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## Our Mission

The legislature declares that, in order to safeguard the public health, safety, and welfare of the people of this state against unauthorized, unqualified and improper practice of social work, it is necessary that a proper regulatory authority be established and adequately provided for.

## NEWS FROM:

### Louisiana State Board of Social Work Examiners

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## From the Chair...

*Judith Haspel, LCSW-BACS*

Much has been going on with the LABSWE in the last year, all with the intention of better serving the community while continuing to perform our primary function which is to protect the public. In 2013, we began an organized assessment of operations by obtaining the services of an outside consulting firm, SSA Consultants, to make recommendations on how to improve our efficiency and the quality of service we provide to our licensees and the public.

One recommendation was to separate the social work board from the other two boards with whom we shared space and staff. When the social work board was established, there were 800 licensees; today there are over 8,000. LABSWE now has its own designated staff and may have its own space within the next two years.

As part of the assessment process, SSA conducted a preliminary satisfaction survey of current licensees and results led to a recommendation by SSA to convene a Blue Ribbon Panel to investigate areas of opportunity to improve licensee satisfaction. The LABSWE Board members convened the Blue Ribbon Panel earlier this year. This panel was comprised of esteemed social workers who do not serve on the board.

Our deepest gratitude goes to the people who served on the Panel: Walter Fahr, Edgar Guedry, Hermann "Buck" Moyse III, Jane Smith, and Lacey Tillotson. Their time, dedication and expertise are greatly appreciated.

The Blue Ribbon Panel called for a more in depth survey, which went to every licensee in the state of Louisiana. The response was significant and the Board would like to thank each person who answered the questionnaire. Your thoughts and comments are being taken quite seriously.

Much valuable insight was provided by the Panel. Some recommendations would require changes to the Practice Act, but there are others that the LABSWE will be able to take without legislative action. The general categories of recommendations are:

1. Improving our website;
2. Increasing communication to licensees;
3. Providing excellent customer service;
4. Improving continuing education information; and
5. Fostering professional relationships.

We expect the above recommendations will assist us in guiding the LABSWE in our mission to safeguard the public health, safety and welfare of the people of the state against unauthorized, unqualified and improper practice of social work. We look forward creating additional improvements in our operations and service.



**PREPARING FOR THE UNEXPECTED**



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