meetings are scheduled for June, August, and October; the August meeting will be held in New Orleans, Louisiana, concurrently with the ASWB Board of Directors meeting.

Meet the new committee members

Bachelors exam committee

Karen Slovak lives in the Akron area of Ohio and is an associate professor of social work at Malone University. She previously taught at Miami University of Ohio, Ohio University Athens, and Youngstown State University. Slovak holds a clinical license and received her B.A. from Bowling Green State University and her M.A. and Ph.D. from Case Western Reserve University.

Masters exam committee

Michelle Piper has a clinical license and currently works at a state psychology facility in Alabama where she does individual and group therapy. She also works on educating others about mental illness.

Charu Stokes-Williams has an MSW from the University of Michigan and a Ph.D. in social work from Boston College. Stokes-Williams holds a clinical license and is a social worker on active duty in the U.S. Air Force, stationed at Hickam Air Force Base in Hawaii. She has been there about eight months, and says she loves her new location. She handles drug and alcohol abuse prevention programs and provides clinical supervision. Her clients are primarily active duty military personnel.

When asked about the most rewarding part of her job, Stokes-Williams said, “I know that what I am doing is something I would never had imagined even five years ago. Because I serve in the military as a social worker, the most rewarding part is knowing that I am serving a population that I grew up in and am familiar with.” Stokes-Williams, who calls herself a “military brat,” grew up with a father who served in the Marine Corps. “I feel like in some small way, because I am serving this population, I am helping military members who may not have gotten the help when my dad was in,” Stokes-Williams continued. “I know that it’s not easy for them; they sacrifice a lot, and I don’t want them to feel that they don’t get the help or support.”

Clinical exam committee

Luz Alquicira holds a clinical license and works with offenders in prisons and in private practice. She does individual, group, and family therapy with them. She also co-facilitates a sex offender treatment program. She is a Texas resident but a California native, and she still considers California her home.
Jersey City is considered part of the New York metropolitan area, bound on the east and west by water. With 11 miles of waterfront and numerous rail connections, the city is an important transportation terminal for the area. Redevelopment of the waterfront has been possible thanks to the growth of financial and other industries. Today Jersey City is one of the nation’s largest downtown central business districts. The Goldman Sachs building, an easily recognized landmark in this city’s skyline, is one of the 200 tallest buildings in the world.

Other landmarks may surprise you: The Statue of Liberty and Ellis Island are actually in Jersey City, although New York has legal jurisdiction. The city is also known for its parks.

Liberty State Park boasts restaurants and shopping as well as a rich history. Many outdoor activities are scheduled in the park, and there are many transportation options to get you across its 1,212 acres.

History

Dutch investors from nearby New York City (called New Amsterdam until 1664), fur trappers, and farmers were drawn to the rich Hudson River Valley beginning in the 1630s. Settling there, they prospered. In 1804, a group of investors purchased land along the Hudson waterfront and named the new development the Town of Jersey. In 1812, Robert Fulton began to run his steamboats, helping establish Jersey City as a major transportation hub that by
1838 had become the independent municipality of Jersey City.

Jersey City later became known for its factories. Products that became household names include Emerson Radio, Colgate, and Dixon Ticonderoga pencils, just to name a few.

Today, Jersey City is the second largest city in New Jersey, and boasts a population of 260,000.

What is the weather like?

In April, the temperature ranges from 45 F to 65 F. A warm coat and an umbrella are recommended, as the weather is slightly unpredictable.

Areas of Interest

Liberty State Park, is in the middle of the metropolitan area. You can catch ferries to the Statue of Liberty and Ellis Island here.

Liberty Science Center offers exhibits in 12 galleries and has the nation’s largest IMAX Dome Theater, with a screen 88 foot in diameter.

Visit the Statue of Liberty and Ellis Island – tickets can be purchased for either here.

Spend time at the World Trade Center memorial or museum. More details are available.

Have you ever been to the United Nations? You can schedule a guided tour.

How to get around the city?

PATH
The Hyatt Regency is directly adjacent to the PATH rail system, with a PATH train that can take you to a variety of great destinations.

Google Transit Maps can help you navigate the PATH train into Manhattan. Just enter Hyatt Regency Jersey City on the Hudson in the FROM box, and your New York destination in the TO box and the system will map out your trip.

Paulus Hook ferry stop

Ferry station: Located one block from the hotel.

The water ferry travels between various spots in Manhattan—West 38th Street, Wall Street, World Trade Center, Brooklyn—and Jersey City, as well as Hoboken and other ferry stops on the New Jersey side of the river. Times and locations of embarking/debarking piers vary based on weekday/weekend patterns. The ferry runs from 6:20 a.m. until 9:30 p.m.

Need more information?

Paulus Hook to World Trade Center - US$6.00
Paulus Hook to Pier 11 - US$7.00
Paulus Hook to Midtown/W 39th Street - US$8.00

Want to know more?

For more information, visit these websites:
http://www.visitnj.org/city/jersey-city
http://jcmakecityours.com/
Barb Whitenect, chair of the Nominating Committee, has a message for ASWB members: “Step up and step in.” What she means, she says, is that “it’s time for members to come out of the shadows” and be willing to become involved with ASWB.

“ASWB is a well-designed organization with a solid foundation and there is opportunity to build an even better organization through the expansion of representation on the Board,” says Whitenect. “The profession of social work is evolving, and it’s important for ASWB to continue to be strong because the profession is moving so rapidly.”

The recent changes in the bylaws to increase the size of the Board of Directors and the Nominating Committee were approved by the Delegate Assembly in November. Those changes now need to be implemented. The first step in the election process is gathering recommendations from membership.

The Nominating Committee is doing its part. Committee members have sent letters to the jurisdictional boards asking for suggestions. Information about the nominating process is available on the members website, as is a recommendation form. The committee is looking for multiple ways to get the message out that “ASWB Wants You!”

The next planned outreach is face to face, at the 2016 Education Conference. This year the committee is hosting the Welcome Reception on Thursday evening, starting at 6 p.m. Announcements about the leadership opportunities will be made and handouts that outline the qualifications and responsibilities of the various positions will be available. “We wanted to host the reception to generate interest in people who know the organization but perhaps have not been formally involved,” says Whitenect. “We want to get people thinking about how they would answer the question, ‘What would it look like if I was to get involved in ASWB?’”

Committee members will be ready to answer questions or talk with anyone interested in learning more throughout the conference. During breaks, some or all committee members will be at the ASWB exhibit booth, ready to engage with membership. There will be information at the booth, including a paper recommendation form. Alternatively, Whitenect said, “you
can fill out the online form using the iPad at the booth.

“Building leadership capacity and increasing engagement and involvement in ASWB are all part of ASWB’s strategic plan,” says Whitenect. “They also are in keeping with the association’s governance as leadership model.” Adding positions to the Board of Directors, as recommended by the Governance Task Force and embraced by the Bylaws and Resolutions Committee, increases the representation of membership and adds to the diversity of leadership at the table.

“We plan to be more visible at the Education Conference,” said Whitenect. “Whether you’re interested now or not, we want people to talk to one of us. Part of building leadership capacity is thinking ahead—three and five years out. We hope you will come talk to us about getting involved.”

Nomination recommendations sought for:

**Board of Directors**

*Two-year positions*

- President-elect
- Secretary
- Director at large, licensed social worker (two positions)
- Director at large, public member
- Director at large, board staff

*One-year position (transitional)*

- Director at large, open (can be a licensed social worker, a public member, or member board staff member)

**2017 Nominating Committee**

- Two-year seat (three positions)
- One-year seat (one position for transition year)

Fill out the [online form](#)
ASWB member boards, in their own words

Useless tidbits about New Jersey from the editors:

- The streets in the board game Monopoly are named after real streets in Atlantic City.
- Famous people from New Jersey: Bruce Springsteen, Bon Jovi, Frank Sinatra, Whitney Houston, Tom Cruise, Shaq, John Travolta, Jack Nicholson, Queen Latifah, Bruce Willis, and Jason Alexander.
- New Jersey was the first state to sign the Bill of Rights.
- More blueberries are produced in New Jersey than any other state.
- It is illegal to pump your own gas in New Jersey.
- The Band-Aid was invented in New Jersey in 1920 by Thomas Anderson and Johnson & Johnson employee Earle Dickson, who came up with the idea because Dickson’s wife, Josephine, frequently burned or cut herself while cooking. The band-aid allowed her to dress her own injuries without help.

Name of jurisdiction: New Jersey

Name of board: State Board of Social Work Examiners

Number of board members: 10

Licensure categories offered: Certified Social Worker, Licensed Social Worker, Licensed Clinical Social Worker

Number of licensees: 20,021

Biggest achievement in the past 12 months: The board has made major revisions to the regulations. This is just the first step in the adoption process. Many departments will be examining the changes and making revisions before the board receives and answers public comment and the regulations are adopted. However, the first big step has been taken.

Biggest lesson learned in the past 12 months: The biggest lesson learned is coming to appreciate the relationship between regulations, decisions by the board, and current trends and how this all affects licensees and the public.

Biggest challenge facing the board: There are multiple challenges: keeping pace with current trends and changes in the profession, managing the ever-growing volume of applications and complaints, and communicating effectively with licensees. (The state chapter of the NASW has been very helpful in this regard.)

(complete the sentence) “I would really love to hear about how other jurisdictions… measure their success and also how they implement discipline.

Completed by:
Members of the New Jersey State Board of Social Work Examiners
J. Michael Walker, Executive Director
Author! Author!

ASWB President M. JENISE COMER of Missouri was published on the New Social Worker website during Social Work Month. Her article, Social Work Leadership, offers lessons learned from a career in servant leadership. CEO MARY JO MONAHAN also contributed an article, titled The Challenges and Benefits of Becoming a Licensed Social Worker, that celebrated the month’s theme: Forging Solutions out of Challenges.

Your name could be featured here! Send all news and pictures to Jayne Wood, newsletter editor, at jwood@aswb.org or call Jayne at 800.225.6880, ext. 3075. We need your input!

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From California to Canada

After welcoming California back as a member in 2015, ASWB staff was pleased to take New Board Member Training (NBMT) on the road to San Diego. As it turned out, interest in the training brought members from 17 U.S. states and four Canadian provinces. In all, 25 members attended the training. From San Diego, staff traveled to Winnipeg, where they conducted a training for the 14 members of the Manitoba College of Social Workers. RICHARD SILVER of Québec, ASWB director at large and NBMT chair, and ASWB legal counsel DALE ATKINSON facilitated the discussions about the role and responsibilities of board members, the licensure examinations, political realities of boards, and other current regulatory issues.
When in Winnipeg or J-j-j-ennie and the Jets

ASWB staff members DWIGHT HYMANS and JENNIFER HENKEL wore Jets jerseys to show their support for the home team at a hockey game during their visit to Winnipeg to conduct New Board Member Training. ASWB legal counsel DALE ATKINSON (center) and RICHARD SILVER of Québec, ASWB director at large and NBMT chair, also took time out to cheer on the team. RICHARD (a Montréal Canadiens fan) and DALE (a die-hard Blackhawks fan) had to cheer for the Jets since their beloved home teams were not playing.

Bigger and better in Dallas

ASWB got double the exposure at the BPD conference in Dallas this year by reserving two booths instead of one. The extra space allowed JAN FITTS, senior manager of education and training, to promote the Path to Licensure program to faculty members at the conference. Interest was strong, and more than 40 schools signed up. Pictured, LISA JENNINGS, BSW director at California State Long Beach, gets information about the program. Other visitors to the ASWB booth included DAVID K. POOLER, LCSW, associate dean for baccalaureate studies and graduate studies, Diana R. Garland School of Social Work, Baylor University (pictured speaking to DWIGHT HYMANS), and former Washington, D.C., regulator CARL ALGOOD—now a faculty member at Bowie State University.

A whirlwind of traveling and learning experiences

HEIDI NIEUWSMA, chair of the North Dakota board, was somewhat breathless upon arriving at the BPD conference in Dallas, Texas. As program advisor for the BSW program at the University of Mary, HEIDI escorted a senior student to the National Mental Health Conference in Las Vegas in March. The trip was a reward for the student being enrolled for four years in the university’s Emerging Leaders Academy. Upon her return to campus HEIDI learned that a coworker would not be able to attend the BPD conference. At the request of her chair, she agreed to go instead. “As I had been to this conference previously, I knew of the wonderful learning opportunities and the great networking that takes place,” HEIDI said. “I met many new people and visited with some that I had known for some time but had not seen for a while (like ASWB staff!).” HEIDI says her next stop is Jersey City for ASWB’s Education Conference. She’ll be traveling with NICHOLE FONTAINE-VONESH and ALLISON GEROUX.

Social work month

ASWB celebrated National Social Work Month by asking our Facebook followers to tell us why they became a social worker. The word cloud below is a compilation of all of our Facebook followers answers!