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STATE OF MINNESOTA

BOARD OF SOCIAL WORK

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BIENNIAL REPORT

July 1, 1992 to June 30, 1994

Submitted by

**Thomas M. McSteen
Executive Director**

A. GENERAL STATEMENT OF BOARD ACTIVITIES

As a follow-up to the Board of Social Work's Biennial Report for the period from July 1, 1990 to June 30, 1992, the Board has experienced over the past biennium an unprecedented level of stability and positive growth, particularly in relation to retention of staff and stability of Board membership.

Although occurring outside of the reporting period for this Biennial Report, the product of the Board's Strategic Planning in September 1994 reflects the Board's development over the past biennium. Based on work during the past biennium, the Board has established the following three priorities to address as it moves forward:

1. By July 1996, to have in place a complaint process where all new routine complaints are resolved within six months, and where non-routine complaints are resolved within one year. Further, customers [citizens of Minnesota] and stakeholders [includes licensees] will have a complete understanding of the complaint process.
2. By July 1996, to have a proposal for a simplified licensing structure that is consistent with and furthers quality social work practice for the public.
3. By January 1996, to have in place an educational process whereby all stakeholders are informed of the Board's purpose, vision, and regulations, as well as expected standards of practice; customers are aware of the Board's purpose and vision, have an understanding of the scope of practice of social workers, and the availability of a complaint process; and the Board is aware of customer and stakeholder concerns.

With the work of the past biennium as its foundation, the Board looks forward to realizing these envisioned outcomes.

B. NUMBER OF MEETINGS AND HOURS ON BOARD ACTIVITIES

Fiscal Year 1993

	# of meetings	# of hrs
Board Meetings	12	384
Application Review Committee	12	165
Complaint Panels	44	518
Rules/Legislative Committees	3	36
Continuing Education Committee	12	18
Personnel Committee	2	14
Task Forces	9	81
National Conferences/Meetings	2	192
Miscellaneous Meetings/Activities	8	28
Total	104	1436

Fiscal Year 1994

	# of meetings	# of hrs
Board Meetings	11	352
Application Review Committee	5	40
Complaint Panels	40	480
Rules/Legislative Committees	1	9
Continuing Education Committee	8	10
Personnel Committee	2	12
Task Forces	10	66
National Conferences/Meetings	2	192
Miscellaneous Meetings/Activities	10	34
Total	89	1195

C. RECEIPT AND DISBURSEMENT OF BOARD FUNDS

	FY 1993	FY 1994
Total Receipts	\$393,000	\$559,000
Total Disbursements	\$500,000	\$579,000

The Board of Social Work promulgated a fee increase in 1993, which took effect January 1, 1994. The fee increase, together with the Board's cumulative surplus, will cover the shortfall in FY 1993, as well as cover all expected expenditures during the next biennium from July 1, 1994 to June 30, 1996.

D. BOARD MEMBER INFORMATION

The following is a history of appointments for the various positions on the Board of Social Work for this biennium. The current members, as of June 30, 1994, are identified in bold.

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 June 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

Position 3

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

PO Box 725
Mankato, Minnesota 56002-0725

Position 4

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

346 Swenson Road
Cloquet, Minnesota 55720

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

Position 6

Mary Rodenberg-Roberts

Licensed Social Worker

REM, Inc.

April 1991 to January 1993; January 1993 to January 1997

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

Peter Langseth

Licensed Social Worker

Lakewood Healthcare Center

September 1993 to January 1997

111 5th Avenue NW

Baudette, Minnesota 56623

Position 9

David Yim

Public Member

IDS

April 1991 to January 1995

1237 South Cedar Lake Road

Minneapolis, Minnesota 55416

Position 10

Lois McDougall

Public Member

Executive Director, The Volunteer Center

April 1991 to January 1995

1460 - 75th Street N.E.

Rochester, Minnesota 55906

Position 11

Alice Fuglestad

Public Member

Beltrami County Senior Citizens Center

February 1993 to January 1997

711 Lincoln Avenue SE
Spring, Missouri 64001

Water Controlbook
April 1991 to December 1992

E. NAMES AND CLASSIFICATIONS OF BOARD EMPLOYEES

Virginia Adler

Executive 1

July 1, 1992 to June 30, 1994

Barbara Affeldt

Work Processor Operator 1

July 1, 1992 to June 30, 1994

Franny Barry

Clerk Typist 1 (temporary/part-time)

July 1, 1992 to April 12, 1993

Chris Emery

Clerk Typist 3

July 1, 1992 to June 30, 1994

John Jubenville

Staff Social Worker

May 16, 1994 to June 30, 1994

Thomas McSteen

Executive Director

July 1, 1992 to June 30, 1994

Connie Oberle

Clerk Typist 2

July 1, 1992 to June 30, 1994

Nancy O'Brien

Clerk Typist 3

July 1, 1992 to June 30, 1994

Mary Olympia

Investigator

July 1, 1992 to June 30, 1994

LeAnn Simonson

Social Worker

July 1, 1992 to April 26, 1994

Kate Zacher-Pate

Social Worker

July 1, 1992 to June 30, 1994

F. SUMMARY OF RULES PROPOSED OR ADOPTED

The Board proposed and adopted various fee increases in 1993.

The proposed rules were published on September 7, 1993 (18 S.R. 772), and the adopted rules were published on November 29, 1993 (18 S.R. 1420). The fee increases were effective as of January 1, 1994.

G. NUMBER AND TYPE OF LICENSES
(Numbers and Percentages () by Licensure Level)

	TOTAL	<u>LSW</u>	<u>LGSW</u>	<u>LISW</u>	<u>LICSW</u>
Licenses Granted					
July 1993	10213	5907 (58)	893 (9)	1098 (11)	2315 (22)
July 1994	10815	6294 (58)	985 (9)	1130 (11)	2406 (22)

(6% increase in the total number of licenses granted)

Current

July 1993	8612 (85)	4893 (57)	652 (7)	925 (11)	2142 (25)
July 1994	8693 (80)	4948 (57)	685 (8)	898 (10)	2162 (25)

(1% increase in the total number of current licenses)

Non-Current

July 1993	1601 (15)	1014 (63)	241 (15)	173 (11)	173 (11)
July 1994	2122 (20)	1346 (63)	300 (14)	232 (11)	244 (12)

(32% increase in the total number of non-current licenses)

NON-CURRENT LICENSE STATISTICS -- Numbers and Percentages () by Status

	TOTAL	<u>LSW</u>	<u>LGSW</u>	<u>LISW</u>	<u>LICSW</u>
July 1993	1601				
July 1994	2122				

% of Total Non-Current % of Granted % by Level of Category of Non-Current

Inactive

July 1993	398 (25)	(3.9)	259 (66)	46 (11)	47 (12)	46 (11)
July 1994	510 (24)	(4.7)	326 (64)	54 (11)	63 (12)	67 (13)

(28% increase in total)

Voluntary Termination

July 1993	166 (10)	(1.6)	83 (50)	47 (28)	12 (7)	24 (15)
July 1994	255 (12)	(2.4)	129 (51)	67 (26)	20 (8)	39 (15)

(56% increase in total)

Expired

July 1993	971 (61)	(9.5)	652 (67)	143 (15)	93 (10)	83 (8)
July 1994	1270 (60)	(11.7)	866 (68)	172 (13)	123 (10)	109 (9)

(31% increase in total)

Emeritus/Deceased

July 1993	66 (4)	(.6)	20 (30)	5 (8)	21 (32)	20 (30)
July 1994	87 (4)	(.8)	25 (29)	7 (8)	26 (30)	29 (33)

(24% increase in total)

H. LOCATIONS AND DATES OF EXAMINATIONS

October 1992	Duluth Minneapolis/St. Paul
February 1993	Brainerd Minneapolis/St. Paul
June 1993	Moorhead Minneapolis/St. Paul
October 1993	Duluth Minneapolis/St. Paul
February 1994	Brainerd Minneapolis/St. Paul

Beginning March 1, 1994, the Board of Social Work offered the licensure examination on a daily basis (Tuesday-Saturday) in Bloomington, and two Saturdays a month in Duluth, St. Cloud, Moorhead, Rochester, and Marshall.

- 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 person who either passed or failed the examination. It is assumed for this report that the number of person who passed the examination is either equal to or nearly equal to the number of persons who were licensed by the Board.

OCTOBER 1992 EXAMINATION

Applicants Who Passed the Examination

<u>Age</u>			<u>State of Residency</u> Other than Minnesota	
	<u>Male</u>	<u>Female</u>	<u>Male</u>	<u>Female</u>
20-27	7	47		WI
28-36	6	50		SD,ND
37-45	5	25	ND	WI
46+	1	14		CA
TOTAL	19	136	=	155

Applicants Who Failed the Examination

<u>Age</u>			<u>State of Residency</u> Other than Minnesota	
	<u>Male</u>	<u>Female</u>	<u>Male</u>	<u>Female</u>
20-27	5	5		
28-36	0	6		IA
37-45	1	3		
46+	2	2		
TOTAL	8	16	=	24

FEBRUARY 1993 EXAMINATION

Applicants Who Passed the Examination

<u>Age</u>			<u>State of Residency</u> Other than Minnesota	
	<u>Male</u>	<u>Female</u>	<u>Male</u>	<u>Female</u>
20-27	13	92		2ND
28-36	8	57	MI	
37-45	8	32	WI	ND,SD
46+	6	21		ND
TOTAL	35	202	+	= 237

Applicants Who Failed the Examination

<u>Age</u>			<u>State of Residency</u> Other than Minnesota	
	<u>Male</u>	<u>Female</u>	<u>Male</u>	<u>Female</u>
20-27	3	10	IL	
28-36	4	6		
37-45	1	4		
46+	1	2		
TOTAL	9	22	+	= 31

JUNE 1993 EXAMINATION

Applicants Who Passed the Examination

<u>Age</u>	<u>State of Residency</u>	
	<u>Male</u>	<u>Female</u>
20-27	9	88
28-36	13	71
37-45	6	48
46+	4	24
TOTAL	32 +	231 = 263

<u>State of Residency</u>	
<u>Other than Minnesota</u>	
<u>Male</u>	<u>Female</u>
OH,IA	3ND,WI ND,WI,IA
	TX

Applicants Who Failed the Examination

<u>Age</u>	<u>State of Residency</u>	
	<u>Male</u>	<u>Female</u>
20-27	0	3
28-36	4	3
37-45	2	4
46+	0	2
TOTAL	6 +	20 = 26

<u>State of Residency</u>	
<u>Other than Minnesota</u>	
<u>Male</u>	<u>Female</u>
SD	

OCTOBER 1993 EXAMINATION

Applicants Who Passed the Examination

<u>Age</u>	<u>State of Residency</u>	
	<u>Male</u>	<u>Female</u>
20-27	7	59
28-36	6	48
37-45	3	25
46+	3	15
TOTAL	20 +	139 = 159

<u>State of Residency</u>	
<u>Other than Minnesota</u>	
<u>Male</u>	<u>Female</u>
ID	2WI

Applicants Who Failed the Examination

<u>Age</u>	<u>State of Residency</u>	
	<u>Male</u>	<u>Female</u>
20-27	6	4
28-36	2	6
37-45	0	2
46+	1	4
TOTAL	9 +	16 = 25

<u>State of Residency</u>	
<u>Other than Minnesota</u>	
<u>Male</u>	<u>Female</u>

FEBRUARY 1994 EXAMINATION

Applicants Who Passed the Examination

<u>Age</u>	<u>State of Residency</u>	
	<u>Male</u>	<u>Female</u>
20-27	15	95
28-36	9	65
37-45	10	38

<u>State of Residency</u>	
<u>Other than Minnesota</u>	
<u>Male</u>	<u>Female</u>
IL KY	ND,SD

46+	0		3		
TOTAL	34	+	211	=	245

WI

Applicants Who Failed the Examination

<u>Age</u>	<u>Male</u>		<u>Female</u>		<u>State of Residency</u>	
					<u>Other than Minnesota</u>	
	<u>Male</u>		<u>Female</u>		<u>Male</u>	<u>Female</u>
20-27	1		11			SD, WI
28-36	3		2			
37-45	2		3			
46+	0		3			
TOTAL	5	+	19	=		24

L. PERSONS LICENSED BY OTHER THAN EXAMINATION

The Board of Social Work did not license any person during this period by any process other than licensing by examination.

The only basis for a denial of a license during this period was that an applicant did not have a degree from an accredited program of social work.

Some persons applying for the Licensed Independent Clinical Social Worker (LICSW) level of licensure were denied this level because their supervised social work practice experiences were not considered to be clinical social work. These persons either accepted licensure at the Licensed Independent Social Worker (LISW) level or remained licensed at the Licensed Graduate Social Worker (LGSW) level.

M. DISCIPLINARY ACTIONS

The following is a summary of the disciplinary orders issued from July 1, 1992 to June 30, 1994.

Bohner, Janell, LSW (DOB: 1/5/66, Lic. No.: 4267) Date of Order: 5/14/93

Facts: The licensee was employed as a social worker at a nursing home facility. For several months prior to December 1991, while her workload was unusually heavy, the licensee forged signatures of some residents on Admissions Agreements, DNR-DNI forms and Resident Bill of Rights forms.

Remedy: Conditions and Restrictions as follows: a) Practice under the supervision of a supervising licensed social worker or other licensed health professional for one hour per month for twelve months; b) complete a minimum of three credits of coursework in the area of ethics of social work practice with vulnerable populations; c) complete a minimum of 20 hours of continuing education on professional boundaries, and d) pay the Board a civil penalty of \$500.

Garceau, Val (Former LSW, Lic. No.: 8281) Date of Order: 5/14/93

Facts: The licensee completed her social work licensure application on 6/29/89, applying under the transitional license provisions for grandparenting. The licensee wrote on her application, "MHD State College" and "Human Service degree - 5 years experience." The licensee did not forward her college transcripts to the Board as asked, and was erroneously granted an LSW licensed by the Board on 7/11/90. Subsequent to her licensure, the licensee failed to respond to another request for her transcripts. After the licensee was notified that a complaint had been filed, the licensee told Board staff on 9/25/92 that she did not have a baccalaureate degree in any discipline.

Remedy: Voluntary surrender of license.

Gardener, Jaentra M. (aka, Wiger, Jentra M.), (Former LICSW, Lic. No.: 7796) Date of Amended Order: 7/09/93

Facts: When the licensee became the Acting Director of a day treatment center in August 1988, she determined to end all dual relationships in which the center's clients performed work in return for therapy or payment, because the licensee believed dual relationships were counter-therapeutic. One client resisted terminating her "work/study" employment, and the licensee did not follow through with the termination. Further, the licensee made a written contract with the client on 10/18/88 for the client to work as a "consultant, shoveling snow, caring for the lawn and grounds and doing assigned maintenance jobs." The client continued to work and receive therapy at center's until 5/89.

Remedy: Permanent Surrender of License. Note: This is the remedy in the second of two Stipulations and Orders relating to the same facts. In the second Stipulation and Order the licensee has agreed to the same facts but to a different remedy, because the licensee no longer intends to practice social work. (In the first Stipulation and Order, the licensee's practice was conditioned and restricted.)

Hinshaw, Robert C., LICSW (Lic. No.: 0103) Date of Order: 10/14/92

Facts: While providing psychotherapy to a client, the licensee told the client that she was not going to make any major decisions without him. The client felt that the

licensee was her sole support because the licensee allowed her to call the licensee at home at any hour. The licensee stated that he may have offered to have the men the client dated checked out through MMPI testing. The licensee performed hypnosis for the client over the telephone. The licensee stated that issues of transference and countertransference do not come up in his practice because he does not use psychoanalysis. Further, the licensee stated that dependency could be useful and he often encouraged it, particularly with clients who had no support system and low ego strength.

Prior to inducing hypnosis, the licensee used a technique called "the controls" in which he would ask clients to invent imaginary symbols that would reflect the lack of power in their life. The licensee would also ask the client if he could place her hands behind her back.

Remedy: Restricted license as follows: a) Practice social work under the supervision of an LICSW for 36 months; b) complete a graduate level course in social work related to direct practice methods; c) complete 20 hours of continuing education relating to boundary issues, and d) pay the Board \$1,000 to partially defray the cost of investigation.

Jacobson, Douglas (Former LSW, Lic. No.: 6832, DOB: 5/28/50) Date of Order: 10/08/93

Facts: While employed as a family counselor, the licensee failed to refer "Client A" for an appropriate evaluation or to a practitioner with sufficient training in the client's presenting issues of sexual abuse and ritual abuse as a child. While the licensee provided therapy to Client A, he engaged in a dual relationship with her, fostered dependency and failed to maintain professional boundaries, which included for some period of time speaking to the client on the telephone every night before she went to bed and taking the client on two backpacking trips. The licensee hired Client A's daughter, also his client, to babysit at his apartment for one week.

The licensee entered into a personal and sexual relationship with "Client B," and engaged in a dual relationship with Client B's son, also the licensee's client, by cohabiting with Client B.

The licensee practiced beyond the scope of his LSW license by engaging in private clinical social work practice.

Remedy: Permanent Revocation

Jones, Robert M., (Former LSW) (DOB: 9/3/55; Lic. No.: 7517) Date of Order: 5/14/93

Facts: While employed as a mental health counselor in a halfway house, the Licensee failed to observe appropriate boundaries by sharing with a resident that he had the same mental health diagnosis as the resident, which resulted in the resident relying exclusively on the licensee for counseling.

While employed as a county social worker, the Licensee picked up a 17 year-old client from a group home, falsely told the personnel that the client would be in the presence of a trained female staff person, and drove the client to his home where she spent part or all of the next five days and nights. On another occasion, the client attended a party at the licensee's home.

The licensee was discharged from his position for conduct involving the above-mentioned client, for failure to keep client and other appointments, for failure to keep current on duties such as dictation, for indicating in a signature on a letter to District court that he was "MS, LSW," and for falsely testifying under oath

in district court that he had a master's degree in psychology.

Remedy: Permanent surrender of license.

Kremer, Kathy S. (aka Yarusso, Kathy) (Former LSW, Lic. No.: 8006) Date of Order: 7/14/93

Facts: While the licensee was employed as the director of a transitional housing program for women, she improperly managed client funds by co-mingling client escrow funds and agency operating funds. The licensee borrowed from the escrow accounts to cover operating deficits, and at the time the licensee left employment, client escrow accounts were owed \$1,500. The licensee also failed to account for a \$200 program fee paid by a client.

The licensee failed to observe appropriate boundaries by having her husband perform home repair services for a client, providing fabric for the client to sew cushions for the licensee and by purchasing a craft item made by the client for \$10.

Remedy: Permanent surrender of license.

McGinley, Austin R., (Former LICSW, Lic. No.: 1416) Date of Order: 5/14/93

Facts: While the licensee was employed as a social worker in a nonprofit agency he provided therapy to a client on at least two occasions in late 1985 or early 1986. Subsequent to therapy, the licensee engaged in a sexual relationship with the client. The licensee did not assess the client's present mental health status, vulnerability or whether the client still viewed the licensee as his therapist before beginning a sexual relationship with him. (At the time of the Board's stipulation and order, the licensee was practicing in a setting for which no license is required by law.)

Remedy: Permanent surrender of license.

McGinley, Eileen, LICSW (Lic. No.: 1416) Date of Order: 10/08/93

Facts: The licensee disclosed information on clients without consent or court order. The licensee provided psychotherapy to two clients who later died violently. The licensee was advised by her attorney that information concerning the clients was no longer privileged because the clients were deceased. Subsequently, a newspaper reporter asked to interview the licensee about the clients. The licensee again sought legal advice from her attorney, who again advised her that she was free to speak to the reporter concerning the clients. However, the licensee did not consult the Board rules relating to disclosure of client information. The licensee met with the reporter and disclosed oral information about the marital and other problems of the clients and identified the clients by name, and the information was subsequently published in a newspaper story.

Remedy: Reprimand.

Pittman-Munke, Peggy, LICSW (Lic. No.: 7027) Date of Order: 2/12/93

Facts: While providing therapy to a client, the licensee failed to maintain professional boundaries and engaged in a dual relationship with the client as follows: The licensee hired the client to clean the licensee's house, once for the purpose of evaluating the licensee's ability to perform assigned tasks and later, unrelated to

social work services, for a period of nine months. The licensee also hired the client to check on and feed the licensee's dogs. When the licensee received a copy of a complaint that was being filed against her with the Board, the licensee informed the client of the development of the complaint, showed the client the letter and asked the client to prepare an affidavit in support of the licensee. Also, the licensee provided therapy to the client's young daughter, and after the licensee transferred care of the child to another therapist, the licensee gave the daughter small gifts on more than one occasion.

Remedy: Conditions and Restrictions as follows: a) Obtain 20 hours of continuing education relating to therapist-client boundaries; b) practice under the supervision of an LICSW for 24 months; c) submit self-reports on the consultations with the LICSW; d) pay to the Board \$1,500 as reimbursement for the costs of the proceeding.

Prokop, James J., LICSW (Lic. No.: 0550) Date of Order 2/18/94

Facts: Licensee engaged in dual relationships with two clients. Licensee was employed as a business and financial consultant in April 1990, by a clinic providing mental health services. In May 1990, he began a therapeutic relationship with client #1 who was the clinic director and contracted with Licensee on behalf of the clinic. In February 1991, Licensee referred client #1 for one week of intensive therapy, and in March 1991, Licensee recommended that client #1 take a leave of absence, which was followed. Licensee also provided eight couples therapy sessions to client #1 and the associate director, client #2. Licensee became acting director of the clinic from April 1991 until October 1991 and received \$2,000 per month.

Licensee, who is licensed with the Minnesota Board of Psychology and the Minnesota Board of Marriage and Family Therapy, received a mental health evaluation at the request of another board. The evaluator recommended that the Licensee work with a professional psychology consultant during his doctoral training and supervise Licensee's practice.

Remedy: Fine, Reprimand and Conditions and Restrictions as follows: Meet with a professional social work consultant biweekly for at least one hour per meeting, for eighteen months regarding issues as outlined in the Stipulation and Order. Pay \$500 to the Board as partial reimbursement for the costs of investigation.

Reinert, Pamela A., LICSW (Lic. No.: 1766) Date of Order: 5/06/94

Facts: The Licensee applied for a social work license in 1989 under the transitional licensure provisions (Grandparenting provisions). At the time of her application, the Licensee held a master of arts degree from the University of St. Thomas in a human service discipline. The Licensee attended a graduate program at Mankato State University from 1973 to 1975, where she took courses in psychology and counseling, but did not receive a degree. On the Licensee's application for social work licensure, she completed the application in a manner which could be interpreted as erroneously stating that she received degrees from both Mankato State University and the College of St. Thomas in 1981.

The Licensee misrepresented her qualifications in a resume submitted to a prospective employer in September 1991 by stating that she holds a master of science degree from Mankato State University with majors in clinical psychology and counseling. In April 1992, the Licensee similarly misrepresented her qualifications to a prospective employer by sending a similar resume. The Licensee also misrepresented her qualifications when she stated in a cover letter to both employers that she had sixteen years' experience past the masters level.

Remedy: Reprimand and \$500.00 fine.

Ziegler, Jeanette, LICSW (Lic. No.: 2516) Date of Order: 7/09/93

Fact: The licensee provided services to a child who was voluntarily placed in foster care by the parent. The licensee inappropriately used her knowledge of the religious belief of the parent, who had known mental health problems, in an attempt to influence the parent's decision on psychotropic medications for her daughter as follows: The licensee mailed the parent two articles from a religious magazine. One article described the author's recovery from mental illness using psychotropic medications. The other article contained a passage which referred to God, which the licensee underlined.

Remedy: Reprimand.

N. NUMBER OF COMPLAINTS
O. SUMMARY OF COMPLAINTS

FY 1993

The Board received 123 complaints during FY 1993. Of these 123 complaints, eight were found to be non-jurisdictional and were either referred to other state agencies or were dismissed with notification to the complainant of possible referral agencies. Of the 123 complaints, 24 remain open.

Allegation Categories:

0)	None (non-jurisdictional)	8	6.5%
1)	License Fraud	3	2.4%
2)	Licensure Qualifications	1	0.8%
3)	Failure to Meet Supervision Requirements	1	0.8%
4)	CEU Violations	1	0.8%
5)	Unlicensed Practice/Use of Title	5	4.1%
6)	Incompetency/Harmful Practice	12	9.8%
7)	Unprofessional Conduct	40	32.5%
8)	Failure to Report Social Workers	0	0
9)	Failure to Report Other Pro.	6	4.9%
10)	Failure to Report Abuse of Child.	3	2.4%
11)	Failure to Report Abuse of Vulnerable Adults	2	1.6%
12)	Discriminatory Practice	0	0
13)	Illegal Drug Use/Possession	0	0
14)	Chemical Impairment	1	0.8%
15)	Boundary Issues	11	8.9%
16)	Offering/Accepting Chemicals from Clients	0	0
17)	Sexual Contact	7	5.7%
18)	Sexual Harassment	4	3.3%
19)	Sexual Contact/Former Client	3	2.4%
20)	Improper Use of Professional Relationship	1	0.8%
21)	Dual Relationships	1	0.8%
22)	Impaired Objectivity	2	1.6%
23)	Untimely Termination of Service	0	0
24)	Failure to Refer a Client	1	1.6%
25)	Failure to be Cautious in Prognosis	0	0
26)	Improper Arrangements of Fees	0	0
27)	Improper Record Keeping	1	0.8
28)	Breach of Confidentiality	3	2.4%
29)	Failure to Warn	0	0
30)	Unauthorized Practice	1	0.8%
31)	Practice Outside of Scope	0	0
32)	Permitting Practice Out of Scope	0	0
33)	Wrongful Disparagement	2	1.6%
34)	Misrepresentation	0	0
35)	False/Misleading Advertising	2	1.6%
36)	Improper Research Activity	0	0
37)	Failure to Cooperate	0	0
38)	Billing Fraud	1	0.8%
39)	Failure to Disclose Records	0	0

FY 1994

The Board received 158 complaints during FY 1994. Of these 158 complaints, 25 were found to be non-jurisdictional and were either referred to other state agencies or were dismissed with notification to the complainant of possible referral agencies. Of the 158 complaints, 53 remain open.

Allegation Categories:

0)	None (non-jurisdictional)	25	15.8%
1)	License Fraud	3	1.9%
2)	Licensure Qualifications	3	1.9%
3)	Failure to Meet Supervision Requirements	0	
4)	CEU Violations	2	1.3%
5)	Unlicensed Practice/Use of Title	7	4.4%
6)	Incompetency/Harmful Practice	9	5.7%
7)	Unprofessional Conduct	54	34.2%
8)	Failure to Report Social Workers	2	1.3%
9)	Failure to Report Other Pro.	1	0.6%
10)	Failure to Report Abuse of Child.	3	1.9%
11)	Failure to Report Abuse of Vulnerable Adults	1	0.6%
12)	Discriminatory Practice	0	0
13)	Illegal Drug Use/Possession	0	0
14)	Chemical Impairment	0	0
15)	Boundary Issues	8	5.1%
16)	Offering/Accepting Chemicals from Clients	0	0
17)	Sexual Contact	9	5.7%
18)	Sexual Harassment	2	1.3%
19)	Sexual Contact/Former Client	6	3.8%
20)	Improper Use of Professional Relationship	0	0
21)	Dual Relationships	0	0
22)	Impaired Objectivity	2	1.3%
23)	Untimely Termination of Service	0	0
24)	Failure to Refer a Client	1	0.6%
25)	Failure to be Cautious in Prognosis	0	0
26)	Improper Arrangements of Fees	1	0.6%
27)	Improper Record Keeping	0	0
28)	Breach of Confidentiality	9	5.7%
29)	Failure to Warn	0	0
30)	Unauthorized Practice	0	0
31)	Practice Outside of Scope	2	1.3%
32)	Permitting Practice Out of Scope	0	0
33)	Wrongful Disparagement	4	2.5%
34)	Misrepresentation	1	0.6%
35)	False/Misleading Advertising	1	0.6%
36)	Improper Research Activity	0	0
37)	Failure to Cooperate	0	0
38)	Billing Fraud	1	0.6%
39)	Failure to Disclose Records	1	0.6%