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STATE OF MINNESOTA

Board of Social Work

2700 University Avenue West • Suite 225 • St. Paul, Minnesota 55114 • (612)643-2580

BIENNIAL REPORT

July 1, 1990 to June 30, 1992

Submitted by

**Thomas M. McSteen
Executive Director**

A. GENERAL STATEMENT OF BOARD ACTIVITIES

The Minnesota Board of Social Work has experienced significant changes during the period from July 1, 1990 to June 30, 1992.

The most significant change was the separation, which occurred on July 1, 1991, of the Board from the Board of Marriage and Family Therapy, the Board of Unlicensed Mental Health Providers, and the Office of Social Work and Mental Health Boards. The Board has found that the separation has resulted in significant improvement in the efficiency of the Board's operations.

The Board has also experienced a change in seven of ten board members in the past eighteen months.

There has also been a significant change in the Board's staff. The Board's current executive director began on July 19, 1991. Six staff members changed from being employed by the Office of Social Work and Mental Health Boards to the Board of Social Work on July 1, 1991. Two staff members were added in December 1991 and April 1992, respectively.

Despite these major changes, the Board has made tremendous progress in moving from a newly established board (1987) toward a well-established and efficient state agency.

B. NUMBER OF MEETINGS AND HOURS ON BOARD ACTIVITIES

Fiscal Year 1991

| | # of meetings | # of hours |
|-----------------------|----------------------|-------------------|
| Board Meetings | 12 | 342 |

It is estimated that there were 1218 hours expended by board members on board activities in Fiscal Year 1990. Because of transition in staff, record keeping, and the relationship with the Office of Social Work and Mental Health Boards, accurate information is not readily available.

This estimate was derived by noting that 240 per diems were issued during this year with an estimate of four hours of work for each per diem. This figure is 960. This estimate is considered to be a conservative estimate, as all members were not eligible for a per diem for each meeting, and the average length of meetings on certain days exceeded four hours. Thus, this figure was adjusted consistent with the ratio of per diems issued in FY 1992 as compared to total number of hours on board activities for FY 1992.

Fiscal Year 1992

| | # of meetings | # of hours |
|--|----------------------|-------------------|
| Board Meetings | 12 | 410 |
| Application Review Committee | 12 | 185 |
| Complaint Panels | 17 | 124 |
| Rules/Legislative Committees | 6 | 71 |
| Continuing Education Committee | 12 | 18 |
| Personnel Committee | 4 | 20 |
| Task Forces | 7 | 52 |
| Travel to National Conferences/Meetings | 3 | 132 |
| Miscellaneous Meetings/Activities | 6 | 24 |
| TOTAL | 79 | 1,036 |

(There were 182 per diems issued in FY 1992. Assuming that an average meeting lasted four hours, the total number of hours for which per diems were received was 729.)

C. RECEIPT AND DISBURSEMENT OF BOARD FUNDS

| | FY 1991 | FY 1992 |
|----------------------------|------------------|------------------|
| TOTAL RECEIPTS | \$316,802 | \$579,189 |
| TOTAL DISBURSEMENTS | \$189,306 | \$492,905 |

The difference in disbursements from FY 1991 to FY 1992 is due to the Board's status as an independent agency since July 1, 1991. The Board's base level budget for FY 1993 is \$438,000.

D. BOARD MEMBER INFORMATION

The following is a history of appointments for the various positions on the Board for Fiscal Year 1991 and Fiscal Year 1992. The current members are identified in bold print.

Position 1

Glenda Dewberry Rooney
Licensed Independent Clinical Social Worker
Associate Professor, Department of Social Work, Mankato State University
September 1987 to January 1990; January 1990 to January 1994

3244 Emerson Avenue South
Minneapolis, Minnesota 55408

Position 2

James Jacobs
Licensed Independent Clinical Social Worker
Private Practice
May 1992 to January 1996

1020 Laurel Avenue
St. Paul, Minnesota 55104

Doris Barry
Licensed Independent Clinical Social Worker
Private Practice
September 1987 to May 1992

Position 3

William Anderson
Licensed Independent Social Worker
Chair, Department of Social Work, Mankato State University
September 1987 to January 1991; January 1991 to January 1995

P.O. Box 1252
Mankato, Minnesota 56002

Position 4

Connie Saaristo
Licensed Independent Social Worker
Program Director, Eagle Lake Home
November 1991 to January 1994

346 Swenson Road
Cloquet, Minnesota 55720

Maureen Seliski
Licensed Independent Social Worker
December 1990 to February 1991

Gleason Glover
Licensed Independent Clinical Social Worker
September 1987 to January 1990; January 1990 to October 1990

Position 5

Jane Braun
Licensed Social Worker
Ramsey County Child Protection Services
May 1992 to January 1996

179 South Lexington Parkway
St. Paul, Minnesota 55105

Grace Petri
Licensed Social Worker
St. Louis County Human Services
September 1987 to May 1992

Position 6

Mary Rodenberg-Roberts
Licensed Social Worker
REM, Inc.
April 1991 to January 1993

15989 Granada Avenue
Apple Valley, Minnesota 55124

Maureen Seliski
Licensed Social Worker
September 1987 to December 1990

Position 7

Steve Bloom
Licensed Independent Social Worker
School Social Worker, Roseville Schools
September 1990 to May 1992; May 1992 to January 1996

1504 Albany Avenue
St. Paul, Minnesota 55108

Position 8

David Yim
Public Member
IDS
April 1991 to January 1995

1237 South Cedar Lake Road
Minneapolis, Minnesota 55416

Etheldoris Grais
September 1987 to March 1991

Position 9

Lois McDougall
Public Member
Executive Director, The Volunteer Center
April 1991 to January 1995

1460 - 75th Street N.E.
Rochester, Minnesota 55906

Kathie Haynes
July 1990 to March 1991

Position 10

Walter Carstenbrock
Public Member
April 1991 to January 1995

1002 - 17th Street S.W.
Austin, Minnesota 55912

Judith Lorna Anywaush
April 1988 to January 1989; January 1989 to November 1990

E. NAMES AND CLASSIFICATIONS OF BOARD EMPLOYEES (since July 1, 1991)

Permanent Employees

Virginia Adler
Clerk Typist 4
July 1, 1991 to June 30, 1992

Barbara Affeldt
Word Processor Operator 1
May 1, 1992 to June 30, 1992

Chris Emery
Clerk Typist 2
July 1, 1991 to June 30, 1992

Jodeen Landkamer
Clerk Typist 1
July 1, 1991 to September 18, 1991

Thomas McSteen
Executive Director
July 19, 1991 to June 30, 1992

Connie Oberle
Clerk Typist 1
July 1, 1991 to June 30, 1992

Nancy O'Brien
Clerk Typist 2
July 1, 1991 to June 30, 1992

Mary Olympia
Commerce Consumer Liaison
December 17, 1991 to June 30, 1992

Patricia Puetz
Executive Director
July 1, 1991 to July 18, 1991

LeAnn Simonson
Social Worker
July 1, 1991 to June 30, 1992

Kathleen Zacher-Pate
Social Worker
July 1, 1991 to June 30, 1992

Temporary Employees (part-time)

Franny Barry

Clerk Typist 2

April 23, 1992 to June 30, 1992

Margaret Frie

Word Processor Operator 1

July 1, 1991 to February 12, 1992

Charry Marczewski

Word Processor Operator 1

July 1, 1991 to June 30, 1992

F. SUMMARY OF RULES PROPOSED OR ADOPTED

The Board's permanent rules became effective on February 5, 1991. The rules are located at Minnesota Rules, chapter 8740.

The permanent rules address the following:

1. Application Procedures
2. Examination Procedures and Guidelines
3. Supervision Requirements for all Levels of Licensure
4. Procedures for the Denial of an Application for Licensure
5. Licensure by Reciprocity
6. The Issuance and Effective Date of a License
7. Licensure Renewal Procedures and Requirements
8. Reinstatement of an Expired License
9. Inactive License Status
10. Emeritus License Status
11. Voluntary Termination of a License
12. Suspension or Revocation of a License
13. Continuing Education Requirements
14. Variance Procedures
15. Code of Ethics

The permanent rules as proposed were published in the State Register on September 4, 1990 (15 S.R. 568). Due to procedural defects, the notice of the proposed rules was republished in the State Register on October 15, 1990 (15 S.R. 908). The rules as adopted were published in the State Register on January 28, 1991 (15 S.R. 1699).

G. NUMBER AND TYPE OF LICENSES
(as of June 30, 1992)

Current and Active Licenses

| | |
|---|-------------|
| Licensed Social Worker (Bachelor's Level) | 4966 |
| Licensed Graduate Social Worker (Master's Level with no experience) | 709 |
| Licensed Independent Social Worker (Master's Level with two years of experience) | 945 |
| Licensed Independent Clinical Social Worker (Master's Level with two years of clinical experience) | 2144 |
| TOTAL | 8764 |

H. LOCATIONS AND DATES OF EXAMINATIONS

| | |
|--------------------------|--|
| October 20, 1990 | Brainerd St. Cloud |
| February 16, 1991 | Brainerd Minneapolis |
| June 15, 1991 | Moorhead Minneapolis St. Paul |
| October 19, 1991 | Duluth St. Paul |
| February 15, 1992 | Brainerd Minneapolis |
| June 20, 1992 | Moorhead Minneapolis St. Paul |

- I. PERSONS TAKING THE EXAMINATION
- J. PERSONS LICENSED AFTER TAKING THE EXAMINATION
- K. PERSONS NOT LICENSED AFTER TAKING THE EXAMINATION

The Board provides four levels of examination which correspond to the four levels of licensure: Basic (LSW), Intermediate (LGSW), Advanced (LISW), and Clinical (LICSW). The following statistics reflect the total number taking all four levels of the examination and the number of persons who either passed or failed the examination. It is assumed for this report that the number of persons who passed the examination is either equal to or nearly equal to the number of persons who were licensed by the Board.

Also attached is a summary of the pass/fail rate for each level of examination for the June 1991, February 1992, and June 1992 examinations. These statistics are representative of all of the examinations administered during this period.

OCTOBER 1990 EXAMINATION

APPLICANTS WHO PASSED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|---------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 3 | 56 | | 2IA,SD,WI |
| 28-36 | 11 | 44 | ND | IL |
| 37-45 | 6 | 41 | WI | IA, OH |
| 46-61 | 2 | 20 | | WI |
| 62+ | <u>0</u> | <u>2</u> | | |
| TOTAL | 22 | 163 | + | = 185 |

APPLICANTS WHO FAILED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|---------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 0 | 6 | | |
| 28-36 | 0 | 5 | | |
| 37-45 | 0 | 0 | | |
| 46-61 | 1 | 3 | | |
| 62+ | <u>0</u> | <u>0</u> | | |
| TOTAL | 1 | 14 | + | = 15 |

OVERALL APPLICANTS WHO TOOK THE 10/90 EXAMINATION = 200

FEBRUARY 1991 EXAMINATION
APPLICANTS WHO PASSED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|----------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 5 | 55 | | AZ, NC, NY, WA |
| 28-36 | 5 | 62 | | |
| 37-45 | 4 | 32 | | |
| 46-61 | 1 | 18 | | |
| 62+ | <u>1</u> | <u>0</u> | | |
| TOTAL | 16 | + 167 | = | 183 |

APPLICANTS WHO FAILED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|---------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 4 | 12 | | |
| 28-36 | 0 | 6 | | |
| 37-45 | 1 | 2 | | |
| 46-61 | 2 | 3 | | |
| 62+ | <u>0</u> | <u>0</u> | | |
| TOTAL | 7 | + 23 | = | 30 |

OVERALL APPLICANTS WHO TOOK THE 02/91 EXAMINATION = 213

JUNE 1991 EXAMINATION
APPLICANTS WHO PASSED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|---------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 10 | 60 | ND, TX | AZ, 2 IL, WI |
| 28-36 | 9 | 58 | | CO, ND, WI |
| 37-45 | 4 | 48 | | ND, WI |
| 46-61 | 4 | 25 | | WI |
| 62+ | <u>0</u> | <u>0</u> | | |
| TOTAL | 27 | + 191 | = | 218 |

APPLICANTS WHO FAILED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|---------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 2 | 6 | | |
| 28-36 | 1 | 3 | | |
| 37-45 | 0 | 2 | | |
| 46-61 | 0 | 2 | | |
| 62+ | <u>0</u> | <u>0</u> | | |
| TOTAL | 3 | + 13 | = | 16 |

OVERALL APPLICANTS WHO TOOK THE 06/91 EXAMINATION = 234

APPLICANTS WHO PASSED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|---------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 3 | 48 | | |
| 28-36 | 9 | 47 | | |
| 37-45 | 5 | 28 | | |
| 46-61 | 1 | 15 | | |
| 62+ | <u>0</u> | <u>0</u> | | |
| TOTAL | 18 | + 138 | = | 156 |

APPLICANTS WHO FAILED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|---------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 0 | 4 | | |
| 28-36 | 0 | 2 | | |
| 37-45 | 0 | 2 | | |
| 46-61 | 2 | 3 | | |
| 62+ | <u>0</u> | <u>0</u> | | |
| TOTAL | 2 | + 11 | = | 13 |

OVERALL APPLICANTS WHO TOOK THE 10/91 EXAMINATION = 169

FEBRUARY 1992 EXAMINATION

APPLICANTS WHO PASSED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|----------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 9 | 89 | MO,ND | IA, 2 ND, 2 WI |
| 28-36 | 6 | 57 | | ND |
| 37-45 | 7 | 44 | ND | ND |
| 46-61 | 4 | 19 | | MI |
| 62+ | <u>1</u> | <u>0</u> | | |
| TOTAL | 27 | + 209 | = | 236 |

APPLICANTS WHO FAILED THE EXAMINATION

| <u>AGE</u> | <u>MALE</u> | <u>FEMALE</u> | <u>STATE OF RESIDENCY OTHER THAN MINNESOTA</u> | |
|--------------|-------------|---------------|--|---------------|
| | | | <u>MALE</u> | <u>FEMALE</u> |
| 20-27 | 2 | 11 | | IA, IL, WI |
| 28-36 | 4 | 4 | | |
| 37-45 | 1 | 1 | | |
| 46-61 | 2 | 3 | | |
| 62+ | <u>0</u> | <u>0</u> | | |
| TOTAL | 9 | + 19 | = | 28 |

OVERALL APPLICANTS WHO TOOK THE 02/92 EXAMINATION = 264

JUNE 1992 EXAMINATION**APPLICANTS WHO PASSED THE EXAMINATION**

| AGE | MALE | FEMALE | STATE OF RESIDENCY OTHER THAN MINNESOTA | |
|--------------|-------------|---------------|--|------------------|
| | | | MALE | FEMALE |
| 20-27 | 10 | 93 | IA,WI | IA,MO,3ND,SD, WI |
| 28-36 | 9 | 68 | | IA, WI |
| 37-45 | 6 | 46 | MI | MA, 2 ND, WI |
| 46-61 | 4 | 26 | | ND |
| 62+ | <u>0</u> | <u>1</u> | | MA |
| TOTAL | 29 | 234 | + | = 263 |

APPLICANTS WHO FAILED THE EXAMINATION

| AGE | MALE | FEMALE | STATE OF RESIDENCY OTHER THAN MINNESOTA | |
|--------------|-------------|---------------|--|---------------|
| | | | MALE | FEMALE |
| 20-27 | 1 | 6 | | IL |
| 28-36 | 3 | 4 | WI | |
| 37-45 | 0 | 3 | | |
| 46-61 | 3 | 2 | | |
| 62+ | <u>0</u> | <u>0</u> | | |
| TOTAL | 7 | 15 | + | = 22 |

OVERALL APPLICANTS WHO TOOK THE 06/91 EXAMINATION = 285

JUNE 1991 EXAMINATION STATISTICS

EXAM LEVEL: BASIC/LICENSED SOCIAL WORKER

Total Examinees: 172
Total Pass: 160 (93.0%)
Total Fail: 12 (7.0%)

EXAM LEVEL: INTERMEDIATE/LICENSED GRADUATE SOCIAL WORKER

Total Examinees: 31
Total Pass: 30 (97.0%)
Total Fail: 1 (3.0%)

EXAM LEVEL: ADVANCED/LICENSED INDEPENDENT SOCIAL WORKER

Total Examinees: 5
Total Pass: 5 (100.0%)
Total Fail: 0 (0.0%)

EXAM LEVEL: CLINICAL/LICENSED INDEPENT CLINICAL SOCIAL WORKER

Total Examinees: 26
Total Pass: 23 (88.0%)
Total Fail: 3 (12.0%)

Prepared by: Chris Emery 07/18/91

FEBRUARY 1992 EXAMINATION STATISTICS

EXAM LEVEL: BASIC/LICENSED SOCIAL WORKER

Total Examinees: 174
Total Pass: 156 (90.0 %)
Total Fail: 18 (10.0 %)

EXAM LEVEL: INTERMEDIATE/LICENSED GRADUATE SOCIAL WORKER

Total Examinees: 46
Total Pass: 41 (89.0 %)
Total Fail: 5 (11.0 %)

EXAM LEVEL: ADVANCED/LICENSED INDEPENDENT SOCIAL WORKER

Total Examinees: 6
Total Pass: 4 (67.0 %)
Total Fail: 2 (33.0 %)

EXAM LEVEL: CLINICAL/LICENSED INDEPENT CLINICAL SOCIAL WORKER

Total Examinees: 38
Total Pass: 34 (89.5 %)
Total Fail: 4 (10.5 %)

JUNE 20, 1992 EXAMINATION STATISTICS

EXAM LEVEL: BASIC/Licensed Social Worker

Total Examinees: 175
Total Pass: 165 (94.29%)
Total Fail: 10 (5.71%)

EXAM LEVEL: INTERMEDIATE/Licensed Graduate Social Worker

Total Examinees: 61
Total Pass: 59 (96.72%)
Total Fail: 2 (3.28%)

EXAM LEVEL: ADVANCED/Licensed Independent Social Worker

Total Examinees: 14
Total Pass: 10 (71.43%)
Total Fail: 4 (28.57%)

EXAM LEVEL: CLINICAL/Licensed Independent Clinical Social Worker

Total Examinees: 35
Total Pass: 29 (82.86%)
Total Fail: 6 (17.14%)

L. PERSONS LICENSED BY OTHER THAN EXAMINATION

The Board completed action on applications for licensure by grandparenting during FY 1991 and FY 1992. A summary of these applications is as follows:

Licensed Social Worker

| AGE | MALE | - | FEMALE | |
|--------------|-----------|---|------------|--------------|
| 20-27 | 8 | | 12 | |
| 28-36 | 18 | | 45 | |
| 37-45 | 21 | | 38 | |
| 46-61 | 9 | | 22 | |
| 62+ | <u>2</u> | | <u>0</u> | |
| TOTAL | 58 | | 117 | = 175 |

Licensed Graduate Social Worker

| AGE | MALE | - | FEMALE | |
|--------------|----------|---|-----------|-------------|
| 20-27 | 0 | | 1 | |
| 28-36 | 2 | | 7 | |
| 37-45 | 5 | | 11 | |
| 46-61 | 1 | | 8 | |
| 62+ | <u>0</u> | | <u>1</u> | |
| TOTAL | 8 | | 28 | = 36 |

Licensed Independent Social Worker

| AGE | MALE | - | FEMALE | |
|--------------|-----------|---|-----------|--------------|
| 20-27 | 0 | | 2 | |
| 28-36 | 6 | | 17 | |
| 37-45 | 24 | | 22 | |
| 46-61 | 13 | | 15 | |
| 62+ | <u>1</u> | | <u>2</u> | |
| TOTAL | 44 | | 58 | = 102 |

Licensed Independent Clinical Social Worker

| AGE | MALE | - | FEMALE | |
|--------------|-----------|---|------------|--------------|
| 20-27 | 1 | | 0 | |
| 28-36 | 6 | | 27 | |
| 37-45 | 28 | | 38 | |
| 46-61 | 27 | | 34 | |
| 62+ | <u>0</u> | | <u>4</u> | |
| TOTAL | 62 | | 103 | = 165 |

14. REVOCATION OF LICENSE

The Board revoked, in April 1991, the license of Merila Garner. Mr. Garner was found to have engaged in sexual relationships with the mothers of two students for whom he was providing social work services in his capacity as a school social worker.

N. NUMBER OF COMPLAINTS
O. SUMMARY OF COMPLAINTS

The Board received 214 complaints during Fiscal Year 1991 and Fiscal Year 1992. Of these 214 complaints, 15 were found to be non-jurisdictional and referred to other state agencies pursuant to Minnesota Statutes, section 214.10. Of the remaining 199 complaints, 93 have been dismissed and 106 complaints are active.

The following is a listing of all of the alleged violations contained in the 199 complaints filed in Fiscal Year 1991 and 1992 which were jurisdictional. Please note that some complaints alleged multiple violations.

| | | |
|------|---|----|
| A. | License Fraud | 1 |
| A-1. | Licensure Qualifications | 0 |
| A-2. | Failure to Meet Supervision Requirements | 4 |
| A-3. | CEU Violations | 0 |
| B. | Unlicensed Practice/Unauthorized Use of Title | 10 |
| C. | Incompetency/Harmful Practice | 27 |
| D. | Unprofessional Conduct | 73 |
| E. | Failure to Report Social Workers | 1 |
| E-1. | Failure to Report Other Professionals | 0 |
| E-2. | Failure to Report Abuse of Children | 0 |
| E-3. | Failure to Report Abuse of Vulnerable Adults | 0 |
| F. | Discriminatory Practice | 1 |
| G. | Illegal Drug Use/Possession | 0 |
| G-1. | Chemical Impairment | 0 |
| H. | Boundary Issues | 24 |
| H-1. | Offering/Accepting Chemicals from Clients | 0 |
| H-2. | Sexual Contact | 14 |
| H-3. | Sexual Harassment | 16 |
| H-4. | Sexual Contact/Former Client | 0 |
| H-5. | Improper Use of Professional Relationship | 4 |
| H-6. | Dual Relationships | 6 |
| H-7. | Impaired Objectivity | 12 |
| I. | Untimely Termination of Services | 8 |
| I-1. | Failure to Refer a Client | 3 |
| I-2. | Failure to be Cautious in Prognosis | 2 |
| J. | Improper Arrangements of Fees/Payments | 3 |
| K. | Improper Record-Keeping | 9 |
| L. | Breach of Confidentiality | 25 |
| L-1. | Failure to Warn Potential Victim/Authorities | 0 |
| M. | Practice Beyond Scope | 8 |
| M-1. | Practice Outside of Scope | 3 |
| M-2. | Permitting Practice Outside of Scope/Training | 0 |
| N. | Wrongful Disparagement | 11 |
| O. | Misrepresentation | 4 |
| O-1. | False/Misleading Advertising | 0 |
| P. | Improper Research Activity | 0 |

Total: 269

The Board has created a complaint tracking database for all of its complaints. All complaints received to date are now being entered into the database. The data entry is expected to be completed by November 13, 1992. Upon completion of the database, the following information will be able to be produced:

1. Status of Subject (licensee, applicant, etc.)
2. Licensure Basis (Examination, Reciprocity, or Grandparenting)
3. Existence of other Licenses
4. Employment Setting of Subject
5. Status of Complainant (client, other professional, etc.)
6. Priority Classification of Complaint
7. Initial Action Taken (investigation, referral, etc.)
8. Summary of all Action Taken, including Result of Action
9. Allegations

Upon completion of the data entry into the database, this biennial report will be supplemented with this additional information about the complaints which were submitted in Fiscal Year 1991 and Fiscal Year 1992.