



STATE OF WISCONSIN
Department of Safety and Professional Services
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Governor Scott Walker Secretary Dave Ross

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**MARRIAGE AND FAMILY THERAPY,
PROFESSIONAL COUNSELING AND SOCIAL WORK
JOINT BOARD MEETING
Contact: Dan Williams (608) 266-2112
Room 121C, 1400 E. Washington Avenue, Madison WI
APRIL 9, 2013**

Notice: The following agenda describes the issues that the Board plans to consider at the meeting. At the time of the meeting, items may be removed from the agenda. Please consult the meeting minutes for a description of the actions and deliberations of the Board.

AGENDA

9:00 A.M.

OPEN SESSION – CALL TO ORDER – ROLL CALL

- A. Approval of Agenda (1-2)**
- B. Approval of MPSW Joint Board Meeting Minutes of February 26, 2013 (3-6)**
- C. Administrative Matters – Discussion and Consideration**
 - 1) Paperless Update
 - 2) Staff Update
- D. Report from MPSW Joint Rules Committee as to MPSW 10 and 14 (approval for submission to Legislature) (7-16)**
- E. Legislation/Administrative Rule Matters – Discussion and Consideration**
 - 1) Legislative Letter on Concealed Carry Permits (17-26)
 - 2) Right the Rules (27-28)
 - 3) Executive Order 61 (29-30)
 - 4) MPSW 20 (31-34)
 - 5) MPSW 8, 14, 19 (Incorporate Common Elements of Section Revisions of Continuing Education Practices and Requirements) (35-36)
 - 6) MPSW 1.09 (37-40)

- F. **Discussion and Review of MPSW Joint Board Goals for 2013**
 - 1) Create Supervisory Guidelines and Address Disparity of the Supervisor Regulations Across the 3 Professions of the MPSW Joint Board
 - 2) Discussion and Consideration of Implementing Requirements for Trainee Supervisors
 - 3) Amendment of Wis. Stat. 457.02, Regarding Repeal of Provisions Which Restrict Board License Holders from Providing Treatment of Substance Abuse and Substance Use Disorders
 - 4) Discussion and Consideration of Revising MPSW 20
 - 5) Incorporate Common Elements of Section Revisions of Continuing Education Practices and Requirements
 - 6) Revising and Updating Application Forms and Instructions for Psychometric Testing
- G. **Report of Marriage & Family Therapy Section**
- H. **Report of Professional Counselor Section**
- I. **Report of Social Worker Section**
- J. Review of Correspondence or Inquiries Received by Legal Counsel
- K. Items Received **After Preparation** of the Agenda
 - 1) Informational Item(s)
 - 2) Division of Legal Services and Compliance (DLSC) Matters
 - 3) Education and Examination Matters
 - 4) Credentialing Matters
 - 5) Practice Questions/Issues
 - 6) Legislation/Administrative Rule Matters
 - 7) Liaison Report(s)
 - 8) Review of Correspondence or Inquiries Received by Legal Counsel
 - 9) Speaking Engagement(s), Travel, or Public Relation Request(s)
- L. Public Comments
- M. Board Member Training – Discussion and Consideration
- N. Case Advisor Training – Discussion and Consideration **(41-54)**

ADJOURNMENT

**JOINT EXAMINING BOARD MEETING
MARRIAGE AND FAMILY THERAPY, PROFESSIONAL COUNSELING
AND SOCIAL WORK JOINT EXAMINING BOARD
MEETING MINUTES
FEBRUARY 26, 2013**

PRESENT: Arlie Albrecht, Elizabeth Krueger, Linda Pellmann, Charles Lindsey, Leslie Mirkin, Nicholas Smiar, Barbara Viste-Johnson, Peter Fabian, Allison Gordon

ABSENT: Nancy Clark, Alice Hanson-Drew

STAFF: Dan Williams, Executive Director; Yolanda McGowan, Legal Counsel; Sharon Henes, Paralegal; Matthew C. Niehaus, Bureau Assistant; and other Department Staff

CALL TO ORDER

Arlie Albrecht, Chair, called the meeting to order at 9:01 a.m. A quorum of nine (9) members was present.

APPROVAL OF AGENDA

Amendments to the Agenda:

- Item "E" (open session) **CHANGE:**
 - "MPSW 8, 17, 19" to "MPSW 8, 14, 19"

MOTION: Peter Fabian moved, seconded by Barbara Viste-Johnson, to approve the agenda as amended. Motion carried unanimously.

APPROVAL OF MPSW JOINT BOARD MEETING MINUTES OF OCTOBER 23, 2012

MOTION: Peter Fabian moved, seconded by Charles Lindsey, to approve the minutes of October 23, 2012 as published. Motion carried unanimously.

ADMINISTRATIVE MATTERS

MOTION: Charles Lindsey moved, seconded by Allison Gordon, that the record indicate the election of officers and delegation of liaisons as discussed in the meeting. Motion carried unanimously.

Election of Officers

Chair

NOMINATION: Charles Linsley nominated Nicholas Smiar for the Office of Chair. Nomination carried by unanimous vote.

Dan Williams called for other nominations three (3) times.

Nicholas Smiar was elected as Chair.

Vice Chair

NOMINATION: Barbara Viste-Johnson nominated Charles Linsley for the Office of Vice Chair. Nomination carried by majority vote.

Dan Williams called for other nominations three (3) times.

Charles Linsley was elected as Vice Chair.

Secretary

NOMINATION: Peter Fabian nominated Linda Pellmann for the Office of Secretary. Nomination carried by unanimous vote.

Dan Williams called for other nominations three (3) times.

Linda Pellmann was elected as Secretary.

APPOINTMENTS:

Specialty Liaison: Barbara Viste-Johnson

MOTION: Barbara Viste-Johnson moved, seconded by Linda Pellmann that the Board delegates authority to the Chair or designated Board member to sign documents on behalf of the Board. In order to carry out duties of the Board, the Chair or Board member has the ability to delegate this signature authority to the Executive Director for purposes of facilitating the completion of assignments during or between meetings. The Chair or Board member delegates the authority to the Executive Director, to sign the name of the Chair or Board member on documents as necessary. Motion carried unanimously.

MOTION: Peter Fabian moved, seconded by Barbara Viste-Johnson, that, in order to facilitate the completion of assignments between meetings, the Board delegates its authority by order of succession to the Chair, highest ranking officer, or longest serving member of the Board, to appoint liaisons to the Department where knowledge or experience in the profession is required to carry out the duties of the Board in accordance with the law. Motion carried unanimously.

LEGISLATION/ADMINISTRATIVE RULE MATTERS

MOTION: Charles Lindsey moved, seconded by Peter Fabian, to approve the statement of scope regarding MPSW 8, 14, and 19 relating to continuing education. Motion carried unanimously.

MOTION: Peter Fabian moved, seconded by Charles Lindsey, to remove the motion tabling the scope statement on scope of practice in MPSW 1.09. Motion carried unanimously.

MOTION: Barbara Viste-Johnson moved, seconded by Peter Fabian, to authorize the Chair to appoint a task force consisting of Barbara Viste-Johnson, Peter Fabian, and Allison Gordon as representatives from each section to begin drafting rules in light of the scope statement on MPSW 1.09. Motion carried unanimously.

MOTION: Peter Fabian moved, seconded by Linda Pellmann, to examine in response to Executive Order 61 Chapters 1 and 20 of MPSW as relevant to Joint Board prior to the April 9th, 2013 meeting for purposes of discussion and recommendations at that meeting. Motion carried unanimously.

LICENSING STATUS FOR CREDENTIALS RENEWED WITH CONTINUING EDUCATION WAIVER DUE TO RETIREMENT

MOTION: Barbara Viste-Johnson moved, seconded by Charles Lindsey, to request that DSPS staff for the next renewal cycle make a change to denote non-practicing status in the ICE database based upon continuing education waivers due to retirement consistent with what is described in MPSW 8.02(8), MPSW 19.01(8), and MPSW 14.03(8). Motion carried unanimously.

DISCUSSION AND REVIEW OF MPSW JOINT BOARD GOALS FOR 2013

- MOTION:** Barbara Viste-Johnson moved, seconded by Leslie Mirkin, to adopt the following as the Joint Board goals for 2013:
- 1) Create Supervisory Guidelines and Address Disparity of the Supervisor Regulations Across the 3 Professions of the MPSW Joint Board
 - 2) Discussion and Consideration of Implementing Requirements for Trainee Supervisors
 - 3) Amendment of Wis. Stat. 457.02, Regarding Repeal of Provisions Which Restrict Board License Holders from Providing Treatment of Substance Abuse and Substance Use Disorders
 - a. Discussion and Consideration of Amending MPSW 1.09
 - 4) Discussion and Consideration of Revising MPSW 20
 - 5) Incorporate Common Elements of Section Revisions of Continuing Education Practices and Requirements
 - 6) Revising and Updating Application Forms and Instructions for Psychometric Testing
- Motion carried unanimously.

ADJOURNMENT

- MOTION:** Charles Lindsey moved, seconded by Arlie Albrecht, to adjourn the meeting. Motion carried unanimously.

The meeting adjourned at 11:40 a.m.

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

| | | | |
|--|---|---|--|
| 1) Name and Title of Person Submitting the Request: Sharon Henes Paralegal | | 2) Date When Request Submitted: <i>27 March 2013</i> | |
| | | Items will be considered late if submitted after 4:30 p.m. and less than: <ul style="list-style-type: none"> ▪ 10 work days before the meeting for Medical Board ▪ 14 work days before the meeting for all others | |
| 3) Name of Board, Committee, Council, Sections: MPSW Joint Board | | | |
| 4) Meeting Date: 9 April 2013 | 5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | 6) How should the item be titled on the agenda page? MPSW 10, 14 Approval of Legislative Report and Draft for submission to Legislature | |
| 7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both | 8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by _____ (name) <input type="checkbox"/> No | 9) Name of Case Advisor(s), if required: | |
| 10) Describe the issue and action that should be addressed: | | | |
| 11) Authorization | | | |
| <i>Sharon Henes</i> | | <i>27 March 2013</i> | |
| Signature of person making this request | | Date | |
| Supervisor (if required) | | Date | |
| Bureau Director signature (indicates approval to add post agenda deadline item to agenda) | | Date | |
| Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Board Services Bureau Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting. | | | |

**STATE OF WISCONSIN
MARRIAGE & FAMILY THERAPY, PROFESSIONAL COUNSELING
AND SOCIAL WORK EXAMINING BOARD**

IN THE MATTER OF RULE-MAKING :
PROCEEDINGS BEFORE THE : **REPORT TO THE LEGISLATURE**
MARRIAGE & FAMILY THERAPY, : **CR 13-009**
PROFESSIONAL COUNSELING, :
AND SOCIAL WORK :
EXAMINING BOARD :

I. THE PROPOSED RULE:

The proposed rule, including the analysis and text, is attached.

II. REFERENCE TO APPLICABLE FORMS:

None

III. FISCAL ESTIMATE AND EIA:

The Fiscal Estimate and EIA is attached.

IV. DETAILED STATEMENT EXPLAINING THE BASIS AND PURPOSE OF THE PROPOSED RULE, INCLUDING HOW THE PROPOSED RULE ADVANCES RELEVANT STATUTORY GOALS OR PURPOSES:

Professional Counseling is not the typical name for academic programs and the statutes allow a person to qualify for a professional counseling credential if their master's degree is determined to be equivalent to a master's degree in professional counseling. The purpose for the proposed rule is to bring clarity to determining whether an academic program is equivalent to a master's degree in professional counseling. The proposed requirements are in line with the standards of the Council for Accreditation of counseling and Related Educational Programs (CACREP) and the Council on Rehabilitation Education (CORE). In addition, the proposed rule increases the number of credit hours required in a degree which is comparable to our neighboring states.

V. SUMMARY OF PUBLIC COMMENTS AND THE SECTION'S RESPONSES, EXPLANATION OF MODIFICATIONS TO PROPOSED RULES PROMPTED BY PUBLIC COMMENTS:

The Professional Counselor Section held a public hearing on February 26, 2013. The following people either testified at the hearing, or submitted written comments:

Tammy Scheidegger, Ph.D., NCC representing Mount Mary College
Rhoda Miller, Ph.D. representing Ottawa University

The Professional Counselor Section summarizes the comments received either by hearing testimony or by written submission as follows:

Both speakers spoke in favor of the rules indicating that in their opinion they provided clarity. One speaker believed the rules would strengthen the requirements.

The Professional Counselor Section explains modifications to its rule-making proposal prompted by public comments as follows:

There were no changes prompted by public comments.

VI. RESPONSE TO LEGISLATIVE COUNCIL STAFF RECOMMENDATIONS:

Comment 2.d.: The board's definition of "Supervision" is unclear when read together with other relevant code chapters using the terms "supervision," "supervised," and "supervisory". For instance, how will the new definition impact interpretation of s. MPSW 12.01(1), requiring an average of one hour of supervision per week? How does it affect s. MPSW 12.04, limiting group supervision session time credited? Consider replacing imprecise verbs "describe, allow for, and provide" with "include, may be, or shall" depending on intent.

Response: The board accepted in part by modifying the definition to address the imprecise verbs. The board rejected the concern regarding the impact on the interpretation of the other sections of the rules as the board is currently promulgating rules addressing those other sections which will negate that impact.

Comment 5.f.: The final sentence of s. MPSW 10.01 (6) could be clarified to read: "The supervisory relationship further shall provide a structure for monitoring and clinical oversight of the professional services rendered by the counselor-in-training to ensure ethical delivery of services and protection of public health and welfare."

Response: The board accepted in part. The beginning of the sentence was changed as part of the revisions the Board made in response to Comment 2.d.

All of the remaining recommendations suggested in the Clearinghouse Report have been accepted in whole.

VII. REPORT FROM THE SBRRB AND FINAL REGULATORY FLEXIBILITY ANALYSIS:

There is no economic or fiscal impact requiring submission to the SBRRB.

The proposed rule does not have an economic impact on small businesses, as defined in s. 227.114 (1), Stats.

STATE OF WISCONSIN
MARRIAGE & FAMILY THERAPY, PROFESSIONAL COUNSELING
AND SOCIAL WORK EXAMINING BOARD

| | | |
|------------------------------|---|-----------------------------|
| IN THE MATTER OF RULE-MAKING | : | PROPOSED ORDER OF THE |
| PROCEEDINGS BEFORE THE | : | MARRIAGE & FAMILY THERAPY |
| MARRIAGE & FAMILY THERAPY, | : | PROFESSIONAL COUNSELING AND |
| PROFESSIONAL COUNSELING AND | : | SOCIAL WORK EXAMINING BOARD |
| SOCIAL WORK EXAMINING BOARD | : | ADOPTING RULES |
| | : | (CLEARINGHOUSE RULE 13-009) |

PROPOSED ORDER

The Marriage & Family Therapy, Professional Counseling and Social Work Examining Board proposes an order to repeal and recreate MPSW 10.01(6) and MPSW 14.01 relating to education.

Analysis prepared by the Department of Safety and Professional Services.

ANALYSIS

Statutes interpreted: §§ 457.12, 457.13, 457.14, 457.15, 457.16, and 457.22, Wis. Stats.

Statutory authority: §§ 15.08(5)(b) and 457.03 (1), Wis. Stats.

Explanation of agency authority:

The examining board shall promulgate rules for its own guidance and for the guidance of the trade or profession to which it pertains, and define and enforce professional conduct and unethical practices not inconsistent with the law relating to the particular trade or profession. The examining board shall promulgate rules establishing minimum standards for educational programs that must be completed for certification or licensure.

Related statutes or rules: §§ 457.12, 457.13, 457.14, 457.15, 457.16, and 457.22, Wis. Stats.

Plain language analysis:

Section 1 repeals and recreates a definition of supervision. Supervision is a means of transmitting skills, knowledge, and attitudes. Supervision allows for monitoring the quality of services offered by the supervisee to enhance the quality of skills and services provided by the counselor-in-training. It provides structure for monitoring the professional services provided by the counselor-in-training.

Section 2 repeals and recreates MPSW 14.01 relating to the criteria necessary for an academic program to be equivalent to a master's degree in professional counseling or rehabilitation counseling. Currently at least 42 credit hours are required and this rule would increase the number of hours required in the program to be comparable to the majority of states, including our neighboring states.

The coursework is to be in a field closely related to professional counseling or rehabilitation counseling. The course work must total at least 48 semester hours or 72 quarter hours of academic credit including the following:

- 3 semester hours or 4 quarter hours of a supervised practicum with minimum of 100 hours of practicum experience including at least 40 hours of face-to-face client contact.
- 6 semester hours or 4 quarter hours in a supervised internship of a minimum of 600 hours of internship experience including at least 240 hours of face-to-face client contact.
- 3 semester hours or 4 quarter hours in counseling theory or counseling approaches coursework which includes a variety of theoretical models.
- 3 semester hours or 4 quarter hours in each of the following topic areas:
 - Human growth and development
 - Social and cultural foundations
 - The helping relationship
 - Group dynamics processing and counseling
 - Lifestyle and career development
 - Appraisal of individuals
 - Research and evaluation
 - Professional counseling orientation
- 6 semester or 8 quarter hours in one of the following:
 - If the academic program's emphasis is in mental health, coursework addressing the roles and functions of a mental health counseling.
 - If the academic program's emphasis is in rehabilitation counseling, coursework addressing medical, functional, and environmental aspects of disability, rehabilitation services, case management and related services.
- As part of the above curriculum, the program shall contain a basic understanding of addiction and how to assess and intervene with individuals, groups and families who exhibit suicide ideation, psychological and emotional crisis or trauma. These are not required to be stand alone courses.

These new requirements are in line with the standards of the Council for Accreditation of Counseling and Related Educational Programs (CACREP) and the Council on Rehabilitation Education (CORE).

Section 3. An effective date of September 1, 2016 will provide the time necessary for the education programs to make adjustments in their course offerings and curricula. In addition, it will provide notice of the new requirements to students pursuing their master's degrees.

Summary of, and comparison with, existing or proposed federal regulation:

None

Comparison with rules in adjacent states:

Illinois: Illinois requires a master's or doctoral degree with a minimum of 48 semester hours or 72 quarter hours with a minimum of 3 semester hours in each of the following areas: Human growth and development; Counseling theory; Counseling techniques; Group dynamics, processing and counseling; Appraisal of individuals; Research and evaluation; Professional, legal and ethical responsibilities relating to professional counseling; Social and cultural foundations; Lifestyle and career development; Practicum/internship; Psychopathology and maladaptive behavior; Substance abuse; and Family dynamics. The program shall include a one year residence defined as 24 semester hours. All master's degrees and doctoral programs in professional counseling or rehabilitation counseling that are accredited by CACREP, CORE and doctoral programs in psychology approved by the American Psychological Association and the Council for the National Registry of Health Service Providers are approved programs.

Iowa: Iowa requires a master's degree with a minimum of 60 credit hours or equivalent quarter hours or a doctoral degree in counseling with emphasis in mental health counseling from a mental health counseling program accredited by CACREP. Graduates from non-CACREP accredited mental health counseling programs shall provide an equivalency evaluation of their educational credentials by the Center for Credentialing and Education, Inc.

Michigan: Michigan requires a master's degree of not less than 48 semester hours or 72 quarter hours, including a 600 clock hour internship, in a program which meets CACREP standards.

Minnesota: Minnesota requires a master's or doctoral degree of not less than 48 semester hours or 72 quarter hours and a supervised field experience of not fewer than 700 hours that is counseling in nature. The degree program must be from a counseling program recognized by CACREP or from an institution of higher education that is accredited by a regional accrediting organization recognized by the Council for Higher Education Accreditation. Specific academic course content must include the following subject areas: (1) The helping relationship, including counseling theory and practice; (2) human growth and development; (3) lifestyle and career development; (4) group dynamics, processes, counseling and consulting; (5) assessment and appraisal; (6) social and cultural foundations, including multicultural issues; (7) principles of etiology, treatment planning, and prevention of mental and emotional disorders and dysfunctional behavior; (8) family counseling and therapy; (9) research and evaluation; and (10) professional counseling orientation and ethics.

Summary of factual data and analytical methodologies:

The Professional Counselors Section of the Marriage & Family Therapy, Professional Counseling and Social Work Examining Board reviewed the standards of the Council for Accreditation of Counseling and Related Educational Programs (CACREP) and the Council on Rehabilitation Education (CORE), researched the requirements of other states and convened a task force of educators in the areas of mental health counseling and rehabilitation counseling.

Analysis and supporting documents used to determine effect on small business or in preparation of economic impact analysis:

This rule addresses criteria for determining whether a program is equivalent to a master's degree in professional counseling and will not have an effect on small business. The requirements in the proposed rule are comparable to our neighboring states.

This rule was posted for public comment on the economic impact of the proposed rule, including how this proposed rule may affect businesses, local government units and individuals, for a period of 14 days. No comments were received relating to the economic impact of the rule.

Fiscal Estimate and Economic Impact Analysis:

The Fiscal Estimate and Economic Impact Analysis is attached.

Effect on small business:

These proposed rules do not have an economic impact on small businesses, as defined in s. 227.114 (1), Stats. The Department's Regulatory Review Coordinator may be contacted by email at Greg.Gasper@wisconsin.gov, or by calling (608) 266-8608.

Agency contact person:

Sharon Henes, Paralegal, Department of Safety and Professional Services, Division of Policy Development, 1400 East Washington Avenue, Room 151, P.O. Box 8935, Madison, Wisconsin 53708; telephone 608-261-2377; email at Sharon.Henes@wisconsin.gov.

Place where comments are to be submitted and deadline for submission:

Comments may be submitted to Sharon.Henes@wisconsin.gov, Department of Safety and Professional Services, Division of Policy Development, 1400 East Washington Avenue, Room 151, P.O. Box 8935, Madison, WI 53708-8935, or by email to Sharon.Henes@wisconsin.gov. Comments must be received at or before the public hearing to be held on February 26, 2013 to be included in the record of rule-making proceedings.

TEXT OF RULE

SECTION 1. MPSW 10.01(6) is repealed and recreated to read:

MPSW 10.01(6) “Supervision” is a means of transmitting the skills, knowledge, and attitudes of a particular profession to the next generation of that profession. The supervisory relationship is evaluative, extends over time, and enhances the professional functioning of the developing professional. The supervisor shall monitor the quality of services offered by the supervisee with the purpose of enhancing the quality of skills and services provided by the counselor-in-training. Furthermore, the supervisor shall monitor and provide clinical oversight of the professional services rendered by the counselor-in-training to ensure ethical delivery of services and protection of public health and welfare.

SECTION 2. MPSW 14.01 is repealed and recreated to read:

MPSW 14.01 Academic program equivalent to a master’s degree in professional counseling. An academic program is the equivalent of a master’s degree in professional counseling or rehabilitation counseling from an approved institution if the completed program meets the following criteria:

- (1) The course work was completed at an institution which was accredited by its regional accrediting association at the time the applicant graduated from the program, and was part of a program of studies leading to a master’s degree or doctoral degree in a field closely related to professional counseling or rehabilitation counseling.
- (2) All course work reflected on the applicant’s official transcript totals at least 48 semester hours or 72 quarter hours of academic credit. The course work included successful completion of all of the following:
 - (a) At least 3 semester hours or 4 quarter hours academic credit in a supervised practicum counseling experience that provides documented proof of a minimum of 100 hours of supervised practicum experience with at least 40 hours of face-to-face client contact. The practicum experience includes evaluation of the student’s counseling performance throughout the practicum and one hour per week of individual or triadic supervision throughout the practicum by a program faculty member, an approved student supervisor, or a site supervisor. The practicum experience further includes an average of 1½ hours per week of group supervision that is provided on a regular schedule throughout the practicum by a program faculty member or a student supervisor.
 - (b) At least 6 semester hours or 8 quarter hours academic credit in a supervised internship counseling experience that provides documented proof of a minimum of 600 hours of supervised internship experience with at least 240 hours of face-to-face client contact. The internship experience includes evaluation of the student’s counseling performance throughout the internship and one hour per week of individual or triadic supervision throughout the internship performed by the onsite or field supervisor.
 - (c) At least 3 semester hours or 4 quarter hours academic credit in a counseling theory or counseling approaches course that provides documented evidence that the student has been exposed to a variety of theoretical models that are consistent with current research

and practice in the field. Courses covering only a single or specific counseling theory will not be sufficient for meeting this educational criterion.

(d) At least 3 semester hours or 4 quarter hours of academic credit in each of the following topic areas:

1. 'Human growth and development.' Studies that provide a broad understanding of the nature and needs of individuals at all developmental levels; normal and abnormal human behavior; personality theory; theories of individual and family development and transitions; theories for facilitating optimal development and wellness across the life span; and learning theory within appropriate cultural contexts. Courses that focus on only one lifespan developmental level will not count in fulfilling this criterion.
2. 'Social and cultural foundations.' Studies that provide a broad understanding of societal changes and trends; human roles; societal subgroups, social mores and interaction patterns; counselors' roles in developing cultural self-awareness; promoting cultural social justice, advocacy and conflict resolution, and other culturally supported behaviors that promote optimal wellness and growth of the human spirit, mind, or body; counselors' roles in eliminating biases, prejudices, and processes of intentional and unintentional oppression and discrimination; and differing lifestyles.
3. 'The helping relationship.' Studies that provide a broad understanding and practical application of helping processes, basic and advanced helping skills; consultation theories and their applications; client and helper self-understanding and self-development; and facilitation of client or consultee changes. An applicant's official transcript must reflect successful completion of a course addressing counseling process, skills, and intervention techniques.
4. 'Group dynamics processing and counseling.' Studies that provide a broad understanding of group development, dynamics, and counseling theories; group leadership styles; basic and advanced group counseling methods and skills; and other group approaches.
5. 'Lifestyle and career development.' Studies that provide a broad understanding of career development theories; occupational and educational information sources and systems; career and leisure counseling, guidance and education; lifestyle and career decision making; career development program planning and resources; and effectiveness evaluation.
6. 'Appraisal of individuals.' Studies that provide a broad understanding of group and individual educational and psychometric theories and approaches to appraisal; data and information gathering methods, validity and reliability; psychometric statistics; factors influencing appraisals; social and cultural factors related to the assessment; and evaluation of individuals, groups and specific populations and use of appraisals results in helping processes.
7. 'Research and evaluation.' Studies that provide a broad understanding of types of research; basic statistics; research report development; research implementation; program evaluation; needs assessment; publication of research information; and ethical and legal considerations.
8. 'Professional counseling orientation.' Studies that provide a broad understanding of professional roles and functions; professional goals and objectives; professional organizations and associations; professional history and trends; ethical and legal standards; professional preparation standards; and professional credentialing. The

American Counseling Association (ACA) or the Commission on Rehabilitation Counselor Certification (CRCC) must have been the primary professional identity organization discussed and the ACA Code of Ethics or CRCC Code of Professional Ethics for Rehabilitation counselors must have been used as the primary professional conduct guide and prominently identified as such in the orientation course syllabus.

(e) At least 6 semester hours or 8 quarter hours in one of the following:

1. If the academic program has an emphasis in mental health counseling, coursework addressing the roles and functions of a mental health counselor, including coursework addressing treatment modalities and knowledge of diagnosis and treatment.
2. If the academic program has an emphasis in rehabilitation counseling, coursework addressing medical, functional, and environmental aspects of disability, rehabilitation services, case management, and related services.

(3) The coursework contained a basic understanding of addiction and how to assess and intervene with individuals, groups and families who exhibit suicide ideation, psychological and emotional crisis or trauma. The topics in this subsection are not required to be stand alone courses if the coverage of the topics is identified within respective course syllabi.

SECTION 3. EFFECTIVE DATE. This rule shall take effect on September 1, 2016.

(END OF TEXT OF RULE)

This Proposed Order of the Marriage & Family Therapy, Professional Counselors and Social Work Examining Board is approved for submission to the Governor and Legislature.

Dated _____

Agency _____

Member of the Board
Marriage & Family Therapy, Professional
Counselors and Social Work Examining Board

**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

| | | | |
|--|--|--|------|
| 1) Name and Title of Person Submitting the Request: Dan Williams | | 2) Date When Request Submitted: 3/20/13 Items will be considered late if submitted after 4:30 p.m. and less than: <ul style="list-style-type: none"> ▪ 10 work days before the meeting for Medical Board ▪ 14 work days before the meeting for all others | |
| 3) Name of Board, Committee, Council, Sections: MPSW Joint Board | | | |
| 4) Meeting Date: 4/9/13 | 5) Attachments: <input type="checkbox"/> Yes <input type="checkbox"/> No | 6) How should the item be titled on the agenda page? Legislative letter dated 2/18/13 – Discussion and Consideration | |
| 7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both | 8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by <input checked="" type="checkbox"/> No | 9) Name of Case Advisor(s), if required: N/A | |
| 10) Describe the issue and action that should be addressed: | | | |
| 11) Authorization | | | |
| Signature of person making this request | | | Date |
| Supervisor (if required) | | | Date |
| Executive Director signature (indicates approval to add post agenda deadline item to agenda) Date | | | |
| Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Board Services Bureau Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Executive Assistant prior to the start of a meeting. | | | |



WISCONSIN LEGISLATURE

P. O. Box 7882 Madison, WI 53707-7882

DATE: February 18, 2013

TO: Chairperson Arlie Albrecht
Joint Board of Marriage and Family Therapy, Professional Counseling & Social Work

FROM: State Senator John Lehman
State Representative Fred Kessler

RE: Proposed Legislation

We are writing today to directly seek the input of the Joint Board of Marriage and Family Therapy, Professional Counseling & Social Work on legislation intended to empower mental health professionals to further protect those receiving care and the public from firearms tragedies. The attached proposed draft legislation is intended to give professionals the option, in cases where a person in their care is considered to pose a threat to themselves or others, to also report that threat to the Department of Justice.

DOJ issues and regulates concealed carry permits, and under this proposal would be required to revoke an existing permit held if a threat is reported – and to maintain a record of any reported threat for purposes of denying a future application.

Our intention with this proposal is to cast a narrow net and avoid unnecessary stigmatization. The intent of this bill is simply to add the option of reporting, for purposes of limiting their ability to carry a concealed weapon, a person whom a mental health professional considers enough of a threat to themselves or others to warrant a report under current practices.

This draft is being circulated to our fellow legislators for review and consideration, and would not be introduced for at least two weeks. We are writing to seek any input you may have on the legislation as drafted. We welcome any suggestions you may have for modifications or additions that maintain the intent of the bill to empower professionals to make these additional reports while respecting professional discretion, protecting professional credential-holders' integrity and record security and guarding against liability while providing reasonable opportunity for challenge.

We believe options that increase opportunities for law enforcement to stop potential firearms violence by a person considered to be a threat to themselves or others need to be explored. We very much welcome your input on the attached proposal and any recommendations you may have that maintain its intent.

Thank you for your time and consideration, and please feel free to contact us at the phone numbers or e-mails listed below. Best wishes.

State Senator John Lehman
21st Senate District
(608) 266-1832
Sen.lehman@legis.wi.gov

State Representative Fred Kessler
12th Assembly District
(608) 266-5813
Rep.kessler@legis.wi.gov

SAFETY & PROT SERVICES
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PRELIMINARY DRAFT - NOT READY FOR INTRODUCTION

1 **AN ACT to amend** 175.60 (5) (a) 1., 175.60 (9) (b) 2., 175.60 (14) (a), 175.60 (14)
2 (am) and 175.60 (14m) (title); and **to create** 51.30 (4) (b) 29., 175.60 (3) (h),
3 175.60 (11) (am), 175.60 (12) (bm), 175.60 (14) (ag), 175.60 (14n), 448.117,
4 455.085 and 457.29 of the statutes; **relating to:** restrictions on applicants for
5 a license to carry a concealed weapon based on threat disclosures by mental
6 health professionals, and threat disclosures by mental health professionals to
7 the Department of Justice.

Analysis by the Legislative Reference Bureau

Under current law, the Department of Justice (DOJ) must issue a license to carry a concealed weapon to a qualified applicant and may not issue a license to an applicant who is not qualified. An applicant is not qualified if he or she is under 21 years of age, is prohibited from possessing a firearm, has not completed specified firearm training, or is not a Wisconsin resident. Under this bill, an applicant is not qualified if a licensed psychiatrist, a licensed psychologist, a licensed clinical social worker, a licensed marriage and family therapist, or a licensed professional counselor has, within the three years preceding the application, disclosed to DOJ a threat of harm by the applicant. If the psychiatrist, psychologist, social worker, therapist, or counselor discloses such a threat about a current licensee, DOJ must revoke the license. This bill also creates a procedure to appeal the decision to deny or revoke a license because of the disclosure.

This bill provides that a licensed psychiatrist, a licensed psychologist, a licensed clinical social worker, a licensed marriage and family therapist, or a licensed professional counselor who has a duty to warn others about a threat by a patient or client may also disclose the threat to DOJ so that the patient or client will be ineligible for a license to carry a concealed weapon. The bill provides that a psychiatrist, psychologist, clinical social worker, marriage and family therapist, or professional counselor who makes such a disclosure is not liable for damages in any civil action for disclosing that threat.

Under current law, mental health treatment records are confidential but may be released without the consent of the subject of the record in certain circumstances. This bill adds to the circumstances in which a record may be released without consent a release to a law enforcement officer or DOJ for the purpose of disclosing a threat of harm.

For further information see the *state* fiscal estimate, which will be printed as an appendix to this bill.

The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:

1 **SECTION 1.** 51.30 (4) (b) 29. of the statutes is created to read:

2 51.30 (4) (b) 29. To a law enforcement officer or the department of justice, for
3 the purpose of disclosing a threat of harm under s. 448.117, 455.085, or 457.29.

4 **SECTION 2.** 175.60 (3) (h) of the statutes is created to read:

5 175.60 (3) (h) A person has disclosed to the department under s. 448.117,
6 455.085, or 457.29 a threat of harm made by the individual and the disclosure was
7 no earlier than 3 years before the individual submitted his or her application.

8 **SECTION 3.** 175.60 (5) (a) 1. of the statutes is amended to read:

9 175.60 (5) (a) 1. A statement that the applicant is ineligible for a license if sub.
10 (3) (a), (b), (c), (d), (e), (f), ~~or (g)~~, or (h) applies to the applicant.

11 **SECTION 4.** 175.60 (9) (b) 2. of the statutes is amended to read:

12 175.60 (9) (b) 2. Deny the application, but only if sub. (3) (a), (b), (c), (d), (e), (f),
13 ~~or (g)~~, or (h) applies to the applicant. If the department denies the application, the

1 department shall inform the applicant in writing, stating the reason and factual
2 basis for the denial.

3 SECTION 5. 175.60 (11) (am) of the statutes is created to read:

4 175.60 (11) (am) Upon receiving a disclosure under s. 448.117, 455.085, or
5 457.29, the department shall immediately determine if the individual who is the
6 subject of the disclosure is a licensee, using the list maintained under sub. (12) (a).

7 SECTION 6. 175.60 (12) (bm) of the statutes is created to read:

8 175.60 (12) (bm) The department shall maintain any disclosure it receives
9 under s. 448.117, 455.085, or 457.29 in the form and for the period the department
10 determines is necessary to ensure that any application for a license under this
11 section is denied if the applicant is prohibited under sub. (3) (h) from being issued
12 a license.

13 SECTION 7. 175.60 (14) (a) of the statutes is amended to read:

14 175.60 (14) (a) The department shall revoke a license issued under this section
15 if the department determines that sub. (3) (b), (c), (d), (e), (f), ~~or (g)~~, or (h) applies to
16 the licensee.

17 SECTION 8. 175.60 (14) (ag) of the statutes is created to read:

18 175.60 (14) (ag) If the department revokes a license under par. (a) because the
19 department determines that sub. (3) (h) applies to the individual, the department
20 may not reinstate the license at the expiration of the period under sub. (3) (h) even
21 if the license would not have expired under sub. (15) (a) had it not been revoked, but
22 the individual may apply for a new license.

23 SECTION 9. 175.60 (14) (am) of the statutes is amended to read:

24 175.60 (14) (am) 1. The department shall suspend a license issued under this
25 section if a court has prohibited the licensee from possessing a dangerous weapon

SECTION 9

1 under s. 969.02 (3) (c) or 969.03 (1) (c). If the individual whose license was suspended
2 is no longer subject to the prohibition under s. 969.02 (3) (c) or 969.03 (1) (c),
3 whichever is applicable, sub. (3) (b), (c), (d), (e), (f), ~~or (g)~~, or (h) does not apply to the
4 individual, and the suspended license would not have expired under sub. (15) (a) had
5 it not been suspended, the department shall restore the license within 5 business
6 days of notification that the licensee is no longer subject to the prohibition.

7 **SECTION 10.** 175.60 (14m) (title) of the statutes is amended to read:

8 175.60 (14m) (title) APPEALS TO THE CIRCUIT COURT OVER DEPARTMENT ACTION.

9 **SECTION 11.** 175.60 (14n) of the statutes is created to read:

10 175.60 (14n) APPEALS TO THE CIRCUIT COURT OVER MENTAL HEALTH PROFESSIONAL
11 ACTION. (ag) In this subsection, "mental health professional" means a person who is
12 authorized under s. 448.117, 455.085, or 457.29 to disclose threats to the department.

13 (ar) An individual aggrieved by any action by a mental health professional that
14 resulted in a license denial under sub. (9) (b) 2. or a license revocation under sub. (14)
15 (a) may appeal directly to the circuit court of the county in which the individual
16 resides.

17 (b) To begin an appeal under this subsection, the aggrieved individual shall file
18 a petition for review with the clerk of the applicable circuit court within 30 days of
19 receiving notice of denial of an application for a license or of revocation of a license.
20 The petition shall state the substance of the mental health professional's action from
21 which the individual is appealing and the grounds upon which the individual
22 believes the mental health professional's action to be improper. The petition may
23 include a copy of any records or documents that are relevant to the grounds upon
24 which the individual believes the mental health professional's action to be improper.

1 (c) A copy of the petition shall be served upon the mental health professional
2 and on the department either personally or by registered or certified mail within 5
3 days after the individual files his or her petition under par. (b). The mental health
4 professional and the department may file an answer, including a brief statement of
5 any actions taken, any relevant documents, and any relevant records, within 15 days
6 after being served with the petition.

7 ~~(d) The court shall review the petition, the answer, and any records or~~
8 documents submitted with the petition or the answer. The review under this
9 paragraph shall be conducted by the court without a jury but the court may schedule
10 a hearing and take testimony.

11 (e) The court shall reverse the department's action if the court finds that the
12 mental health professional's actions were improper.

13 (f) The court's decision shall provide whatever relief is appropriate regardless
14 of the original form of the petition.

15 **SECTION 12.** 448.117 of the statutes is created to read:

16 **448.117 Disclosure of threats.** (1) In this section, "psychiatrist" means a
17 physician who specializes in psychiatry.

18 (2) A psychiatrist who has a duty to warn others about a threat of harm by a
19 patient, whether arising under the common law, a statute, or a rule of professional
20 conduct, may also, without the consent of the patient, disclose the threat to the
21 department of justice so that the patient will be ineligible for a license as provided
22 in s. 175.60 (3) (h). A psychiatrist is not liable for damages in any civil action for
23 disclosing a threat under this subsection.

24 **SECTION 13.** 455.085 of the statutes is created to read:

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**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

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|--|--|--|--|
| 1) Name and Title of Person Submitting the Request: Dan Williams | | 2) Date When Request Submitted: 3/20/13 Items will be considered late if submitted after 4:30 p.m. and less than: <ul style="list-style-type: none"> ▪ 10 work days before the meeting for Medical Board ▪ 14 work days before the meeting for all others | |
| 3) Name of Board, Committee, Council, Sections: MPSW Joint Board | | | |
| 4) Meeting Date: 4/9/13 | 5) Attachments: <input type="checkbox"/> Yes <input type="checkbox"/> No | 6) How should the item be titled on the agenda page? Right the Rules – Discussion and Consideration | |
| 7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both | 8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by <input checked="" type="checkbox"/> No | 9) Name of Case Advisor(s), if required: N/A | |
| 10) Describe the issue and action that should be addressed: Link to Right the Rules: http://legis.wisconsin.gov/committee/jcrar/Pages/default.aspx Dear Mr. Pulda: I will ask Dan Williams to place this item on our next agenda, in early April. I am sure that we could send a representative to the hearing on April 23. Nicholas P. Smiar, PhD, ACSW, CISW Chairperson / Marriage and Family Therapy, Professional Counseling, and Social Work Examining Board and Chairperson / Social Worker Section | | | |
| 11) Authorization | | | |
| Signature of person making this request | | Date | |
| Supervisor (if required) | | Date | |
| Executive Director signature (indicates approval to add post agenda deadline item to agenda) Date | | | |
| Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Board Services Bureau Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Executive Assistant prior to the start of a meeting. | | | |

From: Pulda, Matt [Matt.Pulda@legis.wisconsin.gov]
Sent: Monday, March 18, 2013 3:27 PM
To: Smiar, Nick
Cc: Jeffrey.Weigand@wisconsin.gov; Williams, Dan - DSPS
Subject: RE: Right the Rules

Dear Dr. Smiar,

Thank you for reaching out to our office to share your interest in helping the family law committee carry out its "Right the Rules" responsibilities.

We are looking to hold a public hearing/committee meeting on **Tuesday, April 23, in the morning (probably 10:00)**. At this time, we plan to hold a hearing on a bill first, but I don't expect it to take very long. As for the MPSW portion of the meeting, Representative Larson would like to break the MPSW chapters down by subject, so that this first meeting would focus only on MPSW 1, the general chapter, and MPSW 2-8, the social work rules. If the board would be willing to send a representative to explain the rules and field questions – whether the executive director, a board member, or someone else – that would be great. Please let me know if this proposed approach and schedule works for you and your colleagues. We look forward to working with you!

Sincerely,

Matt Pulda
Research Assistant/Committee Clerk
Office of State Rep. Tom Larson
Assembly Committee on Family Law
(608) 266-1194

From: Smiar, Nick [<mailto:SMIARNP@uwec.edu>]
Sent: Thursday, February 28, 2013 7:29 AM
To: Rep.Larson
Cc: Weigand, Jeffrey - DSPS; Williams, Dan - DSPS
Subject: Right the Rules

Dear Representative Larson:

I am the newly elected Chairperson of the Marriage and Family Therapy, Professional Counseling, and Social Work Examining Board, and the newly elected Chairperson of the Social Work Section of that board. One of our tasks on the board, and also in the section, is review of MPSW rules, in response to Governor Walker's Executive Order 61. We have begun that task.

I have been informed that your committee, Family Law, has been given the task to review the MPSW regulations, as part of the Right the Rules effort. On behalf of the board and the section, I am prepared to cooperate with you and with your committee and to provide updates of our review, to respond to your inquiries, and to meet with you or your committee to assist you in that project. We have already identified some areas of MPSW that require updating and are moving some Scope statements through the process.

Sincerely,

Nicholas P. Smiar, PhD, ACSW, CISW
Professor Emeritus of Social Work
University of Wisconsin-Eau Claire

**State of Wisconsin
Department of Safety & Professional Services**

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| 3) Name of Board, Committee, Council, Sections: MPSW Joint Board | | | |
| 4) Meeting Date: 4/9/13 | 5) Attachments: <input type="checkbox"/> Yes <input type="checkbox"/> No | 6) How should the item be titled on the agenda page? Executive Order 61 – Discussion and Consideration | |
| 7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both | 8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by <input checked="" type="checkbox"/> No | 9) Name of Case Advisor(s), if required: N/A | |
| 10) Describe the issue and action that should be addressed: From the last meeting: <ul style="list-style-type: none"> • MOTION: Peter Fabian moved, seconded by Linda Pellmann, to examine in response to Executive Order 61 Chapters 1 and 20 of MPSW as relevant to Joint Board prior to the April 9th, 2013 meeting for purposes of discussion and recommendations at that meeting. Motion carried unanimously. | | | |
| 11) Authorization | | | |
| Signature of person making this request | | Date | |
| Supervisor (if required) | | Date | |
| Executive Director signature (indicates approval to add post agenda deadline item to agenda) Date | | | |
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**State of Wisconsin
Department of Safety & Professional Services**

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| 3) Name of Board, Committee, Council, Sections: MPSW Joint Board | | | |
| 4) Meeting Date: 4/9/13 | 5) Attachments: <input type="checkbox"/> Yes <input type="checkbox"/> No | 6) How should the item be titled on the agenda page? MPSW 20 – Discussion and Consideration | |
| 7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both | 8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by <input checked="" type="checkbox"/> No | 9) Name of Case Advisor(s), if required: N/A | |
| 10) Describe the issue and action that should be addressed: <p style="text-align: center;">Evaluate current scope and to consider amending.</p> | | | |
| 11) Authorization | | | |
| Signature of person making this request | | Date | |
| Supervisor (if required) | | Date | |
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State of Wisconsin
DEPARTMENT OF REGULATION AND LICENSING
Scope Statement
**Marriage and Family Therapy, Professional Counseling and Social
Work Examining Board**

August, 2010

Subject:

Revise ch. MPSW 20 to define the failure to have a grievance procedure and the failure of a supervising credential holder to report adverse or disciplinary action related to professional practice as unprofessional conduct. The code of conduct will include the following provisions:

1. Failure of a credential holder to notify a client in writing of a procedure to resolve a grievance is unprofessional conduct.
2. Failure of a supervising credential holder to file a report with the board after terminating, suspending or restricting a credential holder as a result of adverse or disciplinary action related to professional practice is unprofessional conduct. Failure to file a report when a credential holder terminates employment before action is taken also constitutes unprofessional conduct.

POLICY ISSUES:

Objective of the Rule

The objective of the rule is to amend ch. MPSW 20 which defines unprofessional conduct. The new amendment will define the failure to have a grievance procedure and the failure of a supervising credential holder to report adverse or disciplinary action related to professional practice as unprofessional conduct. Defining the failure to comply with ss. 457.04 (8) and 457.25, Stats., as unprofessional conduct will likely increase statutory compliance.

Existing Policies Relevant to the Rule, New Policies Proposed and Analysis of Policy Alternatives.

Under s. 457.04 (8), Stats., marriage and family therapists, professional counselors and clinical social workers must notify their clients in writing of the procedures to follow to resolve a grievance.

Under s. 457.25, Stats., any health care agency, institution, state or local professional society, person or entity that terminates, suspends or restricts the employment or contract of a license holder as a result of adverse or disciplinary action in the practice of the profession shall submit a written report of the action to the board within 30 days after the date on which the action is taken or, if grounds for such an action exist and the credential holder terminates his or her employment before the action is taken, within 30 days after the date on which the credential holder terminates employment.

The board would like to raise awareness of these statutory provisions by defining the failure to report and failure to have a grievance resolution procedure as unprofessional conduct under the code of conduct.

Continuing education classes and the code of conduct are required as a condition of renewal. Thus, license holders will become aware of their obligations under the code of conduct when they renew their license each biennium. In this way, license holders will review what constitutes unprofessional conduct at least on a biennial basis. By incorporating the specific statutory provisions into the code of conduct, license holders are more likely to be aware of their legal obligations and to conduct themselves accordingly.

Statutory authority.

Sections 15.08 (5) (b) & (6); 227.11 (2) and 457.03 (1), Stats.

Existing or proposed federal legislation.

None.

Entities affected by the rule.

Marriage and family counselors, professional counselors and social workers (credential holders).

Estimate the amount of state employee time and any other resources that will be necessary to develop the rule.

Approximately 120 hours.

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**State of Wisconsin
Department of Safety & Professional Services**

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| 3) Name of Board, Committee, Council, Sections: MPSW Joint Board | | | |
| 4) Meeting Date: 4/9/13 | 5) Attachments: <input type="checkbox"/> Yes <input type="checkbox"/> No | 6) How should the item be titled on the agenda page? MPSW 8, 14, 19 – Discussion and Consideration | |
| 7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both | 8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by <input checked="" type="checkbox"/> No | 9) Name of Case Advisor(s), if required: N/A | |
| 10) Describe the issue and action that should be addressed: <p style="text-align: center;">The Scope Incorporates Common Elements of Section Revisions of Continuing Education Practices and Requirements. The Board needs to:</p> <p style="margin-left: 40px;">A) designate a member to approve</p> <p style="margin-left: 40px;">B) form a sub-group of the Board to address future matters</p> | | | |
| 11) Authorization | | | |
| Signature of person making this request | | Date | |
| Supervisor (if required) | | Date | |
| Executive Director signature (indicates approval to add post agenda deadline item to agenda) Date | | | |
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**State of Wisconsin
Department of Safety & Professional Services**

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| 3) Name of Board, Committee, Council, Sections: MPSW Joint Board | | | |
| 4) Meeting Date: 4/9/13 | 5) Attachments: <input type="checkbox"/> Yes <input type="checkbox"/> No | 6) How should the item be titled on the agenda page? MPSW 1.09 – Discussion and Consideration | |
| 7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both | 8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input type="checkbox"/> Yes by <input checked="" type="checkbox"/> No | 9) Name of Case Advisor(s), if required: N/A | |
| 10) Describe the issue and action that should be addressed: The appointed sub-group of the Board needs address future scheduling and tasks as assigned. Below is the Motion from the last meeting. <ul style="list-style-type: none"> • MOTION: Barbara Viste-Johnson moved, seconded by Peter Fabian, to authorize the Chair to appoint a task force consisting of Barbara Viste-Johnson, Peter Fabian, and Allison Gordon as representatives from each section to begin drafting rules in light of the scope statement on MPSW 1.09. Motion carried unanimously. | | | |
| 11) Authorization | | | |
| Signature of person making this request | | | Date |
| Supervisor (if required) | | | Date |
| Executive Director signature (indicates approval to add post agenda deadline item to agenda) Date | | | |
| Directions for including supporting documents: 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Board Services Bureau Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Executive Assistant prior to the start of a meeting. | | | |

State of Wisconsin
DEPARTMENT OF REGULATION AND LICENSING
Scope Statement
**Marriage and Family Therapy, Professional Counseling and Social
Work Examining Board**

August, 2010

Subject:

To revise s. MPSW 1.09 to allow licensed marriage and family therapists, professional counselors and clinical social workers to engage in substance abuse counseling without seeking separate certification as a substance abuse counselor under s. 440.088, Stats. Additionally, the intended revision will eliminate the provisions for applying for and receiving a substance abuse specialty within s. MPSW 1.09.

POLICY ISSUES:

Objective of the Rule

The objective of the rule change is to allow ch. 457, Stats. licensed professionals to engage in substance abuse counseling without requiring them to become certified substance abuse counselors under s. 440.88, Stats. The board also intends to eliminate the specified education hours and training required for the substance abuse specialty, as well as the granting of the substance specialty under s. MPSW 1.09. For those providing ongoing treatment of substance abuse counseling, the amended rules will require an as of yet unspecified amount of hours in continuing education. The changes pursued by the board will allow licensed marriage and family therapists, professional counselors and clinical social workers to provide therapy for primary and co-occurring substance abuse disorders if they are adequately trained to do so without need of additional certification. Other master's level credential holders, i.e. certified advanced practice and independent social workers, marriage and family therapists and professional counselor training license holders, could provide such services under adequate supervision. The envisioned changes to the rule will require certified social workers to pursue substance abuse counselor certification under s. 440.88, Stats., in order to provide substance abuse counseling services.

Existing Policies Relevant to the Rule, New Policies Proposed and Analysis of Policy Alternatives.

Currently, under s. MPSW 1.09, a person credentialed by the board may use the title "alcohol or drug counselor" or "chemical dependency counselor" only if he or she is certified as an alcohol and drug counselor or as a chemical dependency counselor through a process recognized by the Department of Health. (*Note: 2005 Wis. Act 25 transferred the authority for regulation of substance abuse counselors from the Department of Health Services to the Department of Regulation and Licensing.*) A person credentialed by the board may treat alcohol or substance dependency or abuse only if he or she is qualified to do so by education, training and experience.

Under s. 457.02, Stats., marriage and family therapists, professional counselors and social workers are not authorized to treat alcohol or substance dependency or abuse as a specialty

unless the individual is a certified substance abuse counselor, or unless the individual satisfies educational and supervised training requirements established in rules promulgated by the board. The statutory guidelines for promulgation of those rules advise the board to consider the existing requirements for state certification of substance abuse counselors, however the statute does not direct the board to adopt or use state rules as a guideline.

Finally, it is the position of the board that licensed professionals who have had the requisite education, training and experience in treatment of substance abuse may provide substance abuse therapy as treatment of such is included with the definition of psychotherapy and the provision of psychotherapy is within their legal scope of practice. The limiting factor of the disorders that a therapist treats is their prior training and experience and is an issue of ethics. i.e., a therapist may not ethically practice in areas in which they lack competence.

Statutory authority.

Sections 15.08 (5) (b), 227.11 (2), 457.02 (5m) and 457.03, Stats.

Existing or proposed federal legislation.

None.

Entities affected by the rule.

Marriage and family therapists, professional counselors and social workers – all levels will be affected by the rule (credential holders).

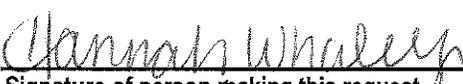
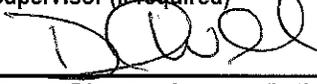
Estimate the amount of state employee time and any other resources that will be necessary to develop the rule.

Approximately 120 hours.

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**State of Wisconsin
Department of Safety & Professional Services**

AGENDA REQUEST FORM

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| 1) Name and Title of Person Submitting the Request: Hannah Whaley, Investigator On behalf of Attorney Sandra L. Nowack Division of Legal Services and Compliance | | 2) Date When Request Submitted: March 28, 2013 Items will be considered late if submitted after 4:30 p.m. and less than: <ul style="list-style-type: none"> ▪ 10 work days before the meeting for Medical Board ▪ 14 work days before the meeting for all others | |
| 3) Name of Board, Committee, Council, Sections: Joint Board of Marriage and Family Therapy, Professional Counseling and Social Work | | | |
| 4) Meeting Date: 04/09/2013 | 5) Attachments: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | 6) How should the item be titled on the agenda page? Case Advisor Training Overview | |
| 7) Place Item in: <input checked="" type="checkbox"/> Open Session <input type="checkbox"/> Closed Session <input type="checkbox"/> Both | 8) Is an appearance before the Board being scheduled? If yes, who is appearing? <input checked="" type="checkbox"/> Yes by Attorney Sandra L. Nowack (name) <input type="checkbox"/> No | 9) Name of Case Advisor(s), if required: N/A | |
| 10) Describe the issue and action that should be addressed: | | | |
| 11) Authorization | | | |
| Signature of person making this request  | | Date 03/28/13 | |
| Supervisor (if required)  | | Date 3/28/13 | |
| Bureau Director signature (indicates approval to add post agenda deadline item to agenda)  | | Date 4/1/13 | |
| Directions for including supporting documents: <ol style="list-style-type: none"> 1. This form should be attached to any documents submitted to the agenda. 2. Post Agenda Deadline items must be authorized by a Supervisor and the Board Services Bureau Director. 3. If necessary, Provide original documents needing Board Chairperson signature to the Bureau Assistant prior to the start of a meeting. | | | |

BOARD APPEARANCE REQUEST FORM

Board Name: Joing Board of Marriage and Family Therapy, Professional Counseling, and Social Work

Board Meeting Date: 04/09/2013

Person Submitting Agenda Request: Hannah Whaley, Investigator

Person requesting an appearance: Attorney Sandra L. Nowack

Mailing address: Division of Legal Services and Compliance

Email address: sandra.nowack@wisconsin.gov

Telephone #: 608-266-8098

Reason for Appearance: Attorney Nowack will give an overview of the Case Advisor Training to the Board members.

Is the person represented by an attorney? If so, who?

Attorney's mailing address:

Attorney's e-mail address:

Phone Attorney:



**OVERVIEW OF
DPS REGULATORY
STRUCTURE**

The Department and the Boards

The **Department** of Safety and Professional Services (Department) and the attached Boards are distinct legal entities with different functions, working toward the same goal.

The Department was created to perform a wide range of duties, including providing legal expertise and administrative support to the Boards. Legal expertise is provided to the Boards in three ways: by a legal counsel, who has a fiduciary responsibility to provide legal advice to the board in exercising its duties and responsibilities; by the assignment of an administrative law judge when disciplinary action goes to a formal hearing; and by the prosecutor of each case opened for investigation.

The Department provides administrative support by the assignment of an Executive Director, Bureau Assistant and Rules Coordinator to each board. These staff members manage board meeting agendas, handle a range of board related business and serve as a liaison between the board and the Department.

The Division of Legal Services and Compliance (**DLSC**) is the part of the Department tasked with the responsibility of enforcing licensee compliance with State laws and professional codes. DLSC is the physical extension of Boards' authority in disciplining misconduct. DLSC works collaboratively as the Board's partner in ensuring that fair and just discipline is imposed on violators of professional rules in a way that accomplishes the State's goals in protection, deterrence and rehabilitation.

Boards are established to perform many functions, including setting entry and practice standards through rule-making and regulating the professions through disciplinary actions. Within disciplinary actions, individual Board members may have two roles: the judicial role of a final decision-maker and the consultant role of case advisor.

As a consultant, the case advisor of a particular case assists DLSC's prosecuting attorney with professional expertise on the licensee's misconduct and necessary discipline to bring the licensee into compliance. If the attorney and licensee reach an informal resolution, the Board as a whole (including the case advisor of that case) will hear relevant facts, as the judge, and determine whether the agreed-upon resolution is sufficient. The consulting and judicial roles must be kept distinct and separate. To blur the line between the roles violates due process. Many of the safeguards and specific prohibitions are discussed below.

Common terms/definitions

- Respondent
- Licensee

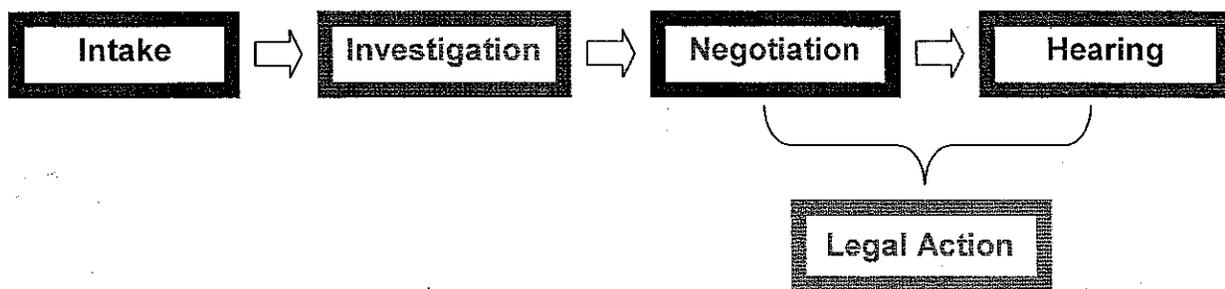
The Disciplinary Process

The Department operates on a complaint driven process, meaning all compliance actions are results of submitted complaints against alleged licensee misconduct, not from the Department's active search for misconduct. The Complaint itself may come from a variety of sources, such as consumers, professionals, or other cases that alerted us to misconduct of another licensee.

The State of Wisconsin recognizes and respects an individual's interest in earning a living. However, the individual's interest must be balanced with the public's interest in obtaining services that are safe and effective. In disciplining licensees, the State has three goals:

1. **Protect the public;**
2. **Deter the conduct; and**
3. **Rehabilitate the respondent.**

The State does not punish licensees for misconduct, but provides them with the necessary tools and opportunities to regain compliance. This protects both the public's and the individual's interests.



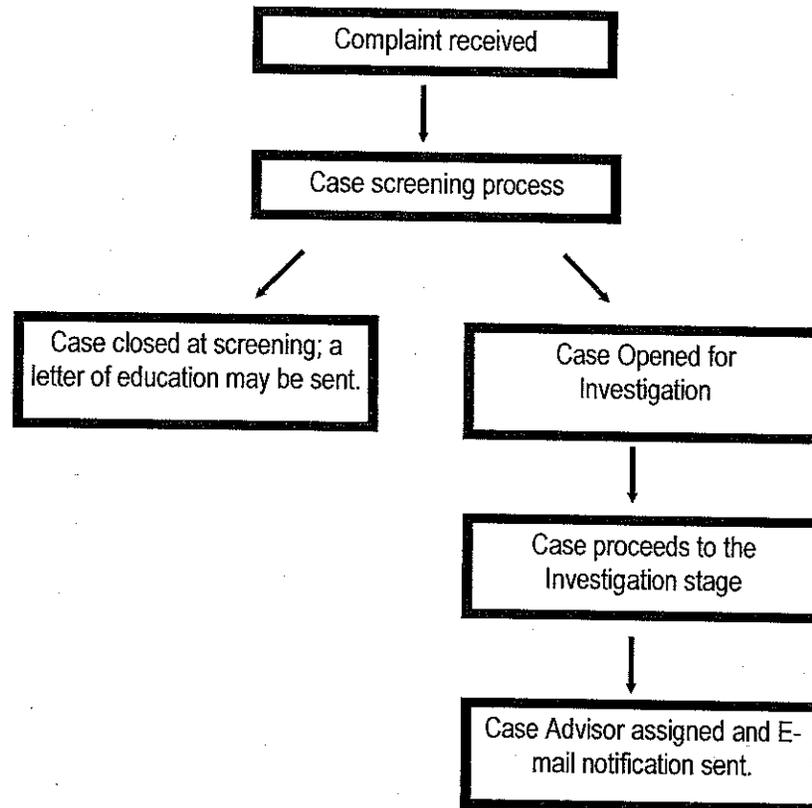
Intake Process

The Intake stage is the first stage in the case handling process.

As a complaint is received by the Department, Intake Staff collect relevant information (such as records, follow-up from the Complainant if the information is incomplete or an initial response from the accused licensee) and send the complaint to the Screening Panel, which may consist of several Board members and a DLSC attorney. The Screening panel, at a predetermined time, will confer and determine whether, from the information provided, a violation may have occurred. The panel may consider many factors, such as the seriousness of the allegations, the harm or threat of harm, whether the dispute is already resolved, and whether the matter is primarily a civil or private dispute. If a complaint does not warrant further action, it is closed under appropriate codes depending on the facts of the case, and a letter is sent out to the parties. If a complaint does have merit, or require further investigation, the case is opened and goes on to the Investigation stage.

The Intake stage is especially important as a gatekeeper against trivial complaints and cases without proof. This stage protects licensed professionals from meritless attacks on their

reputation and livelihood. In certain circumstances, a licensee may be close to violating a professional standard, but did not violate it. Through the Screening process, the Panel may choose to issue a letter of education that warns the licensee of the risks of his conduct to prevent future violations.



Case Assigning

When a case is opened, a case advisor will be assigned, along with an investigator, paralegal and attorney. The advisor can be assigned to a particular case by:

1. The screening panel - initial assignment made by screening panel during screening.
2. DLSC staff - when a conflict is identified or replacement for a previous case advisor is necessary, another case advisor will be assigned.
3. Expertise - in some cases the case advisor is assigned (either by the screening panel or DLSC) based on his or her expertise in a particular area relevant to the case. In cases where professional expertise is not required, a Public Member may be assigned as the advisor.
4. General rotation - case advisor assignments are made generally based on a rotation system so that the caseload is distributed as evenly as possible among board members.

5. Geographical area – case advisor is assigned based on *not* being in the same geographical area as Respondent [Exception: Real Estate Appraisers are assigned by geographical area due to the importance of local area knowledge].

Once assigned, the advisor will receive an email or letter from the Intake staff with notification of the assignment. The notification will include the case number, name of the Complainant, Respondent, original complaint and all supplemental information obtained since the complaint was received. At this time, the assigned advisor should review the materials and determine if there is any conflict of interest or bias that would require reassignment. If a conflict does exist, or if the advisor is uncertain if one exists, the advisor should contact DLSC staff immediately.

Forms of “Discipline”

It is important to understand and remember that almost all professionals hold a certain level of pride in their professional career. The State does not regulate professionals to all operate at the highest standard possible, which is a system better controlled by the market and individual professional’s reputation. Instead, we regulate professionals to operate *above the minimum standard*. At times, licensees may be careless, incompetent or reckless. As the embodiment of the profession, Boards must make sure that the imposed discipline is appropriate to address the misconduct when the entire circumstance is taken into account. In addition to formal discipline, Boards also have non-disciplinary options that may more appropriately correct the licensee’s failure. The case must always be reviewed and determined case-by-case, taking into account all facts specific to that particular case.

Forms of Informal Discipline: Useful Non-Disciplinary Tools

1. Case Closure: Prosecutorial Discretion
 - a. Sometimes, the simple act of opening a case against the licensee is enough to alert the licensee to improve his practices.
 - b. Some examples of situations:
 - i. The incident in question was not seriously harmful to the public;
 - ii. Compliance with the statutes or rules has been gained;
 - iii. The expenditure of resources to pursue the violation greatly exceeds the value to the public in pursuing the matter; or
 - iv. The Board has taken action in regard to the licensee that addressed the conduct and no further action is necessary.
2. Remedial Education
 - a. Requiring licensee to complete education that addresses his failure through a Board Order that does not include specific finding of a violation.
 - b. Remedial education allows the licensee to gain compliance with less embarrassment to his or her professional pride.
3. Administrative Warning
 - a. Requires that the misconduct is a minor violation, and the misconduct is a first occurrence for the licensee (Wis. Admin. Code ch. SPS 8)

- b. The fact that the warning was issued is a public record, but the content of the warning is private and confidential.
 - c. Licensee may request review of the warning within 20 days and make an appearance before the Board. If a warning is appealed, the Board may re-examine the case and request DLSC to pursue a different resolution, if warranted.
4. The Professional Assistance Procedure (PAP):
- a. PAP is an alternative to formal disciplinary process for an impaired professional; it encourages individuals to seek help for their impairment in a non-disciplinary environment.
 - b. If an individual is released from PAP for failure to comply with the program, the Department Monitor at that time may refer the individual to DLSC for formal disciplinary procedures, if appropriate.

Forms of Formal Discipline

If the licensee's misconduct cannot be corrected with a non-disciplinary option, or if the misconduct is common enough that all licensees within the profession must be alerted to its substandard nature, formal discipline may be warranted.

1. Reprimand – to “publicly warn the holder of a credential” (Wis. Stat. § 440.01(1)(e))
2. Limited License – to “impose conditions and requirements upon the holder of the credential, and to restrict the scope of the holder’s practice” (Wis. Stat. § 440.01(1)(d))
 - a. A credential can be limited in many ways, allowing Boards to creatively and most appropriately address the credential holder’s deficiency. For example:
 - i. Education – can the misconduct be resolved by re-education?
 - ii. Testing – can the misconduct be resolved by re-testing?
 - iii. Assessment or Treatment – can the licensee practice safely and competently if AODA impairment is treated?
 - iv. Supervision, Work Reports or Auditing
 - v. Other options by limiting:
 1. Practice scope
 2. Geographic practice area
 3. Types of procedures
 4. Types of clients
 - b. Time period – can be permanent or for a set period of time (e.g. until education is completed, testing passed, or licensee is deemed safe to practice).
 - c. Measurability – when determining the appropriate limitation, please choose limitations that are clearly measurable and enforceable. Establish guidelines on how the licensee can show his or her compliance with the Board’s intended restrictions.
3. Suspension – to “completely and absolutely withdraw and withhold for a period of time all rights, privileges and authority previously conferred by the credential” (Wis. Stat. § 440.01(h))
 - a. Suspension should only be used when the conduct was egregious, as it is a form of deterrence rather than rehabilitation.

- b. Suspensions can be imposed by length of time, completion of other Board requirements, or indefinitely, requiring a successful petition to the Board to lift the suspension.
- 4. Revocation or Voluntary Surrender – to revoke is to “completely and absolutely terminate the credential and all rights, privileges and authority previously conferred by the credential” (Wis. Stat. § 440.01(f))
 - a. Revocation is only appropriate for the most serious conduct
 - b. Not all revocations are permanent: licensees may re-apply (but it is up to the Board whether a license will be granted) unless the Order specifically prohibits or limits it.
 - c. Voluntary surrender is essentially identical to a revocation, except that it causes less embarrassment.
- 5. Voluntary Surrender or Retirement without a Finding of Violation
 - a. There are instances where, regardless of the egregiousness of the conduct, the licensee wishes to stop practicing.
 - b. In these circumstances, the licensee can retire or surrender his or her license without a formal finding of violation.
- 6. Forfeiture or Citations - some boards have the ability to impose monetary forfeitures or citations, which serve a deterrent function rather than rehabilitative.

The legal team assigned to a case will always assist the Case Advisor in determining the most appropriate discipline. The legal team may have additional information such as historical data and recent trend or change in discipline for similar conduct. Also, because the legal team has direct interactions with respondents, the team may have important insight as to what may be the most efficient and effective way to bring a particular respondent into compliance.

Summary Suspensions

Summary suspension is a special tool that allows us to suspend a licensee without a stipulated agreement and before a full hearing. Because this tool circumvents certain due process, it can be used only when the facts establish that the licensee has engaged in and/or is likely to engage in conduct that threatens the health, safety or welfare of the public, which requires emergency suspension.

If a Board uses summary suspension, a formal complaint must be filed shortly after and a hearing held promptly. It is critical that all evidence is ready for the hearing.

Obtaining a summary suspension against a licensee does not necessarily mean that licensee has indeed engaged in misconduct; it only means that we have enough reason to believe he did, **AND** that he will continue to do so, placing the public in danger. Without evidence that the dangerous conduct will continue unless the licensee is suspended, summary suspension should not be granted.

Informal Settlement Conferences

Another special tool ...

Costs

The Department has the authority to recoup time and money spent on a case if discipline is ultimately imposed. Costs include recovery for investigator, paralegal and attorney time, Administrative Law Judge's time if the matter goes to hearing, witness fees, postage, costs paid out for certified copies of records, court reporter fees, etc.

Case Advisor Role

The board member, while acting as a case advisor, has the responsibility to:

1. review the case materials;
2. identify additional materials required in order to make a determination;
3. provide expert and technical advice and assistance to the DLSC staff;
4. assist the attorney in determining the merits of the case;
5. assist the attorney in determining whether a violation occurred;
6. assist the attorney in determining the appropriate discipline if a violation occurred; and
7. assist with finding expert witnesses.

The case advisor is the prosecuting attorney's consultant in determining if a violation occurred, what is the exact nature of that violation, the egregiousness of the violation, and what is necessary to bring the violator back into compliance. While the prosecuting attorney is an expert of the law, without the case advisor's expertise in a particular professional field, the attorney will be unable to adequately determine the facts of the case.

The most important factor in ensuring efficient and effective discipline of a licensee is clear communication between the case advisor and the legal team. With clear direction and expertise, the case advisor can assist the team's investigation and imposition of appropriate discipline. The case advisor and the legal team assigned to a particular case should maintain open communication through telephone, email, fax or regular mail. Complex issues may require telephone discussions. The legal team would always be happy to set up a phone conference at the case advisor's convenience. Communication between the case advisor and the legal team is an on-going process, as the case advisor's expertise may be needed each time new information is discovered.

The case advisor should provide the legal team with an opinion or request for additional information within **two (2) weeks** of receiving the investigative materials (**3 days for appraisers**). Timeliness is critical, allowing the legal team to conduct additional investigation or collect evidence as needed. Licensees also wish to have their cases resolved as soon as possible, as any case open against their license may jeopardize their employment or professional pride and reputation. If a case advisor knows there may be a delay, or if an unexpected event occurs, please contact your legal team immediately and we can set a new date for completion or discuss case transfer options.

The case advisor's opinion/communication should be clear and answer each of these questions: is additional information required? Did a violation occur? What is the violation? What would a *minimally competent* licensee have done in the same circumstance? How egregious is this conduct? What is the root issue? What would adequately address this issue and bring the licensee into compliance?

Please keep in mind that the violation often is not as clear to the legal team as to someone within the particular profession. However, the case advisor's analysis should serve to clear up any confusion or lack of understanding.

Being privy to private (oftentimes unproven) information, the case advisor has a duty to maintain confidentiality. Pending cases cannot be discussed with other board members, colleagues or friends.

Curbside consults with other experts

Occasionally, an issue may arise that is outside the case advisor's specialty or area of expertise. In certain circumstances, the advisor may consult with a colleague in that particular field or specialty in order to form an opinion on the violation and appropriate discipline. However, there are two prohibitions:

1. consultations may not be with another board member
2. do not disclose any identifying information specific to the case

If other questions or concerns arise with who may be consulted, the case advisor should discuss those concerns with the legal team assigned to that case.

Ex-Parte Communication

As both a board member (who act as the decision maker or "judge") and a case advisor (who act as the expert witness), it is essential that all decisions or recommendations are made with objectivity. The advisor must protect against conflicts of interest, as well as the *perception* of a conflict. As such, the board member/advisor must not communicate with individuals involved in a pending case (including complainant(s), respondent(s) and witness(es)).

If a party of a case (whether it's assigned to you or not) attempts to contact you, please advise him or her that you cannot discuss the case with them, and inform your legal team immediately.

Case Advisor Participation in Board Deliberations

When a proposed resolution (whether as a result of a stipulated agreement by the respondent or a proposed decision by the Administrative Law Judge) is before the board for consideration, the board member that served as advisor for the case may or may not be a part of the deliberation, depending on what type of case it is:

- Proposed stipulations, administrative warnings or case closures – the case advisor may participate in discussions and may vote on the matter. The advisor should be prepared to speak in support of the agreed upon resolution, discipline or closure. The advisor can always contact the case’s attorney prior to the meeting in order to refresh his or her memory on why a particular discipline is the most appropriate one.
- Proposed decision following an evidentiary hearing – the case advisor may not participate in discussions. The advisor likely has access to information that was not presented or admitted as evidence during the hearing, and it would be unfair and unjust to the licensee for the advisor to report on conclusions or information that was not proven at the hearing.

Disposal of Materials

All materials you receive during the course of the case investigation and disposition are confidential. They should be kept in a secure location and not shared with others. When the case is closed, you may destroy all copies or return them to the Division of Legal Services and Compliance for disposal.

Caution: Please make certain that none of the materials to be destroyed are originals. If they are, please return these items to the Division of Legal Services and Compliance.

PURPOSE, MISSION AND CORE VALUES

Purpose: The purpose of the Department of Safety and Professional Services is to ensure:

- The safety of consumers of licensed professional services;
- Licensure to competent professionals;
- Compliance with professional and industry standards; and
- Safety in the construction and use of public and private buildings.

DLSC promotes safety through complaint intake and the investigation, inspection, audit and discipline of regulated professionals and businesses. We provide legal services to professional boards, monitor order compliance and administer a program for impaired professionals. Our stakeholders are the public, boards, regulated professionals/businesses and Agency divisions.

Mission: We provide legal services to ensure consumer protection and we courteously assist professionals in achieving compliance with professional standards. We are responsive and respectful to all stakeholders and fiscally responsible to the taxpayers, boards and licensed professionals who bear our financial burden.

Core Values: Our core values are:

- **Integrity:** We treat each other and our stakeholders with courtesy, ensuring decency, honesty and fairness in all of our efforts and communications. We competently and enthusiastically provide our services in a fair and fiscally prudent manner.

- **Accountability:** We take personal responsibility for our results through objective standards, which help us to deliver measureable results within expected timelines.
- **Teamwork:** We foster a winning environment and healthy culture by taking pride in our work, displaying a sense of urgency in our mission and elevating Team success above self. We ensure success through strong relationships with our stakeholders.
- **Service:** We provide exemplary customer-service and value to our stakeholders through effectively responding to their needs in a timely and courteous manner.
- **Continuous Improvement:** We embrace innovative solutions for the continuous improvement of services and efficiency, and we demand an environment of operational excellence and a culture of positive enthusiasm.

Conclusion

We are here to assist case advisors and board members every step of the way to accomplish our joint mission. We thank you for your voluntary service to the State of Wisconsin and your commitment to your profession.

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