

From the Board Chair

Mary C. Burke
LCSW-C, BCD



As my term as Chair comes to an end, I find myself reflecting on the past two years and looking ahead to the future.

The Board has certainly undergone numerous changes. I was elected Chair in October, 2001. That month, the State announced a hiring freeze. Even though we had staff vacancies, we were not permitted to hire permanent employees and, subsequently, these positions were cut. During this time, we also began the process of a comprehensive Sunset Review which produced many recommendations related to management. We also accepted the resignation of our Executive Director and proceeded to hire our new Director. Throughout all of this, the Board was very busy writing new regulations.

I know the future has to be less chaotic. So, what do I see looking ahead? Our new Executive Director has been hard at work since August 20 and is familiarizing himself with the many demands of the job. He is dedicated to improving customer service. We have successfully completed the renewals of approximately 4,500 licensees. We have contracted with a firm and expect next year's 6,500 renewals to be managed electronically, which will be a tremendous time and work saver. We are in the process of hiring three contractual employees: a database specialist, a compliance officer, and a replacement for our legislative officer, Jim Slade, who will be working full-time for the Board of Pharmacy. Jim worked very hard to help us fine-tune our regulations, and we are almost done! I am optimistic about the "state of the Board" and its operations.

Understandably, the past two years were more of a "challenge" than I had anticipated. I have more than survived: I learned a lot and enjoyed the opportunity to serve as Chair. Now, I look forward to enjoying just being a Board member again. I have been fortunate to have had the support of the Board members, many of whom came to the office to offer assistance. I want to particularly thank Gloria Jean Hammel for her willingness, dedication, and very hard work in taking on the difficult task as Acting Executive Director. Finally, I want to express my appreciation to so many of you who called and wrote with words of support, encouragement, and offers of help.

The Bulletin of the Maryland Board of Social Work Examiners

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MARYLAND BOARD OF SOCIAL WORK EXAMINERS BOARD MEMBERS



L-R: Stephanie B. Sharpe, Sheila D. Scriggins, Wanda W. Moore, Isadora R. Hare, Mary C. Burke (Chair), Laurie T. Thomas, Emanuel (Manu) Mandel (Secretary), Charles W. Griffin. Not Pictured: Anne E. Walker

State Board of Social Work Examiners

Sanctioned Licensees as of November, 2003

NAME	STATUS
1. Bonnie A. Cox Case #298	Placed on Probation & Reprimanded 01/13/99-01/13/01
2. Barbara Dieterle Case #221	License Revoked 03/13/1998
3. Ronald Doswell Case #272	License Revoked 06/15/1998
4. Anita Parr Felps Case #362	License Revoked 07/02/2001
5. Charles A. Fleming Case #414	License Surrendered 09/05/01
6. Julia Jackson Case #198	Placed on Probation & Reprimanded 01/17/97 - Present
7. Leslie Faye Lewis Case #374	License Surrendered 04/23/01
8. Joanne S. Nibblett Case #388	License Revoked 12/14/01
9. Tear P. Plater Case #302	License Revoked 08/26/02
10. Leon Raesly Cases #145, #159, #160, & Case #166	License Revoked 10/21/96
11. Ronald A. Stanley Cases #329 & #330	Licensee On Probation 06/08/01 - Present
12. Kathleen A. (Stewart) Binas Case #405	License Suspended 01/24/02 - 01/24/04, with all but 12 months immediately stayed; Licensee on Probation for 1 year following suspension period License Revoked 12/15/99
13. Patricia A. Tenanty Case #232	Licensee On Probation 03/08/02 - 03/08/04
14. Elizabeth A. Titus Case #411	Licensee On Probation 05/13/94 - Present
15. Keith A. Wagner Case #124	License Suspended 03/08/96 -Present
16. Melita Williams Case #104	License Revoked 12/14/01
17. Wanda Marie Wilson Case #413	

New Sanctions

1. **Winston M. Clarke**
Case #533
The Board suspended LGSW license for 2 years, with all but 30 days stayed, effective September 12, 2003, based upon a finding that the licensee violated Maryland Health Occ. Code Ann. §19-311 (4) (commits any act of gross negligence, incompetence, or misconduct in the practice of social work), (6) (engages in a course of conduct that is inconsistent with generally accepted professional standards in the practice of social work), (7) (violates any provision of this title or regulations governing the practice of social work adopted and published by the Board) and (14) (submits a false statement to collect a fee), as well as Code of Maryland Regulations ("COMAR"), Code of Ethics, 10.42.03.03A (2) (the licensee shall make the fee for service clear, maintain adequate financial records, and confirm arrangements for financial

reimbursement with the client) and (5) (the licensee shall maintain documentation in the client's record which (b) accurately reflects the services provided, including treatment plans, treatment goals, and progress notes; and (c) indicates the time and date the services were provided). At the conclusion of the suspension, the licensee shall be placed on probation for 2 years, subject to conditions.

2. **Susan W. Federroll**
Case #458
The Board suspended LCSW-C license for 1 year, with conditions, with all but 60 days stayed, effective 45 days from the date of the Consent Order (October 10, 2003), based upon a finding that the licensee violated Maryland Health Occ. Code Ann. § 19-311(6) (engages in a course of conduct that is inconsistent with generally accepted professional standards in the practice of social work), (15) (knowingly fails to report suspected child abuse in violation of §5-704 of the Family Law Article), and (21) (fails to maintain adequate patient records), as well as Maryland Family Law Code Ann. § 5-704 (a) (1) (notwithstanding any other provision of law, including any law or privileged communications, each health practitioner, police officer, or educator, or human service worker, acting in a professional capacity, who has reason to believe that a child has been subjected to: (i) abuse, shall notify the local department or the appropriate law enforcement agency.) At the conclusion of the suspension, the licensee shall be placed on probation for 2 years, subject to conditions.
3. **Tiffany M. Reynolds**
Case #429
The Board suspended LGSW license for 18 months, with conditions, effective June 14, 2002, based upon a finding that the licensee violated Maryland Health Occ. Code Ann. § 19-311 (4) (commits any act of gross negligence, incompetence, or misconduct in the practice of social work), (5) (knowingly violates any provision of this title), (6) (engages in a course of conduct that is inconsistent with generally accepted professional standards in the practice of social work) and (7) (violates any provision of this title or regulations governing the practice of social work adopted and published by the Board), as well as Code of Maryland Regulations ("COMAR"), Code of Ethics, 10.42.03.04A (The licensee may not engage in sexual misconduct with a client or supervisee. Sexual misconduct includes but is not limited to: (1) Inappropriate sexual language; (2) Sexual exploitation; (3) Sexual harassment; (4) Sexual behavior; and (5) Therapeutic deception); and COMAR 10.42.03.04B (The licensee may not engage in either consensual or forced sexual behavior with: (1) a client, and (3) an individual with whom the client has a close personal relationship, including but not limited to a relative, or a significant individual in the client's life, when there is a risk of exploitation or potential harm to the client.). At the conclusion of the suspension, the licensee shall be placed on probation for 18 months, subject to conditions.

Alert

Please be alerted to the fact that **LARRY DEXTER WILLIAMS** has been prosecuted and convicted for impersonating a social worker. He was convicted of practicing without a license and misrepresenting himself as a social worker. He provided a fraudulent Masters' Degree diploma and LCSW-C license to prospective employers. The Board has reason to believe that he may still be impersonating a clinical social worker.

ATTENTION: In order to practice social work in Maryland, you must be licensed by the Maryland Board of Social Work Examiners. You must be licensed as a LGSW in order to begin to accumulate the hours necessary to qualify for advanced licensure (LCSW & LCSW-C)

Supervision

Wanda W. Moore, LCSW-C
Chair, Supervision Committee



In recent weeks, we have received questions from interested social workers about Supervision Regulations proposed to take effect on July 1, 2004. This article will address some of those concerns.

As previously noted, these regulations will establish the parameters under which supervision in the practice of social work and supervision for advanced licensure may occur under the Social Workers Act. The Board finds it understandable that some individuals are feeling anxious about future supervision expectations. We hope this information and future correspondence will increase your understanding and reduce some of your anxious feelings.

Areas of Concern:

- 1. Why is there a requirement that a social worker must possess the LCSW-C license for 18 months prior to supervising others for advanced licensure?** The Board feels that an 18-month period will provide sufficient time for a social worker to become more acclimated to the responsibilities associated with the LCSW-C level of licensure. A more knowledgeable and confident social worker will be able to provide a more professional level of supervision to others seeking advanced licensure.
- 2. Can supervision be provided by a non-social worker?** The Maryland Social Workers' Act establishes social workers as the appropriate experienced professionals to supervise other social workers for advanced licensure because they are in a position to better understand social work values and principles. Of course, a waiver may be

requested if a social work supervisor is not available to a candidate for licensure at the LCSW level, as established in COMAR 10.42.08.09.

- 3. What are the costs associated with registration of supervisors with the Board of Social Work Examiners?**

There are no costs associated with the registration of supervisors with the Board.

- 4. Why is a written evaluation required every six months when an individual is being supervised for advanced licensure?** A written evaluation is required every six months to enable a supervisor and a supervisee to review areas of satisfactory growth and to outline areas that will require additional and more concentrated work.

- 5. Will I be terminated from my position if I don't have the LCSW-C license that will enable me to supervise for advanced licensure?** Your personal employment status can only be determined by your employer. The Board feels that employers will understand that social work employees may need time to acquire the requisite training and supervision hours before they will be able to strengthen that agency's supervisory pool. Individual social workers should discuss supervisory requirements with their employers.

State Board of Social Work Examiners

Board Members	Terms of Office
Mary C. Burke, LCSW-C, BCD <i>Board Chairperson</i>	07/01/01 - 06/30/05
Emanuel (Manny) Mandel, LCSW-C, ACSW <i>Board Secretary</i>	07/01/03 - 06/30/07
Charles W. Griffin, Ed.D <i>Consumer Board Member</i>	07/01/00 - 06/30/04
Isadora R. Hare, LCSW <i>Board Member</i>	04/13/01 - 06/30/03
Wanda W. Moore, LCSW-C <i>Board Member</i>	07/01/02 - 06/30/06
Sheila D. Scriggins, LCSW-C <i>Board Member</i>	07/01/99 - 06/30/03
Stephanie B. Sharpe, LGSW <i>Board Member</i>	03/22/02 - 06/30/04
Laurie T. Thomas <i>Consumer Board Member</i>	07/01/01 - 06/30/05
Anne E. Walker, LCSW-C <i>Board Member</i>	07/01/01 - 06/30/05
Vacancy <i>LCSW-C Board Member</i>	
Vacancy <i>LSWA Board Member</i>	

As We Go to Press

The Board recently elected Emanuel (Manny) Mandel as Chair and Anne E. Walker as Secretary / Treasurer. Manny has served as Secretary for the past two years and has also chaired the Budget Committee. Anne has served as Chair of the Rehabilitation Committee. The Board decided to have the present officers remain in their positions for a few extra months to aid in the transition. Our appreciation goes to Mary C. Burke for her work in guiding the Board through a very busy and difficult time.

MARYLAND BOARD OF SOCIAL WORK EXAMINERS BOARD STAFF MEMBERS



L-R (Front): Bernnadette Staten-Evans, Diane Cooper, Delia Schadt, Gloria Jean Hammel. L-R (Rear): Howard F. (Rick) Kenney, William Fleming (Executive Director), Kevin Brydie, Beverly Lewis, James Slade. Not Pictured: Chelsa Jones

Complaint Process



Howard F. (Rick) Kenney
Board Investigator

What happens when a complaint is received?

The Board reviews all complaints. If the Board believes that there may be a violation of the Social Work Practice Act (the Act), the complainant is referred for investigation.

After the investigation is completed, the Board can vote to dismiss the matter if it is determined that there has been no violation of the Act. If there has been a violation of the Act, the Board may take informal action by issuing a Letter of Education or a Letter of Admonishment to the social worker. These are nonpublic documents and are not subject to disclosure to anyone but the licensee. If the violation is deemed to be serious enough, the Board may vote to charge the social worker with the particular violation of the Act. At that time, the case is referred to the Office of the Attorney General for prosecution. The case may be resolved with a Case Resolution Conference, or may proceed to a hearing. Either of these could result in formal disciplinary action, such as the license of the social worker being suspended or revoked, or the licensee being placed on probation. This information is public, published in the Board's newsletter, and reported to the Association of Social Work Boards, which shares information throughout the country about persons who have had formal disciplinary action.

The person who complains is informed in writing of the results of the Board's investigation. The investigative process usually takes three months and some situations may take longer depending on various factors. If the investigation is referred to the Office of the Attorney General for prosecution, the process is lengthened substantially.

There are twenty-one (21) possible grounds for discipline contained in the Maryland Statute governing the practice of social work. (Health Occupations Title 19 – Social Workers – 2000 Edition – Section 19-311.)

In addition, a complaint may be brought against a licensee due to a violation of the Code of Ethics. (Code of Maryland Regulations 10.42 Chapter 3)

The Board may deny a license to any applicant, fine a licensee, reprimand any licensee, place any licensee on probation, or suspend or revoke a license if it is determined that an applicant or licensee has violated the statute or regulations governing the practice of social work.

When should a consumer make a complaint?

There are a number of actions or inactions that are violations of the Social Work Practice Act. The following are **examples** of violations:

- Practicing without a valid license
- Becoming romantically involved or having any form of sexual contact with a current or former client / patient
- Failure to report child physical or sexual abuse
- Socializing with clients / patients
- Billing an insurance company for any times not spent providing social work services to clients / patients
- Failure to keep appropriate records.

The above are general examples and should not be considered inclusive. If you have a question about a possible complaint, please call the Executive Director at: 410-764-4788 or 1-877-526-2541.

Consumer Advisory Group



Charles W. Griffin, Ed.D.
Consumer Member

The Consumer Advisory Group is a small group, like a committee, made up of consumer members of the Council of Boards and Commissions of the Department of Health and Mental Hygiene. The larger group, the Council, is made of representatives from the twenty-one various Health Occupations Board such as Social Work, Nursing, Dental, Pharmacy, etc. that are part of the Department of Health and Mental Hygiene. Those attending meet quarterly and include Board members and Administrators. All Health Occupations Boards have consumer and professional members.

The Consumer Advisory Group's role is to assist in educating new consumer members of Boards, and to enhance public awareness of Health Occupation Boards by the citizens of the state. The Consumer Advisory Group members offer presentations to interested groups about the role and mission of the Health Occupations Boards. They present to senior centers, churches, and civic groups. They also have set up booths at events such as the flower mart and Maryland State Fair, where they have distributed a generic consumer brochure and have talked one-on-one to the public about the role of the Boards. They always refer specific questions about a particular health profession to the specific Board for that profession.

Members of the Consumer Advisory Group give educational presentations to any group that wishes information about Health Occupations Boards. The presentations last about a half hour, followed by a question and answer period. A presentation may be scheduled by calling (410) 764-4723.

Board Chair Wins National Award

Board Chair, Mary C. Burke, LCSW-C, BCD, received national recognition as recipient of the Sunny Andrews Award for Outstanding Regulatory Board Service. The award was given by the Association of Social Work Boards (ASWB) at its Annual Meeting which was held this year in Colorado Springs, CO. and was attended by Social Work Boards throughout the United States and the provinces of Canada. In recognizing Ms. Burke's outstanding service as a Board Member, the ASWB noted her dedicated leadership of the Maryland Board of Social Work Examiners and her guidance of the Board through a challenging transition period.



Mandated Reporting in Child Abuse/Neglect



Anne E. Walker, LCSW-C

The State of Maryland maintains within its regulations a section on Child Protective Services. As you know, there is a "mandated reporter" law that operates under this section of COMAR (Code of Maryland Regulations). Social workers are included in the group of health practitioners that must adhere to this mandated reporting process. Situations that come to your attention in which you suspect child abuse or neglect must be reported "immediately, by oral report, and in writing, within 48 hours of the contact that revealed the suspected abuse or neglect." The report of suspected abuse shall be made to local law enforcement or the local Department of Social Services; suspected neglect shall be reported to the local Department of Social Services.

It is important for social workers, and all mandated reporters, to remember that the law requires **suspected** abuse or neglect to be reported. There is no expectation that any practitioner will conduct an investigation to obtain "proof" before reporting. If a report meets the

criteria established by law on abuse or neglect, the investigation is the responsibility of the local Child Protective Services workers of the local Department of Social Services, in conjunction with local law enforcement. In the areas of counseling and therapy, it is critical to remember that the suspected abuse or neglect should be reported – not just incorporated into the treatment process. There may be subsequent effects on the treatment that should be handled skillfully and professionally, even if the family or individual chooses to terminate.

For further information on Child Protective Services, please call the Department of Social Services in your jurisdiction. We have included with this article a list of telephone numbers for each local Child and Adult Protective Services referral process. You will note that the list includes the numbers for an after-hours referral, which we hope will be helpful to those of you who may need CPS in the evening.

COUNTY	CPS DAYTIME PHONE	APS DAYTIME PHONE	CPS AFTER HOURS PHONE	APS AFTER HOURS PHONE	NOTES
Allegany	301-784-7122 301-784-7111	301-784-7050 301-784-7069	301-784-0295	Same as CPS	7111 CPS Supervisor
Anne Arundel	410-421-8400		Same As Day		
Baltimore City	410-361-2235		Same As Day		
Baltimore County	410-853-3000	Same as CPS	410-583-9398	Same as CPS	Daytime # Press 1 and listen to menu
Calvert County	410-286-2108	Same as CPS	410-535-7041 301-855-1900 800-787-9428	Same as CPS	PM Fax # 410-535-7150
Caroline County	410-479-5900	410-479-5900			
Carroll County	410-386-3434	410-386-3434	410-386-3434	410-386-3434	24 – Hour
Cecil County	410-996-0100		410-398-3815		
Charles County	301-392-6724		301-934-2222		After Hours is Charles County Sheriff's Dept.
Dorchester County	410-901-4100 (Ask for Svcs. Intake)	Same as CPS	410-221-3246	Same as CPS	
Frederick County	301-694-2464	301-631-2635	Frederick City Police 301-631-2100	Same as CPS	
Garrett County	301-533-3005 (Hotline) 301-533-3042 (Supervisor)	301-533-3004 (Hotline) 301-533-3041 (Supervisor)	301-334-1930 301-334-1911 301-387-1101	Same as CPS 1930 Emer. 1911 Sheriff	Pager can be reached locally by 911 after 4 p.m.
Harford County	410-836-4713	410-836-4717	410-838-6600 (Sheriff's Dept)	Same as CPS	
Howard County	410-872-4200 x 359 (Kathy Pinto) or x 355 (Pam Scalio)	Same as CPS	410-313-3200 (Northern Co.) 410-313-3700 (Southern Co.)	Same as CPS	After Hours is Howard Co. Police Dept.
Kent County	410-810-7600	Same as CPS	410-758-1101 MSP Centerville	Same as CPS	
Montgomery County	240-777-4417	240-777-4417	240-777-4417	240-777-4417	24-Hour Number
Prince George's County	301-909-2450	301-909-2228	301-699-8605	Same as CPS	
Queen Anne's County	410-758-8000	Same as CPS	Evenings 410-758-0770 Weekends 410-758-0110	Same as CPS	Evenings – Sheriff Weekends – State Police
Somerset County	410-677-4348	Same as CPS	State Police	State Police	
St. Mary's County	240-895-7170		301-475-8016		
Talbot County	410-822-1617	Same as CPS	410-822-3101	Same as CPS	
Washington County	240-420-2222	240-420-2155	240-420-2222	Same as CPS	
Wicomico County	410-543-6900	Same as CPS	410-548-4780	Same as CPS	
Worcester County	410-677-6800	Same as CPS	410-632-1111	Same as CPS	

"Frequently Asked Questions"



Stephanie B. Sharpe, LGSW

Q: Can I receive continuing education credit hours for courses related to learning American Sign Language or spoken languages when English is a second language for my clients?

A: No. These courses are not considered to be acceptable social work curriculum subject areas and uniquely relevant to the professional development of social workers.

Q: If I am supervising candidates for advanced licensure, when will I be required to register with the Board and how can I obtain a registration form?

A: The supervision regulations will go into effect on July 1, 2004. The supervisory registration form will be included in the Spring 2004 newsletter. Information on completing and the deadline for submitting the form will be contained in the newsletter and posted on the Board webpage.

Q: How do I notify the Board of an address change and/or a name change?

A: All address and name changes must be in writing and include name, license number, and the old and new address or previous and current name. When requesting a name change, a social worker must submit a copy of a legal document showing the name change. The address or name change may be submitted by fax, e-mail, or mail. (fax number 410-358-2469, e-mail lewisbj@dohh.state.md.us, mailing address Board of Social Work Examiners, 4201 Patterson Avenue, Baltimore MD 21215-2299)

Q: Do I still need to obtain 40 continuing education credit hours if I am a newly licensed social worker?

A: Yes. All licensed social workers must have obtained the required continuing education credit hours before they can renew their license. A newly licensed social worker can earn credit hours from the date the license was issued until the expiration date. A social worker renewing a license for a second time, or more, must obtain the credit hours from November 1st to October 31st two years later.

Q: Is there a "grace period" if I do not renew my social work license by the 31st of October?

A: No, but it is important to send in your renewal form with the \$50 late fee as soon as possible, but no later than December 31st, to avoid practicing social work without a license.

"Frequently Asked Questions" will be an ongoing column in the newsletter. Please submit questions you would like to have addressed to:

Newsletter Editor
C/O The Board of Social Work Examiners
4201 Patterson Avenue Room 217
Baltimore Maryland 21215-2299

Examination Test Site Concerns



Gloria Jean Hammel, LCSW-C
Staff Social Worker

Early in 2003, ASWB entered into a contract with ACT for administering the licensure examinations. Because of unexpected complications with plans to use National Guard facilities, ACT has had repeated delays in establishing examination sites in Maryland. Since April 2003, Maryland has had only one examination site which is located at the Maryland National Guard Armory in Pikesville. A second examination site recently opened in Hunt Valley. More sites are expected to be opening in various locations in the state, such as the site in Silver Spring, Maryland. The Executive Director of ASWB, Donna DeAngelis, has been providing regular updates to the Maryland Board and indicated in her last communication that the staff at ACT is working diligently on getting more sites in Maryland.

Depending on where candidates live or are able to travel, they may want to consider scheduling their examination at a site in the District of Columbia, Northern Virginia, Delaware or Pennsylvania.

The Board has been communicating with ASWB and is monitoring this situation. ASWB is aware that the Board is extremely concerned about the lack of examination sites in Maryland. Please be assured that the Board is alarmed by this matter and shares your concerns. The Board members will continue to monitor this situation frequently and closely. If you experience significant delays in scheduling the examination please notify ASWB, with a copy of your communication to William R. Fleming, Executive Director of the Board.

Retiring Board members Sheila D. Scriggins, and Isadora R. Hare, were honored with plaques of appreciation at a luncheon on July 11, 2003.



L-R: Gloria Jean Hammel, Sheila D. Scriggins,
Isadora R. Hare, Mary C. Burke

The Process of Sunset Review

Laurie T. Thomas,
Consumer Member



Although the Board of Social Work Examiners (as well as the rest of the Health Occupation Boards) are partially autonomous, they are investigated and examined every ten years by a process called "Sunset Review". Last year, the BSWE underwent Sunset Review and we are happy to report that both House and Senate Committees voted to continue the Board for another ten years.

Sunset Review is undertaken by the Department of Legislative Services. This department, located in Annapolis, consists of attorneys, the reference library, fiscal personnel and analysts who specialize in various fields. The analysts work with the Board to identify issues that need to be addressed so that the Board may protect the public to its fullest extent.

In 2002, two analysts interviewed Board members and staff. They sat in on a number of Board meetings and read various documents. This process took several months. Prior to the 2003 session, the Board received the report put together by the analysts. There were 22 recommendations. The first recommendation stated that the Board be continued for another ten years. The Department submitted its report to the Senate Education, Health and Environmental Affairs Committee and the House Health and Government Operations Committee in the form of a bill. Several members of the Board appeared before these two committees to testify in favor of the bill, with some suggested changes. The bills passed in the House and the Senate. The Board was then expected to report back to both committees on or before October 1, 2003, with its response to the recommendations in the Sunset Review. The Board has begun implementing changes to address the recommendations, but has not completed all the changes such as the difficult and expensive move to electronic licensing.

An example of one of the recommendations and the Board's response is as follows:

RECOMMENDATION 8: The Board should work with the Department of Budget and Management's Information Technology Office to make a full inventory of its licensee database capabilities and insufficiencies, develop a report of its needs, and institute a phase-in of database requirements.

Response to Recommendation 8: The Board is working with the Department's Information Resource Management Administration (IRMA) and other Health Occupation Boards to respond to this recommendation. The Board decided to work with IRMA instead of the Department of Budget and Management's Information Technology Office because IRMA is within the Department (of Health and Mental Hygiene). The Board believes this is a way to strengthen the ties between the Department and the Board.

A licensure database program will be developed to provide the Board with the ability to track the status of applications and licenses, monitor complaints, provide continuing education information, account for and reconcile fees collected, and allow for customized management reports. In addition, the database is expected to have the ability to allow users to verify licenses and for licensees to renew their licenses online. The database will be implemented in three phases.

The Board evaluated its needs and met with IRMA in June, 2003 to discuss the database. Phase I will consist of removing the Board from the State's mainframe computer. Phases II and III will consist of major enhancement to its system, as indicated in the report.

The Board believes the implementation of the recommendations contained in the report will benefit the licensees and enable the Board and its staff to function in a more efficient manner.

New Executive Director Named

Sheila D. Scriggins, LCSW-C

The Board welcomed a new Executive Director, William R. Fleming III, effective August 20, 2003.

Following an in-depth interviewing process with a number of excellent candidates, the Board recommended Bill Fleming for the position of Executive Director, and the choice was approved by the Secretary of Health and Mental Hygiene and the Governor.

Bill has extensive experience with the Department of Health and Mental Hygiene, having served as Chief of the Policy, Planning and Administration Division of the Information Resources Management Administration. In addition, he was Chief of the Administrative Services Division with the Medical Care Finance and Compliance Administration. Bill also comes with 10 years experience as Investigator, Chief Investigator and Assistant Coordinator of Boards and Commissions.

Bill has a B.A. from Towson State College (now Towson University) in Social Science and History, an M.S. in Education from Johns Hopkins University and has done post-graduate work at the College of Notre Dame in Baltimore.

Bill brings to our Board a wealth of knowledge that will be extremely beneficial to the work ahead. We are fortunate to have found such a good match.



Executive Director Notes

*William (Bill) R. Fleming, III
Executive Director*

Since joining the Board on August 20th of this year, I have been impressed with the dedication of the Board Members and Board staff. Board Members are integrally involved in the operation of the Board and are dedicated to its licensees. I am in daily contact with Mary Burke and the Social Work community is fortunate to have such a dedicated person as the Board Chair.

I have also been impressed with the Board staff. This group, although small in number and hampered by vacancies, is tasked with a myriad of administrative functions and does its utmost to fulfill the Board's mission. For example, during the license renewal period, staff worked weekends and countless overtime hours to ensure that thousands of renewals were processed in a timely manner. Also, I would be remiss if I did not recognize Gloria Hammel, former Acting Executive Director and current Staff Social Worker. Gloria has been tremendous in easing my transition into the Executive Director's role.

As Executive Director, one of my goals is to improve customer service. With additional staff coming on board, our efforts will be focused on providing all of our customers with the best service possible. I am excited about the future of the Board and am always open to suggestions for areas of possible improvement.



BOARD STAFF MEMBERS

William R. Fleming, III <i>Executive Director</i>	Howard F. (Rick) Kenney <i>Health Occupations Investigator</i>
Gloria Jean Hammel <i>Staff Social Worker</i>	Bernadette Staten-Evans <i>Administrative Specialist</i>
Pamm Wiggin <i>Administrative Officer III</i>	Kevin D. Brydie <i>Administrative Specialist</i>
Deborah Evans <i>Administrative Specialist III</i>	Diane V. Cooper <i>Office Secretary</i>
Riya Rahman <i>Database Specialist</i>	Beverly J. Lewis <i>Office Clerk</i>
	Chelsa S. Jones <i>Asst. Staff Social Worker</i>

OTHER SHARED STAFF POSITIONS WITH THE BOARD

Delia T. Schadt, A.A.G.
Board Counsel
Anna D. Jeffers, Esq.
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NOTICE

Effective November 17, 2003, the Board of Social Work Examiners will be moving to Room 217 at 4201 Patterson Avenue Baltimore, Md. 21215.

CORRECTION

In the Spring 2003 newsletter, we stated that information regarding patient / client records could be found in Maryland Health Occupations. The information is actually in the Maryland General Occupations subsection 4-403(b).

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