

**Louisiana State Board of Social Work Examiners**  
**Application for Continuing Education Approval Organization**

**Section A: Organizational Information**

Care NOLA  
Name of Organization  
Rachel Eriksen  
Name of Director/President  
26 Karen Ct. Jefferson LA 70121  
Mailing Address City/State Zip  
504 / 264-1178  
Physical Address (if different from above) City/State Zip  
504 / 264-1178  
Telephone /  
Rachel@care-nola.com Fax  
Email Address Website www.care-nola.com

Organization applying for Continuing Education Approval Organization status must have a significant and continual affiliation with the social work profession. Please indicate that which applies:

☐ Professional Social Work Organization  
☐ CSWE Accredited School of Social Work  
☒ Social Work Service Provider

Organization applying for Continuing Education Approval Organization must have three (3) letters of references from any combination of the following:

☐ Professional Social Work Organization  
☐ CSWE Accredited School of Social Work  
☒ Social Work Service Provider

**Section B: Continuing Education Program**

Review and approval of continuing education applications from continuing education providers must be completed by a credentialed social worker. Identify the social worker assigned to administer this process for the organization.

Rachel Eriksen MSW LCSW-BACS  
Name/Social Work Degree/Social Work Credential  
owner  
Relationship to Organization  
26 Karen Ct. Jefferson LA 70121  
Mailing Address City/State Zip  
504 / 264-1178  
Physical Address (if different from above) City/State Zip  
504 / 264-1178  
Telephone /  
Rachel@care-nola.com Fax  
Email Address

# Section C: Approval Guidelines, Process and Agreement

Protocol for receiving request for approval from education presenters:

- Organization will provide LABSWE Continuing Education Approval Application to education presenters upon request.
- LABSWE Continuing Education Approval Application may be mailed, faxed, sent electronically and/or published on Organization website.
- Organization will accept only LABSWE Continuing Education Approval Applications, completed in its entirety and accompanied by required documentation.

Process by which Organization will study and assess the proposed education offering:

- Organization will review application and supporting documentation to determine that it meets all standards and guidelines established in "Criteria for Approving Continuing Education Offerings" and "Guide for Assessment of Continuing Education."

As each organization is structured and staffed differently, organizations shall determine timeline for administering the continuing education program.

- Describe time limit set for making a decision on an educational offering's suitability:

I will approve CEUs within the week of request.

As each organization is structured and staffed differently, organizations shall determine their own fees, if any, charged for these services.

- Describe fees agency will charge to process Continuing Education Applications:

\$65 for 3 hrs. or less \* \$5 for each additional CEU hour  
\$70 for 4 hrs.  
\$80 for 6 hrs.  
\$85 for 7 hrs. \$90 for 8 hrs.

## Section D: Authority

Submission of this signed application certifies that the Organization has studied the "Criteria for Approving Continuing Education Offerings" and "Guide for Assessment of Continuing Education," and determined that the Organization is prepared to assess continuing education opportunities by these guidelines on a timely bases; and has ample storage to maintain all continuing education records for a minimum of three years, and in accordance with Louisiana law. Organization understands that if approved, the organization will be given authority to pre-approve social work continuing education for three (3) years. After three (3) years, the organization shall reapply to the Board if interested in maintaining designation as a pre-approving body. Organization agrees to comply with scheduled LABSWE Continuing Education audits and submit a list of all approved programs to the board office for current collection period by July 15 of each year. Organization agrees to notify LABSWE within thirty (30) days if any information submitted on this application changes. Organization understands that approval is granted at the discretion of the Board and may be revoked if Organization is found to be out of compliance with any aspect of established guidelines.

This designation also designates the organization as an approved provider of continuing education. This designation will be authorized for three (3) years from the date LABSWE approves the application.

  
\_\_\_\_\_  
Signature of Director/President

4/10/24  
\_\_\_\_\_  
Date

Submit completed and signed application, along with three (3) reference letters, to:

Louisiana State Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, Louisiana 70809

For LABSWE office use only:

Application Received \_\_\_\_\_ Application Reviewed \_\_\_\_\_ Application Approved/Denied \_\_\_\_\_  
Approval Expires \_\_\_\_\_

Revised 5/16

Rachel Palmer, LMSW  
Community Liaison  
Visiting Angels Senior Home Care  
Co-Founder, HealthCares Events  
rachseidman@yahoo.com  
504-722-4342

REC'D APR 22 2024

Wednesday, April 10, 2024

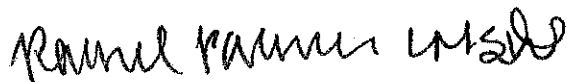
Dear Social Work Approval Board:

I would like to take this opportunity to recommend to you that Care NOLA remain a CEU approval organization for the New Orleans area. I have worked with Rachel Eriksen over the past 10 years; while in my current position at Visiting Angels and HealthCares; in my recent role as Business Development Coordinator at Home Care Solutions; and in my prior role as Director of Independent Living at Woldenberg Nursing Home for 5 years.

Rachel Eriksen runs Care-Nola, providing senior services to families in need in the Metropolitan New Orleans area. She previously worked as Clinical Director at Jewish Family Services for 10 years, and has approved many CEUs for each of my organizations. Allowing Rachel to continue approving CEUs with her business will continue to benefit professionals in the area, as well as area healthcare companies.

Please feel free to contact me with any questions.

Sincerely,

A handwritten signature in black ink that reads "Rachel Palmer LMSW". The signature is written in a cursive, flowing style.

Rachel Palmer, LMSW

# Tulane DOCTORS

NEUROSCIENCES

Healing People.  
Defining Medicine.

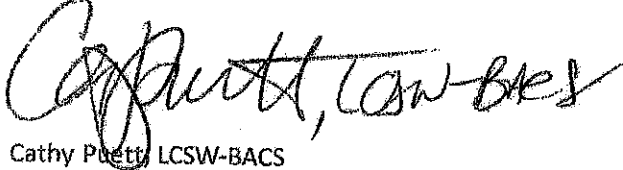
April 15, 2024

Cathy Puett, LCSW-BACS  
Neurology Social Worker  
1415 Tulane Ave. 5<sup>th</sup> floor  
Tulane Medical Center  
New Orleans, LA 70112

Dear LA State Board of Social Work Examiners,

I am writing to recommend that Rachel Eriksen, LCSW, owner of Care NOLA, continue providing CEU approvals through LABSWE. Since she began Care NOLA, she has continued to provide excellent support and reliable service to the professionals in the area. Rachel is organized and timely in her approvals. The service she provides will only continue to benefit the Social Workers the New Orleans and surrounding communities. Please feel free to contact me with any questions.

Kindly,



Cathy Puett, LCSW-BACS

Amy Alvarez, LCSW-BACS, MPH  
Clinical and Forensic Social Work, LLC  
5530 South Liberty Street  
New Orleans, LA 70115  
504-452-5613  
amyalvarezadoptionconsult@gmail.com

Louisiana State Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, LA 70809

April 16, 2024

TO WHOM IT MAY CONCERN:

I am writing to endorse Rachel Eriksen and CARE-NOLA as a CEU provider.

I have known Ms. Eriksen in a professional capacity for several years. She is knowledgeable, compassionate and ethical. Her company, CARE-NOLA, provides valuable services to the Greater New Orleans community.

Allowing CARE-NOLA to provide CEUs will highly benefit providers with vital information to better serve the South Louisiana community and beyond.

If you have any questions or concerns, please feel free to contact me at the above phone number or email address.

Sincerely,

Amy Alvarez, LCSW-BACS/MPH

Amy Alvarez, LCSW-BACS, MPH  
LA License #3541



Louisiana State Board of Social Work Examiners

Application for Continuing Education Approval Organization

Section A: Organizational Information

Darrian Dawson & Associates, LLC  
Name of Organization  
Darrian Dawson  
Name of Director/President  
301 N. Main St. Suite 2233 Baton Rouge, LA 70801  
Mailing Address City/State Zip  
985 / 320-7085  
Physical Address (if different from above) City/State Zip  
985 / 320-7085  
Telephone  
Darrian.Dawson@gmail.com www.darriandawson.com  
Email Address Website

Organization applying for *Continuing Education Approval Organization* status must have a significant and continual affiliation with the social work profession. Please indicate that which applies:

☐ Professional Social Work Organization ☒ Social Work Service Provider  
☐ CSWE Accredited School of Social Work

Organization applying for Continuing Education Approval Organization must have three (3) letters of references from any combination of the following:

☐ Professional Social Work Organization ☒ Social Work Service Provider  
☐ CSWE Accredited School of Social Work

Section B: Continuing Education Program

Review and approval of continuing education applications from continuing education providers must be completed by a credentialed social worker. Identify the social worker assigned to administer this process for the organization.

Darrian Dawson / Doctor of Social Work / Licensed Clinical SW  
Name/Social Work Degree/Social Work Credential  
Clinical Director  
Relationship to Organization  
301 N. Main St Suite 2233 Baton Rouge, LA 70801  
Mailing Address City/State Zip  
985 / 320-7085  
Physical Address (if different from above) City/State Zip  
985 / 320-7085  
Telephone  
Darrian.Dawson@gmail.com   
Email Address Website



## Section C: Approval Guidelines, Process and Agreement

REC'D MAY 06 2024

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Process by which Organization will study and assess the proposed education offering:

- Organization will review application and supporting documentation to determine that it meets all standards and guidelines established in "Criteria for Approving Continuing Education Offerings" and "Guide for Assessment of Continuing Education."

As each organization is structured and staffed differently, organizations shall determine timeline for administering the continuing education program.

- Describe time limit set for making a decision on an educational offering's suitability:

From the date I receive an application for social work continuing education, it will take 1-3 business days.

As each organization is structured and staffed differently, organizations shall determine their own fees, if any, charged for these services.

- Describe fees agency will charge to process Continuing Education Applications:

The Charge will be \$20<sup>00</sup> per Cell.

## Section D: Authority

Submission of this signed application certifies that the Organization has studied the "Criteria for Approving Continuing Education Offerings" and "Guide for Assessment of Continuing Education," and determined that the Organization is prepared to assess continuing education opportunities by these guidelines on a timely bases; and has ample storage to maintain all continuing education records for a minimum of three years, and in accordance with Louisiana law. Organization understands that if approved, the organization will be given authority to pre-approve social work continuing education for three (3) years. After three (3) years, the organization shall reapply to the Board if interested in maintaining designation as a pre-approving body. Organization agrees to comply with scheduled LABSWE Continuing Education audits and submit a list of all approved programs to the board office for current collection period by July 15 of each year. Organization agrees to notify LABSWE within thirty (30) days if any information submitted on this application changes. Organization understands that approval is granted at the discretion of the Board and may be revoked if Organization is found to be out of compliance with any aspect of established guidelines.

This designation also designates the organization as an approved provider of continuing education. This designation will be authorized for three (3) years from the date LABSWE approves the application.

Dorian Dawson, DSW, LCSW 5/3/2024  
Signature of Director/President Date

Submit completed and signed application, along with three (3) reference letters, to:

Louisiana State Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, Louisiana 70809

For LABSWE office use only:

Application Received \_\_\_\_\_ Application Reviewed \_\_\_\_\_ Application Approved/Denied \_\_\_\_\_

Approval Expires \_\_\_\_\_



Louisiana Board of Social Work  
18550 Highlands Rd. b,  
Baton Rouge, LA 70809

To Whom It May Concern:

With great excitement I write this letter of recommendation for Dr. Darrian Dawson to facilitate continuing education courses for social workers in the state of Louisiana. Dr. Dawson has been a Social Work Consultant for Therapy to Heal, LLC since its establishment last year. In this position, Dr. Dawson reviews and provides consultation about the content of continuing education courses offered by our organization. Additionally, since 2020, I have collaborated with Dr. Dawson on several research studies contributing to the enhancement social work scholarship.

Dr. Dawson is very knowledgeable and passionate about the social work field. He has been an Adjunct Professor at Tulane University's and is currently a Lecturer at Virginia Commonwealth University. Dr. Dawson has demonstrated strong written and oral skills and an ability to be dedicated to any task before him.

What stands out the most about Dr. Dawson is his compassion for others and dedication to making a difference. I wholeheartedly and without reservation support Dr. Dawson's application to facilitate continuing education courses. The above description is only a brief overview of the stellar individual that Dr. Dawson is. I have no doubt that if Dr. Dawson were accepted by the Louisiana Board of Social Work that he will become a well-recognized and frequently requested facilitator.

If additional information is needed, please feel free to contact me at (443) 986-6031 or [hiphoptoheal@gmail.com](mailto:hiphoptoheal@gmail.com).

Sincerely,

Dr. Andrea L. Keen-Avery, DSW, LCSW

April 26, 2024

Louisiana Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, LA 70809

REC'D MAY 01 2024

Dear LABSWE Members,

It is an honor and privilege to write a reference letter recommending Dr. Darrian D. Dawson, LCSW as a candidate to serve as a facilitator of Social Work Continuing Education Courses in the state of Louisiana.

I have known Dr. Dawson for the past two years. During this period, Dr. Dawson has demonstrated his dedication of service to the community. He has continuously demonstrated that he is an exceptional therapist and a gifted community advocate. The profession of social work calls on mentors and leaders capable of collaborating with others, collaborating in creative endeavors, innovating, inspiring, and contributing without dominating any undertaking. It is this extraordinary skill that Dr. Dawson brings to every project he undertakes. His impressive poise and style in contributing his best to all his tasks create an environment that draws the best from his colleagues.

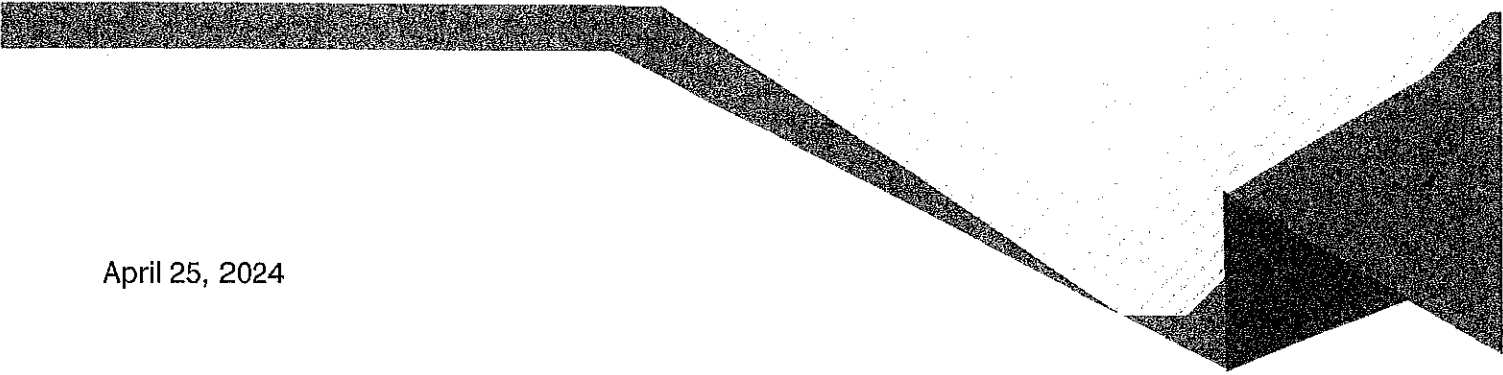
Over the past two years, Dr. Dawson has exemplified a great sense of enthusiasm and dedication to the local community and the profession of social work. In my opinion, Dr. Dawson willingly shares his gifts, talents, and expertise with others. Dr. Dawson's contributions have given life, breadth, and depth to the mission and vision of social work. I am an admirer of his giving spirit, creative talents, and gifts, as well as the poise he radiates, no matter how demanding or pressing the situation.

In closing, it is with great conviction that I wholeheartedly recommend that Dr. Darrian D. Dawson, LCSW, be selected as a candidate to serve as a facilitator of Social Work Continuing Education Courses in the state of Louisiana.

Sincerely,

*Demarius D. Payne*

Demarius D. Payne, MSW, LCSW-BACS  
409 Hancock Ave  
Natchitoches, LA 71457  
demariuspayne@yahoo.com  
318 332 8166



April 25, 2024

**Re: Dr. Darrian Dawson**

Dr. Darrian Dawson's extensive background and dedication to mental health advocacy make him an excellent candidate for teaching continuing education units. His diverse experiences in various settings, including academia, child protection agencies, mental health providers, and recovery management agencies, provide a rich foundation of knowledge to draw upon.

His commitment to research, trauma recovery, and self-care aligns with the principles of continuing education in social work, emphasizing the importance of staying informed about current best practices and strategies for supporting clients effectively.

Furthermore, Dr. Dawson's involvement in community organizations and service, as well as his role as an adjunct professor at respected institutions like Tulane University, Virginia Commonwealth University, and Grand Canyon University, demonstrates his credibility and expertise in the field.

His advocacy for vulnerable communities, efforts to promote social justice, and experience in addressing issues such as food insecurity and racial equity further highlight his qualifications to teach continuing education units. Dr. Dawson's passion for empowering others and his ability to effectively navigate trauma-informed approaches, especially during crises like the Covid-19 pandemic, make him an asset in providing high-quality education to social work professionals. Therefore, I highly recommend approving Dr. Dawson's organization, Darrian Dawson & Associates, LLC, to teach continuing education units.

If you have any questions about my recommendation, please contact me at (504) 373-4467  
[chakajgriffin@healthychangesllc.com](mailto:chakajgriffin@healthychangesllc.com)

Sit

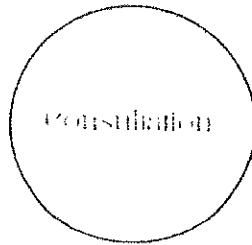
CG, LCSW-BI

Ch

reau-Griffin, LCSW-BACS



[chakajgriffin@healthychangesllc.com](mailto:chakajgriffin@healthychangesllc.com)



From: Dr. Karlissa Wise, LCSW-C  
Wise Counseling & Consultation, LLC  
Suite 200  
Columbia, Maryland 21046  
E: [wcc@wisecounselingconsultation.com](mailto:wcc@wisecounselingconsultation.com)  
P: 410-507-7213

To: Louisiana State Board of Social Work  
18550 highland Road  
Baton Rouge, LA 70809

To Whom It May Concern:

I am writing this recommendation letter for Dr. Darrian Dawson to have the ability to begin conducting Continuing Education Units (CEUs) classes. Dr. Dawson is the perfect candidate to train social workers and mental health professionals. He has a wide range of experience, training, and education. These include but are not limited to child welfare, research, diagnosing, clinical social work, school social work, social justice matters, and many more. These topics are essential for social work professionals in maintaining up to date knowledge in the field.

I highly recommend approving Dr. Dawson to present CEU trainings. If you have any questions you may contact me at 410-507-7213 and

Kind regards,

A handwritten signature in cursive script, appearing to read "Karlissa Wise".

Dr. Karlissa Wise



Louisiana State Board of Social Work Examiners

Application for Continuing Education Approval Organization

REC'D APR 23 2024

Section A: Organizational Information

Lisa Williams, LCSW  
Name of Organization  
Lisa Williams, LCSW - BACS  
Name of Director/President  
5635 Main Street #A136 Zachary, LA 70791  
Mailing Address City/State Zip  
7197 Highway 61 St. Francisville, LA 70775  
Physical Address (if different from above) City/State Zip  
225 / 245 - 5040 844 / 273 - 2191  
Telephone Fax  
Lisa@LisaWilliamsLCSW.com www.Magnolia-Wellness.com  
Email Address Website

Organization applying for Continuing Education Approval Organization status must have a significant and continual affiliation with the social work profession. Please indicate that which applies:

☐ Professional Social Work Organization ☒ Social Work Service Provider  
☐ CSWE Accredited School of Social Work

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Section B: Continuing Education Program

Review and approval of continuing education applications from continuing education providers must be completed by a credentialed social worker. Identify the social worker assigned to administer this process for the organization.

Lisa Williams MSW LCSW  
Name/Social Work Degree/Social Work Credential  
owner  
Relationship to Organization  
5635 Main Street #A136 Zachary, LA 70791  
Mailing Address City/State Zip  
7197 Highway 61 St. Francisville, LA 70775  
Physical Address (if different from above) City/State Zip  
225 / 245 - 5040 844 / 273 - 2191  
Telephone Fax  
Lisa@LisaWilliamsLCSW.com  
Email Address



## Section C: Approval Guidelines, Process and Agreement

Protocol for receiving request for approval from education presenters:

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Process by which Organization will study and assess the proposed education offering:

- Organization will review application and supporting documentation to determine that it meets all standards and guidelines established in "Criteria for Approving Continuing Education Offerings" and "Guide for Assessment of Continuing Education."

As each organization is structured and staffed differently, organizations shall determine timeline for administering the continuing education program.

- Describe time limit set for making a decision on an educational offering's suitability:

Organizations must submit the proper paperwork two weeks prior to the event.

As each organization is structured and staffed differently, organizations shall determine their own fees, if any, charged for these services.

- Describe fees agency will charge to process Continuing Education Applications:

organizations will be charged \$100 to process continuing education applications.

## Section D: Authority

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This designation also designates the organization as an approved provider of continuing education. This designation will be authorized for three (3) years from the date LABSWE approves the application.

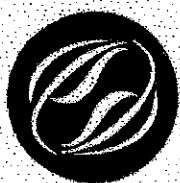
Lisa Williams, LCSW-BACS  
Signature of Director/President \_\_\_\_\_ Date \_\_\_\_\_

Submit completed and signed application, along with three (3) reference letters, to:

Louisiana State Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, Louisiana 70809

For LABSWE office use only:

Application Received \_\_\_\_\_ Application Reviewed \_\_\_\_\_ Application Approved/Denied \_\_\_\_\_  
Approval Expires \_\_\_\_\_



**LESLIE TODD, LCSW, ACSW, ~~BAGS~~**  
*Strategies for Change*

April 9, 2024

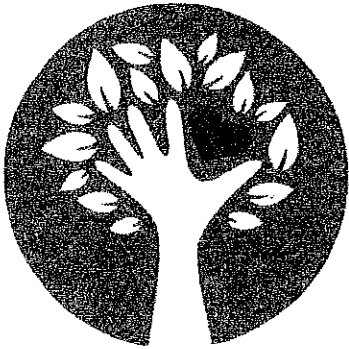
To Whom It May Concern:

Lisa Williams, LCSW-BACS, wishes to become a provider for continuing education approvals. I have known Lisa through our Family Court work and memberships in the Association of Family and Conciliation Courts (La. Chapter) and have found her to be a dedicated professional who upholds social work ethics. I recommend her as a worthy provider.

Sincerely,

Leslie Todd, LCSW, ACSW

La. Lic. #2767



**Dana Papania, LCSW-BACS**

*Heart of the Matter Counseling and Coaching*

April 15<sup>th</sup>, 2024

LABSWE  
Baton Rouge, LA

To Whom it May Concern,

I am writing to recommend Lisa William, LCSW-BACS to become a provider for continuing education approvals. I have known Lisa for 4-5 years and I have found her to be professional and enthusiastic for the field of social work. Lisa has experience in the field of education prior to her career in social work, which I think lends itself to providing these approval services.

Respectfully,

Dana Papania, LCSW-BACS  
Licensed Clinical Social Worker-Board Approved Clinical Supervisor  
P.O. Box 922  
New Roads, LA 70760  
225-443-0110 / dfpapania@gmail.com



SCHOOL OF MEDICINE  
Department of Psychiatry and Behavioral Sciences  
1440 Canal St TB53  
New Orleans, Louisiana 70112  
(504) 988-2201 Fax (504) 988-7457

Ashley Weir, LCSW-BACS, ACSW  
Assistant Professor  
Forensic Sexual Behavior Program Director

April 18, 2024

To Whom it May Concern:

I am writing to recommend Lisa Williams, LCSW-BACS to become a provider for continuing education approvals. I have known Lisa since 1997, and I have found her to be professional and enthusiastic for the field of social work. I have watched her career and knowledge continue to grow through the years and I am excited to see her take this step.

Sincerely,

*Ashley Weir LCSW-BACS*





April 18, 2024

REC'D APR 25 2024

Regina Dewitt  
Administrative Assistant  
Louisiana State Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, LA 70809

Dear Ms. DeWitt,

The Women's Center for Healing & Transformation is seeking renewal of its status as a Continuing Education Approval Organization to maintain the ability to provide this service. Attached are our completed application and three letters of recommendation for Patricia Stout, LCSW-BACS.

If additional information is required, please contact me at 985.634.6732 or email [director@womenscenterforhealing.org](mailto:director@womenscenterforhealing.org).

Thank you!

Sincerely,

Anysia Genre  
Director  
Women's Center for Healing & Transformation

Louisiana State Board of Social Work Examiners

Application for Continuing Education Approval Organization

Section A: Organizational Information

Women's Center for Healing & Transformation  
Name of Organization  
Alysia Genov  
Name of Director/President  
711667 Leveson St Abita Springs, LA 70420  
Mailing Address City/State Zip  
Physical Address (if different from above) City/State Zip  
985/ 892-8111  
Telephone Fax  
director@Womenscenterforhealing.org  
Email Address Website  
Womenscenterforhealing.org

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☒ Social Work Service Provider

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☐ Social Work Service Provider

Section B: Continuing Education Program

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Patricia Stout MSW LCSW-BACS  
Name/Social Work Degree/Social Work Credential  
Founder  
Relationship to Organization  
711667 Leveson St. Abita Springs, LA 70420  
Mailing Address City/State Zip  
Physical Address (if different from above) City/State Zip  
985/ 264-8089  
Telephone Fax  
info@Womenscenterforhealing.org  
Email Address



## Section C: Approval Guidelines, Process and Agreement

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As each organization is structured and staffed differently, organizations shall determine timeline for administering the continuing education program.

- Describe time limit set for making a decision on an educational offering's suitability:

*Six weeks*

As each organization is structured and staffed differently, organizations shall determine their own fees, if any, charged for these services.

- Describe fees agency will charge to process Continuing Education Applications:

*150.00*

## Section D: Authority

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This designation also designates the organization as an approved provider of continuing education. This designation will be authorized for three (3) years from the date LABSWE approves the application.

Angie Guma  
Signature of Director/President

4/18/24  
Date

Submit completed and signed application, along with three (3) reference letters, to:

Louisiana State Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, Louisiana 70809

For LABSWE office use only:

Application Received \_\_\_\_\_ Application Reviewed \_\_\_\_\_ Application Approved/Denied \_\_\_\_\_  
Approval Expires \_\_\_\_\_

Revised 5/16

5001 HWY 190 East Service Road, C-2  
Covington, La 70433  
E-mail: info@cburnstherapy.com

Phone: 985-705-3395  
Fax: 985-246-6080

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March 11, 2024

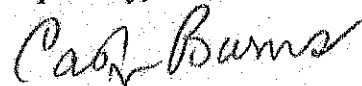
LCSW Board of Examiners  
18550 Highland Road, Suite B  
Baton Rouge, Louisiana 70809

To Whom It May Concern:

I am pleased to recommend Patricia Stout, LCSW to the LABSW as an outstanding practitioner and community organizer. I have known Patricia as a colleague for over 25 years. In that time, I have had the opportunity to receive the benefit of her vast knowledge and expert skill in guiding my own developing career as well as watched her guide social work students, collaborate on retreats and community action projects as well as present CEU content to social workers. Patricia is known in our community for her concern for equity (racial, gender, religious, sexual orientation, etc.). This makes her approach to the content of workshops and professional development events particularly relevant in our times.

Patricia Stout, LCSW is recognized as a capable practitioner who can work with a variety of client presentations including depth work with clients struggling with trauma, addictions, sexual distress, anxiety and depression.

Respectfully,



Carolyn Burns, LMFT

**LAURA HORNADAY, LCSW, 5001 HIGHWAY 190, SUITE C-4,  
COVINGTON, LA 70433      PHONE: 985-807-8231**

March 11, 2024

Louisiana State Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, LA 70809

Re: Patricia Stout, L.C.S.W.

Patricia Stout is a professional colleague with whom I've been acquainted for twenty-nine years. She is a seasoned, highly ethical and competent professional who has excellent clinical and supervisory skills. I belong to a peer supervision group with her and have observed first-hand her outstanding skills. In addition, she has worked in a supervisory capacity at AARNO addictions center in New Orleans and has supervised interns at the Women's Center for Healing and Transformation (which she founded) at both the undergraduate and graduate levels. Patricia is highly respected by her peers because of her outstanding skills and her commitment to professional excellence. In addition to these skills and qualities, I have also witnessed Patricia's leadership in organizing events, particularly her attention to marginalized and oppressed groups. I believe this puts her in an excellent position to create and/or approve continuing education credits for the social work profession. She has curated events over the years that my colleagues and I have found valuable and relevant. I have had the privilege of working with her, and I feel confident in saying that you will be hard-pressed to find a more qualified, experienced professional.

I recommend her without hesitation and regard her as one of the most competent, capable and ethical colleagues/professionals that I know. Please do not hesitate to contact me if you need any further information.

Sincerely,

  
Laura Hornaday, LCSW

## Letter of Recommendation

Candy Rosenblum <candyrosenblum@gmail.com>

Mon 4/1/2024 9:37 PM

To: info@womenscenterforhealing.org <info@womenscenterforhealing.org>

>

> April 1, 2024

> Dear Louisiana State Board of Social Work Examiners.

> I am writing regarding Patricia Stout, LCSW-BACS as an approver for Social Work CEUs'.

> Patricia and I are in a peer group together with other LCSWs' and LPC/LMFT"s and have

> met for many years. We refer clients ot each other and work on cases together. She also discusses

> possible CEU opportunities and possibilities in our professional peer group. I am aware of

> several CEU workshops she has facilitated and/or approved others in our community to facilitate which were popular, and the organization has a good reputation of hosting quality content. She was quick to adapt CEUs' for online presentations when Covid came along. She encourages fair pricing and strives for a variety of topics. She partners with other organizations in the community on the CEU events.

> Patricia is mindful of new developments in the profession, especially as it relates to social justice and marginalized groups. She also keeps up with the latest in trauma research and treatment as well as addiction recovery as well as mindfulness in social work practice. She is a highly competent professional who is connected to her colleagues and has a passion for our profession.

> I highly recommend her to continue her work of vetting CEU presenters for our community.

Sincerely,

Candice Rosenblum, LCSW

C. S. Rosenblum

4/18/24, 11:32 AM

Mall - info@womenscenterforhealing.org - Outlook

Sent from my iPhone





Jeanine Ally Tatum

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April 15, 2024

Louisiana State Board of Social Work Examiners  
18550 Highland Road, Suite B  
Baton Rouge, LA 70809

Dear Members of the Louisiana State Board of Social Work Examiners,

I am writing to address a longstanding issue regarding the completion of my supervision hours and the subsequent application process for licensure. I believe there has been a misunderstanding or oversight regarding my supervision hours, and I am seeking a resolution to ensure that I can proceed with obtaining my social work license in the state of Louisiana.

All required hours were completed by the early 2000s, including 66 hours in New Orleans under the supervision of Elder Tarhakah, LCSW-BACS, and 102 hours under the supervision of Alyssa Tsukroff, LCSW in New York. Upon my return to New Orleans in March 2005, I promptly submitted the necessary information to the state board. However, complications arose in the aftermath of Hurricane Katrina, which significantly impacted the processing of my application.

I spoke with the State Board of Examiners on August 22, 2005, and was informed that all my documents had been received, and I was cleared to take my licensing examination. I had planned to take a refresher course with Mr. Tarhakah, as previously scheduled, and then proceed with the application process. Unfortunately, Hurricane Katrina occurred shortly thereafter, disrupting these plans.

In the months following the hurricane, I contacted the board and discovered that only six months of my supervision hours were on record. Despite my attempts to resolve the issue through appeals and communication with the board, I was granted only one year of supervision hours, which was unacceptable to me. Subsequently, feeling helpless and defeated, I ceased communication with the board, periodically checking in but receiving the same response each time.

Recently, on May 10, 2022, I contacted the board once again and spoke with Regina DeWitt. She confirmed my hours with both supervisors and informed me that I had exceeded the required hours to apply. You can imagine my amazement as I had received no prior communication of this update. She instructed me to update my contact information with tech support before applying and provided their contact details. Unfortunately, my email to tech support went unanswered, and I was unable to proceed with my application at that time.

On January 12, 2024, I reached out and spoke with Sara Banks. After discussions with Emily DeAngelo, it was suggested that, due to an old date, my information might be in storage. Retrieval was anticipated on Tuesday, January 16, 2024, following the MLK holiday. However, due to inclement weather and state closure, we were only able to connect on January 17, 2024.

During our conversation on January 17, 2024, Ms. Banks informed me that, per Ms. DeAngelo's instructions, I would need to appeal again, with no approval guarantee. I firmly believe that the primary issue now is the prolonged duration, and I suspect that my complete record is with the board, awaiting confirmation. Additionally, I was asked to provide termination of my supervision with Mr. Tarhakah. Regrettably, my paperwork was lost during Hurricane Katrina. Despite multiple attempts to reach Mr. Tarhakah following the hurricane, I was unsuccessful. I have since learned of his passing in 2015. Please see the attached link to the obituary: <https://obits.nola.com/us/obituaries/nola/name/baba-tarhakah-obituary?id=33258009>

Social work has been my life's passion and calling. I come from a family with a legacy of social work, and I have dedicated my career to serving diverse populations across various sectors, from non-profit organizations to healthcare and education. The obstacles I have faced in obtaining licensure in Louisiana have been emotionally taxing and have led to the loss of valuable opportunities and income. Ultimately, it was the sole reason I relocated from my home state in 2006.

I urge the board to reconsider my case with compassion and understanding. I believe that the completion of my supervision hours and fulfillment of all requirements for licensure should be recognized, and I respectfully request that my application be processed accordingly.

Thank you for your attention to this matter. I look forward to a prompt and favorable resolution.

Warm regards,

Jeanine Tatum, LMSW

**Regina Dewitt**

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**From:** Regina Dewitt  
**Sent:** Monday, January 22, 2024 11:04 AM  
**To:** Jeanine Ally  
**Cc:** SaraJanet Banks  
**Subject:** LCSW Application- Jeanine Ally

Hi Jeanine,

I attempted to call you earlier. I wanted to follow up with an email. If you would like to apply for the LCSW, please contact our office so we can add one to your account. The Practice Act was updated January 1, 2022. One of the changes will affect supervision hours that were completed more than four (4) years ago. Please see **LA R.S. 37:2708(A)(3)**:

**(3) Has completed at least three thousand hours of postgraduate social work practice over a minimum of two years and a maximum of four years while under the supervision of a board-approved clinical supervisor. The board shall consider circumstances warranting more than four years to complete this experience requirement.**

The following is what we have on file:

Supervisor: Elder Tarhakah, LCSW-BACS  
Supervision Began: 06/08/1999  
Supervision Terminated: NO Termination of Supervision form on file \*\*  
Supervision Credit: 0

Supervisor: Alyssa Tsukroff, LCSW  
Supervision Began: 09/15/2003  
Supervision Terminated: 01/07/2005  
Supervision Credit: 40 hours

From reviewing your file, it appears that we do not have all of your completed supervision forms. We have a letter in your file dated 2006, in this letter you explained how you were unable to contact one of your former supervisors to complete the Termination of Supervision form (Elder Tarhakah). Without this form, we do not have dates of supervision or the amount of supervision that was completed. If you would like for the board to consider what you have on file, you will need to request the board to accept the supervision completed with Elder Tarhakah and provide documentation of the hours that were completed along with a request to accept supervision that was not completed within four (4) years.

If you have any questions or concerns, please feel free to contact our office.

Sincerely,

*Regina M. DeWitt*  
Administrative Assistant  
Louisiana State Board of



**From:** William Lieder <[willmiller@att.net](mailto:willmiller@att.net)>  
**Sent:** Tuesday, April 16, 2024 11:05 AM  
**To:** Regina Dewitt <[rdewitt@labswe.org](mailto:rdewitt@labswe.org)>  
**Subject:** Fwd: Tele supervision

Sorry, I also wanted to ask how this pertains to both MSWs and DSW as well

But as for my origin question, I attended the meeting online and heard the interaction. However, I am not sure that paragraphs 14a+b address my question exactly. Unless I am mis reading them they only pertain to people licensed in person in the state of Louisiana.

This is my question: Tulane offers online education as an in person alternative. All of the students are out of state. Frequently the professors are also out of state. So the students are from out of state and the professors are out of state. But the classes are being orchestrated through Tulane which is in Louisiana. Do the professors need to be licensed in Louisiana in this online situation or are their own state license from the state that they are teaching from enough (as no one is actually physically in Louisiana)?

Thank you,

William

## Social Work

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**From:** William Lieder <wklieder@gmail.com>  
**Sent:** Wednesday, March 13, 2024 11:20 AM  
**To:** Social Work  
**Cc:** Emily DeAngelo  
**Subject:** Re: Required licensure to teach social work

Sorry, I am sending this e-mail again as I had initially mistyped the [LABSWE.org](mailto:LABSWE.org) e-mail address

On Mar 13, 2024, at 11:15 AM, William Lieder <wklieder@gmail.com> wrote:

Quick question,

I am a LCSW licensed in Louisiana (license #4575). It is my understanding that LABSWE recognizes teaching social work as a form of practicing social work. In Louisiana, social work professors who teach MSW courses typically hold licensure either as LMSW or LCSW. It is my understanding that in instances where social work professors located outside of Louisiana teach online social work courses for a university physically located in Louisiana, they might be required to obtain licensure in Louisiana as well, even if neither the students nor the professor themselves are physically present in the state.

Recent discussions have indicated that possessing licensure in their respective states may exempt professors from the requirement to obtain licensure in Louisiana when teaching online courses for a university physically located in Louisiana. This implies that licensure from their home state could suffice for instructional purposes, even for courses serving students in Louisiana. To ensure compliance with all regulations, I am interested in confirming if this interpretation aligns with LABSWE policy regarding the licensing of professors.

Furthermore, I would like clarification on whether licensure requirements apply solely to MSW professors, considering that MSW represents the level of licensure, or if it extends to professors at the bachelor's and DSW levels as well. I am also seeking clarification on whether teaching clinical practice classes mandates holding the LCSW credential. I believe that understanding these nuances is crucial for ensuring adherence to licensing standards and regulatory obligations within the field of social work education.

Any clarification on this matter would be much appreciated,

William Lieder



## **Regina Dewitt**

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**From:** Netters, Wilma (NOLA) <[REDACTED]>  
**Sent:** Wednesday, May 8, 2024 8:02 AM  
**To:** Regina Dewitt  
**Cc:** Wilma Netters  
**Subject:** VA Patient Advocate Job Description  
**Attachments:** PATIENT ADVOCATE PD1.pdf

Good morning,

Please see the attached Department of Veteran Affairs Patient Advocate/Veteran Experience Officer job description. The information is being provided for the board to review the job duties of the position to allow for clinical experience towards supervision.

Thank you.

Wilma C. Netters, MSW  
Southeast Louisiana Veterans Healthcare System  
Patient Advocate/Veteran Experience Officer (VEO)  
Office of the Director  
Southeast Louisiana Veterans Healthcare System  
2400 Canal Street  
New Orleans, LA 70119  
Room 6J215  
504-507-2000 ext. 66496 Office  
504-265-5842 VA Cell



**POSITION DESCRIPTION  
DEPARTMENT OF VETERANS AFFAIRS (VA)  
VETERANS HEALTH ADMINISTRATION (VHA)  
VETERANS INTEGRATED SERVICES NETWORK (VISN)  
PATIENT ADVOCACY PROJECT  
PATIENT REPRESENTATIVE  
(FACILITY PATIENT ADVOCATE)  
GS-0301-11  
PD# 99864-S**

**TERMS OF USE**

This position description is intended for use without modification in accordance with VHA Directive 1605.03 para 5c(2). Because of the detailed and complex duties associated and required of this specialized position, any changes to the duty statements, factor level descriptions, or benchmarks may adversely jeopardize the classification determination along with records management program initiatives and mandates. Material changes or modifications are not allowed.

**INTRODUCTION:** The Veterans Health Administration (VHA) has adopted the Office of Patient Advocacy Modernization Initiative which is a new model of organizing and consolidating essential patient advocacy functions and services to the Medical Center. This streamlined and focused approach moves VHA forward in its continuum of providing comprehensive, compassionate, and coordinated care to Veterans.

**BACKGROUND:** This is a standardized position description (PD) for the Office of Patient Advocacy Modernization initiative developed by Workforce Management and Consulting (WMC). In order to use this standardized PD, all associated duties and responsibilities must be performed.

Patient Advocacy within VA exists to ensure patient concerns are heard and addressed to improve the overall experience and quality of care for patients. Patient Advocacy utilizes Patient Advocates, as well as, staff members across diverse services/departments who are dedicated to specifically working with patients and their caregivers to resolve complaints that arise at the point of service. These individuals include, but are not limited to, designated Patient Advocates, Patient Advocate Supervisors, Service-Level Advocates (SLA), Facility Executive Leadership and Quality Improvement Teams.

The incumbent serves as a Patient Advocate within a VA Medical Facility (e.g., VAMC, CBOC, OPC, etc.). On behalf of the VA Medical Facility Director, this position covers a variety of difficult and/or complex patient concerns, issues, and contacts for the Facility with the goal of providing resolution. The Patient Advocate works exclusively in the Patient Advocate Tracking System (PATs). Although Patient Advocates do not document in the electronic medical record, it is expected that they are well versed in reviewing the record to quickly resolve concerns, whenever possible. The Incumbent also provides coverage for fellow Patient Advocates and may be called upon to serve as the Acting Patient Advocate Supervisor. The Patient Advocate reports to the Patient Advocate Supervisor. The Supervisor reports directly to a member of the Facility Executive Leadership Team (Quad/Pentad).

Patient Advocates are primarily responsible for complaint resolution with service recovery, receiving compliments, working with SLAs to help resolve issues and concerns and communicating with patients about their experiences of care. They collaborate with other facility staff in the creation, development, and implementation of initiatives and actions that improve the patient experience throughout the organization. The Patient Advocate manages the comprehensive Veteran Centered Complaint Resolution (VCCR) and service recovery processes, including final resolutions, data capture, trend analysis of issues and complaints, and communication of trends to facility leadership to help drive system improvements.

Effective, high-functioning Patient Advocacy is integral to fulfilling the goal of providing patients with world-class health care. Every patient should have access to the same level of excellent customer service, regardless of where they receive VA care. Executive Leadership sets the standards for developing and leading this cultural movement. An important part of Patient Advocacy is recognizing that everyone is responsible for serving patients and their families and understanding that Patient Advocacy is Everyone's Responsibility. From a clinical team member to the housekeeper to the lab technician, all employees need to feel responsible and empowered to address patient complaints and concerns. This model empowers SLAs to resolve complaints and address concerns at the point of service. This supports Patient Advocates in performing the higher-level complexity functions of their role, including patient engagement and education, facility rounding, resolution of more complex complaints, trend analysis and process improvement.

## **MAJOR DUTIES:**

### **Complaint Resolution (35%)**

The Patient Advocate is tasked with managing the facility VCCR process, including complaint resolution, data capture and analysis of issues/complaints to make system improvements. All inquiries (compliments or complaints) no matter how a facility receives them (e.g., in person, email, voicemail, congressional, mail, survey, MyHealtheVet, etc.) must be documented in the Patient Advocate Tracking System (PATS), routed to the point of service, resolved, coded and closed.

Patient Advocates assist SLAs and front-line staff in resolving issues that occur at the point of service, while also addressing more complex complaints that were not able to be resolved at the point of service.

When a complaint is identified, the incumbent explores all avenues, crossing all lines of authority and responsibility within the medical facility, in order to properly identify the nature and scope of the problem and to initiate appropriate action to expedite a resolution. Proactively identifies existing or potential problem areas and suggests solutions or alternatives to existing procedures which contribute to these problems.

Due to circumstances or sensitivity, may be asked to independently resolve the most difficult and complex complaints, expedite services, and implement necessary corrective measures within established facility policies. Reviews appropriate documentation and records, and discusses with personnel or witnesses regarding any practice that appears to violate the patient's rights or which cause unnecessary discomfort or embarrassment to patients, their family, or the health care facility and reports such findings with recommendations for improvement to the Facility Director and/or the Facility Quad/Pentad.

Diplomacy, good judgment, compassion, flexibility, and a good sense of humor are required to work with the diversity of patients, family and staff and the complexity and sensitivity of issues which have the potential of controversy or legal action. The ability to comprehend and explain numerous government laws, directives, and policies is required to provide information to individuals representing various levels of educational and cultural backgrounds.

### **Patient Representation (25%)**

Serves as the liaison between the Facility, patients, staff, and the community, ensuring Patient Rights and Responsibilities, advocacy, and services are available. Assists

patients in understanding their rights, in addition to, their responsibilities. Provides a channel through which patients can seek solutions to problems, concerns, and unmet needs, recognizing that complaints are a gap between service expectations and the actual experience of the patient.

Patient Advocates work directly with health care teams, Service Chiefs, and management to facilitate resolution to problems beyond the capability of front-line staff and participate in resolution of system problems by presenting the patient's perspective of the problem and the desired resolution.

Interprets the Facility's mission, policies, procedures, and available resources/services to the patient and presents the patient's concern, opinions, and needs to appropriate staff and management. Represents the Facility Director in safeguarding and ensuring ethical, statutory, and constitutional rights of patients are met.

Assists patients, their families and representatives, and facility staff members in recognizing and removing institutional barriers to the provision of optimum health care to patients.

The Patient Advocate assists patients in understanding the Clinical Appeal Process and how to proceed with a clinical appeal request for reconsideration.

#### **Data Analysis/System Improvement (20%)**

Serves as a staff member directly supporting facility Executive Leadership responsible for planning, organization, development, direction and evaluation of VA Medical Facility administration. Ensures VHA Patient Advocacy goals, policy and requirements are met by collecting, analyzing, and evaluating relevant data, and preparing meaningful reports based on that data.

The Patient Advocate works to identify the elements of clinical or administrative practices which contribute to or create an atmosphere for patient dissatisfaction and recommends appropriating official changes which will reduce or eliminate substantiated complaints.

The Patient Advocate serves on committees whereby patient complaints are identified, resolved, classified, and the data is utilized to improve overall services to patients. The incumbent presents patient issues and data at various facility meetings and committees. Incumbent provides trends of patient inquiries at service and facility levels.

Produces, on a regular basis, a cumulative report which includes a categorization of patient inquiries to track and trend the patterns to identify opportunities for improvement. Works closely with Facility Management to discuss trending concerns that may indicate the need for system improvements.

#### **Relationship Management (20%)**

The Patient Advocate maintains a strong and consistent focus on Complaint Resolution which must always be accompanied by attempts at Service Recovery. Service Recovery focuses on extending efforts to make up for a situation or experience that did not meet the expectations of the patient. It is an expectation that rounds throughout the facility are conducted on a routine basis to solicit patient feedback and build strong relationships with SLAs and service leadership. Rounding also increases the visibility of the Patient Advocate role and promotes the availability of service which it can provide.

Patient Advocate must maintain the attitude of taking a negative experience and turning it into a positive, memorable experience for patients and employees.

The Patient Advocate works closely in identifying, training, and consulting with SLAs, and front-line staff, in resolving issues on first contact within their service area and use of PATS.

Patient Advocates may respond to patient inquiries through multiple VA approved forms of contact (e.g., Inquiry Routing and Information System (IRIS), MyHealthVet, Secure Messaging, E-mail, Phone, Walk-in, Town Halls, etc.), where patients pose questions, complaints, compliments and suggestions.

Maintains a strong relationship with Veterans Service Organizations and others whose interests are in helping and protecting Veterans, their families, and their representatives. Serves as liaison with congressional offices, responding directly to their staff assistants on matters involving patient concerns or dissatisfaction.

Works closely with Public Affairs to include patients' feedback and increase community and Veteran awareness of VA health care resources.

Safeguards privacy data/sensitive policy-making data against unauthorized disclosure. Notifies the Supervisor and Privacy Officer upon disclosure or suspected disclosure of sensitive data by others.

Performs additional activities assigned by the Supervisor. These special activities may be complex in nature requiring immediate attention, rapid coordination and planning, compiling data, preparing reports, and summarizing surveys.

## **FES FACTOR LEVELS**

### **FACTOR LEVEL ONE: KNOWLEDGE REQUIRED BY THE POSITION**

Knowledgeable of hospital systems to effectively address services which are responsible for patient concerns.

Thorough knowledge of Federal Laws, VA eligibility regulations and directives governing medical benefits for Veterans and changes which affect these benefits; facility policies, procedures, and organizational structure; services available; and capabilities of clinics. Knowledge is necessary to answer questions for patients, their families or representatives, and to meet the current standards of The Joint Commission and any other regulatory bodies which may govern the Department of Veterans Affairs, Veterans Health Administration.

Comprehensive knowledge of the principles and practices, federal laws, regulations, policies and procedures governing eligibility, benefits, care, access, services, clinical appeals, and privacy and skill in applying this extensive knowledge to the most difficult and complex problems which patients. This involves knowledge of complex policies of various agencies and organizations. Plays a critical role in the development and coordination of methods, approaches, and systems to ensure both clinical and administrative activities are in compliance with agency, accrediting, regulatory requirements, and medical ethics, especially as they pertain to patient rights.

Knowledge of medical terminology and VA nomenclature used with a variety of administrative, diagnostic, and treatment procedures provided to all categories of patients. Necessary to effectively review and interpret information contained in medical and administrative records is essential.

Thorough knowledge of various Public Laws as well as the Privacy Act, Freedom of Information Act, Advance Directives Act, and others are required.

Comprehensive knowledge of major issues, program goals and objectives, work processes, and administrative operations of the medical facility to evaluate and recommend solutions to measure, evaluate, and improve the effectiveness and efficiency

of key medical center operations that have (or may have) a significant impact of the patient experience.

Comprehensive knowledge of programs, services and support resources available to patients and their caregivers. Thorough knowledge of various Public Laws as well as the Privacy Act, Freedom of Information Act, Advance Directives Act, and others are required.

The work requires a high degree of skill in oral and written communication as well as interpersonal relations. The Patient Advocate must possess skills in motivational interviewing; knowledge of the process of inquiry; and knowledge of active listening principles and record keeping techniques.

Comprehensive skill in communicating effectively, orally and in writing, with a wide range of internal and external customers of the VA Medical Facility. Effective communications skills are essential in collaboration and communication with customers in supporting complaint resolution. Documentation of patient inquiries must be clearly and accurately written and communicated to the appropriate individuals within the Facility to fully address the patient inquiry. Knowledge of medical terminology and VA nomenclature used with a variety of administrative, diagnostic, and treatment procedures provided to all categories of patients is critically important.

Knowledge and skill to conduct interviews in the routine daily encounters with patients, family members, staff members, and external organizations that intercede on behalf of patients. In most contacts, must take the information and begin a process of inquiry. To conduct a review or an inquiry involves establishing the accuracy of the information, identification of those involved, those who need to be involved, the related regulations, requirements and policies, the appropriate documentation of the information in PATS, and whether recommendations for action or the taking of action are completed. This process may involve the persuasion of patients, family or staff to provide information they are reluctant to provide.

Analytical and evaluative skills and techniques to plan and conduct comprehensive studies and evaluations that result in the development and recommendation of new or modified workflows, processes, policies, procedures, and guidelines in key areas impacting overall patient experience are required. The utilization of analytical ability is critical in reviewing policies, identifying existing problems and potential problem areas, and suggesting solutions or alternatives to existing procedures, which may contribute to those problems. The tracking, trending, and analyzing of data from the activities and the ability to evaluate those interventions which are effective is an example of this skill and

knowledge. The ability to effectively review and interpret information contained in medial and administrative records is essential.

The utilization of analytical ability is required in reviewing policies, identifying existing problems and potential problem areas, and suggesting solutions or alternatives to existing procedures, which may contribute to those problems. The tracking, trending, and analyzing of data from the program and the ability to evaluate those interventions which are effective is an example of this skill and knowledge. Documentation of these activities must be clearly and accurately written and communicated to the appropriate individuals within the Facility for the continuous improvement of the care provided.

### **FACTOR LEVEL TWO: SUPERVISORY CONTROLS**

The incumbent performs duties and responsibilities independent of continuing supervision and with the authority to operate independently within broad guidelines established by the Facility Director. In unusual circumstances, the incumbent and supervisor develop a mutually acceptable plan which typically includes identification of the work to be done, the scope of the assignment, desired outcomes and timeline for completion.

Independently plans and carries out work and determines the course of inquiries, reaches conclusions, and negotiates with the involved parties to reach a resolution or compromise. Must recognize when situations require a referral to a higher authority or when other staff should be included to reach resolution. The incumbent must make any important decisions and act on own initiative. Informs management of the potential for any adverse publicity and makes recommendations for opportunities to improve care.

Completed work may be reviewed for consistent application of policies, innovative resolution of problems, impact on facility policy and procedures, thorough documentation and effectiveness in accomplishing program objectives.

### **FACTOR LEVEL THREE: GUIDELINES**

Guidelines consist of a wide range of clinical and administrative regulations, practices and procedures. This includes, Federal laws governing eligibility and benefits for veterans; national and facility operating policies and procedures; standard reference material, texts, and manuals covering the application of analytical methods and techniques (statistical, descriptive, or evaluative); and instructions and manuals covering the subjects involved (e.g., organizations, equipment procedures, policies, and



regulations). These guidelines may not be applicable, or may become barriers when multiple pieces are entangled, to the most complex and difficult problems encountered. Interpretations and adaptations of guidelines to specific problems are frequently required, for example, in determining treatment entitlement and complaints regarding eligibility regulations. In such circumstances the incumbent must use judgment in researching regulations and in determining the relationship between guidelines and organizational efficiency, effectiveness, or productivity.

#### **FACTOR LEVEL FOUR: COMPLEXITY**

On a regular and recurring basis, the incumbent deals with patient complaints and grievances requiring the use of standard procedures of inquiry. The work includes a variety of duties involving different processes and methods. Numerous variables are involved in the decision making. The chosen course of action may require the use of many alternatives some of which may be outside the usual facility procedures. The work requires analysis and interpretation of a variety of conditions and program elements in order to verify or clarify events that are the source of patient dissatisfaction. The work involves gathering information, identifying and analyzing issues, and developing recommendations to resolve substantive problems of effectiveness and efficiency of the services provided to patients.

Seasoned judgment is required to provide optimum patient service. Assigned responsibilities include:

- a. Determining causes of patient dissatisfaction, misinformation, or complaints;
- b. Documenting patient encounters and contacting appropriate services to establish resolutions;
- c. Monitoring and evaluating corrective actions taken;
- d. Maintaining records of inquiries made by patients and/or their representatives, and producing regular reports (These reports are used to track and trend patterns and integrated with the facility's quality management program); AND
- e. Responding both verbally and in writing to congressional, service organization, community group, or other inquiries related to patient inquiries.

#### **FACTOR LEVEL FIVE: SCOPE AND EFFECT**

The incumbent functions as a liaison between patients (including caregivers), management and staff of the Facility. The incumbent identifies, analyzes, and makes recommendations to resolve problems whose solutions may involve workflow, work distribution, staffing, organizational structure, etc. Work, reports and recommendations

generated by the incumbent influence decisions made by managers concerning both internal administrative and clinical operations of the organization. Serving on behalf of the Facility Director, the incumbent maintains positive relationships with patients and families.

The work affects the well-being and care of the patient, reputation of the Facility and the VA at large, as well as the efficient use of the facility resources. In addition, the incumbent must establish positive relationships with staff, that are often burnt out and defensive, to promote a productive and healthy work and care environment.

#### **FACTOR LEVEL SIX: PERSONAL CONTACTS**

Contacts are with both internal and external stakeholders. Internal contacts include clinical and administrative personnel from the health care facility, other VA health care facilities, VA Regional Office, and VA Central Office. External contacts include patients, caregivers, patient representatives, congressional offices, Veterans Service Organizations, community institutions and organizations. The method of these contacts can be face-to-face, telephonic, and in writing. Both patient-initiated and incumbent-initiated.

#### **FACTOR LEVEL SEVEN: PURPOSE OF CONTACTS**

Purpose of contacts for internal stakeholders is to influence managers, physicians and other staff and/or officials to accept and implement solutions to patient concerns and/or recommendations related to care, services, policies and procedures. Staff may need to be motivated or convinced to modify procedures that are barriers to optimum care and patient satisfaction. In these interactions, resistance is frequently encountered due to issues such as organizational culture, service-level conflicts, competing objectives and/or resource problems.

Purpose of contacts for external stakeholders is to mediate and negotiate sensitive issues pertaining to patients. This generally involves receiving inquiries and resolving complaints from patients and their representatives. The incumbent must exercise discretion and tactfulness in interpersonal relations as some patient interactions may include hostility, anger, accusations and blaming. The incumbent must mediate controversial issues and arrive at solutions with patients who frequently have different perspectives and viewpoints.

### **FACTOR LEVEL EIGHT: PHYSICAL DEMANDS**

The work includes walking, standing, bending, carrying of light items, and occasionally assisting with a wheelchair. In some instances, relationships with patients and caregivers can become intense and the incumbent is constantly exposed to high levels of stress and anxiety. This position demands emotional stability, as the incumbent is deeply involved with many challenging, seriously ill, and/or dying patients and their caregivers.

### **FACTOR LEVEL NINE: WORK ENVIRONMENT**

The work environment involves the normal risks typical of an office with the additional risk of dealing with patients who may be hostile and/or are not in touch with reality. Visits are routine to the units/clinics, as well as, administrative offices in the Facility. The incumbent may encounter patients with medically emergent needs/situations and illnesses/conditions that are considered infectious.

### **OTHER SIGNIFICANT FACTS**

#### **CUSTOMER SERVICE**

Routinely displays courteous and respectful behavior to all customers. Greets others with a smile; acknowledges presence of others and uses appropriate salutations. Projects a positive and professional image of the Medical Center. Provides advice that is timely, responsive and accurate. Maintains appropriate rapport with internal and external customers to facilitate the accomplishment of the medical center goals and mission. Keeps supervisor and/or team leader informed of difficult and/or controversial issues and unique problems. Takes action to effectively solve problems before they have an adverse impact on the organization or other employees. Incorporates the VA Core Values of Integrity, Commitment, Advocacy, Respect and Excellence in all interactions.

#### **AUTOMATED DATA PROCESSING (ADP) SECURITY**

Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. Protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

### **GREEN ENVIRONMENTAL MANAGEMENT SYSTEMS (GEMS)**

Shall follow all policies and procedures to ensure compliance with all applicable environmental regulations and requirements and be good stewards of the environment through pollution prevention, waste minimization and resource conservation.

### **HEALTH/SAFETY**

Complies with all safety/fire prevention rules/regulations, using protective equipment when required and provided. Promptly reports all accidents and notifies supervisor of unsafe/unhealthful conditions in the workplace. Attends scheduled training sessions and participates in Facility/service level safety promotions as directed by the supervisor. Knows fire drill and emergency plans for work area, including location of all emergency fire equipment.



## Regina Dewitt

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**From:** Mallory Carpenter <[REDACTED]@gmail.com>  
**Sent:** Friday, May 10, 2024 12:50 PM  
**To:** Regina Dewitt  
**Subject:** M.Carpenter RSW applicant & current job description  
**Attachments:** Sr. Admissions Specialist Job Description.doc

Hello Regina. Thank you for your assistance on the phone earlier. I am completing the RSW application now. I have attached the job description for my current job. I am currently full time and will need to give my managers an update as soon as possible. I have already discussed the matter with them and they are researching how to keep me apart of the team but did ask for the boards help/assistance.

I took the LMSW exam today and I know there is a 90 day waiting period, but was wondering if I would be able to take sooner than 3 months.

I am available via email or phone, . . .

Thank you and I look forward to hearing from you,  
Mallory Carpenter

Can a RSW provide  
these services?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Baton Rouge General Medical Center

## Job Description & Performance Evaluation

**Job Title:** Sr. Admissions Specialist

**Job Code:** 64907

**Approval:** Human Resources

**Date Written/Revised:** 08/2012

**JOB PURPOSE OR MISSION:** Provides patients with appropriate assessment, referral and discharge planning necessary to encourage and enable them to gain appropriate help for psychiatric, chemical dependency and/or social service related problems. Provides individuals and patient referral agents/agencies with information that enables patients to gain access to appropriate psychiatric and medical care. Develops and maintains professional community relationships. Job is performed appropriately for the age population served, as defined in the department's scope of service.

### PERFORMANCE CRITERIA

**CRITERIA A: Everyday Excellence Values** - Employee demonstrates Everyday Excellence values in the day-to-day performance of their job.

#### PERFORMANCE STANDARDS:

- Demonstrates courtesy and caring to each other, patients and their families, physicians, and the community.
- Takes initiative in living our Everyday Excellence values and vital signs.
- Takes initiative in identifying customer needs before the customer asks.
- Participates in teamwork willingly and with enthusiasm.
- Demonstrates respect for the dignity and privacy needs of customers through personal action and attention to the environment of care.
- Keeps customers informed, answers customer questions and anticipates information needs of customers.

**CRITERIA B: Corporate Compliance** - Employee demonstrates commitment to the Code of Conduct, Conflict of Interest Guidelines, and the GHS Corporate Compliance Guidelines.

#### PERFORMANCE STANDARDS

- Practices diligence in fulfilling the regulatory and legal requirements of the position and department.
- Maintains accurate and reliable patient/organizational records.
- Maintains professional relationships with appropriate officials; communicates honesty and completely; behaves in a fair and nondiscriminatory manner in all professional contacts.

**CRITERIA C: Personal Achievement** - Employee demonstrates initiative in achieving work goals and meeting personal objectives.

#### PERFORMANCE STANDARDS

- Uses accepted procedures and practices to complete assignments. Uses creative and proactive solutions to achieve objectives even when workload and demands are high.
- Adheres to high moral principles of honesty, loyalty, sincerity, and fairness.
- Upholds the ethical standards of the organization.

**CRITERIA D: Performance Improvement** - Employee actively participates in Performance Improvement activities and incorporates quality improvement standards in his/her job performance.

PERFORMANCE STANDARDS

- Optimizes talents, skills, and abilities in achieving excellence in meeting and exceeding customer expectations.
- Initiates or redesigns to continuously improve work processes.
- Contributes ideas and suggestions to improve approaches to work processes.
- Willingly participates in organization and/or department quality initiatives.

**CRITERIA E: Cost Management** - Employee demonstrates effective cost management practices.

PERFORMANCE STANDARDS

- Effectively manages time and resources
- Makes conscious effort to effectively utilize the resources of the organization — material, human, and financial.
- Consistently looks for and uses resource saving processes.

**CRITERIA F: Patient & Employee Safety** - Employee actively participates in and demonstrates effective patient and employee safety practices.

PERFORMANCE STANDARDS

- Employee effectively communicates, demonstrates, coordinates and emphasizes patient and employee safety.
- Employee proactively reports errors, potential errors, injuries or potential injuries.
- Employee demonstrates departmental specific patient and employee safety standards at all times.
- Employee demonstrates the use of proper safety techniques, equipment and devices and follows safety policies, procedures and plans.

## **JOB FUNCTIONS**

**ESSENTIAL JOB FUNCTIONS include, but are not limited to:**

- 1. Receives inquiry calls from individuals and agencies seeking access for behavioral services.**

**PERFORMANCE STANDARDS:**

- Accurately documents all intake/inquiry calls.
- Provides appropriate referrals and/or places follow-up calls.

- 2. Schedules and conducts initial in-person assessment for individuals seeking access to behavioral services.**

**PERFORMANCE STANDARDS:**

- Conducts face-to-face Behavioral Health assessments of patients presenting in Emergency Department in need of psych services, as identified by ED staff.
- Provides crisis intervention and discharge planning.
- Conducts BHU consults to the medical floors as indicated.
- Documents assessment data accurately.
- Consults on-call psychiatrist as indicated.
- Completes Insurance precertification and admission paperwork for behavioral unit.



3. **Refers individuals not appropriate for admission to community resources as directed by staff psychiatrist.**

**PERFORMANCE STANDARDS:**

- Initiates contact with community resources as appropriate.
- Accurately documents referrals in appropriate logs daily.

4. **Assembles and reports data regarding department functions.**

**PERFORMANCE STANDARDS:**

- Prepares and submits accurate daily reports of activity.
- Collects and reports special data sets as requested by director.

5. **Orients/trains/serves as a resource for employees.**

**PERFORMANCE STANDARDS:**

- Serves as a mentor to new employees.
- Completes orientation checklists with new employees.
- Serves as a resource to admission staff in complex admissions.
- Provides feedback to director on employees in workgroup.
- Manages workgroup activities in support of department/hospital/system performance improvement.
- Provides crisis intervention and discharge planning to Emergency Department and admissions specialists.

6. **Collects and reports referrals and admission data as required, while monitoring the effectiveness of the hospital's admission process.**

**PERFORMANCE STANDARDS:**

- Monitors conditions in the hospital which adversely affect the admissions process, and reports these conditions as appropriate.
- Proposes new policies & procedures that will make the admission process smoother and more efficient.

7. **Assists with medical social service needs in the ED as needed, within scope of practice.**

**PERFORMANCE STANDARDS:**

- Conducts face-to-face social service consults for patients in need of community services, including shelter, detox, DME, access to primary care, medication, home health, transportation, etc.
- Provides appropriate referrals and discharge planning.
- Provides face-to-face assessment of children, adults, and the elderly as identified by ED staff to be potential victims of abuse; reports suspected cases according to established regulations and standards.
- Assists ED staff with trauma cases and access to morgue as needed.
- Documents findings accurately and according to established regulations and standards.

8. **Performs other duties as assigned.**

**PERFORMANCE STANDARDS:**

- Represents Baton Rouge General at community collaborative initiatives as indicated or assigned.

JOB TITLE: Sr. Admissions Specialist

JOB CODE: 64907

**EXPERIENCE REQUIREMENTS**

2 years related mental health/chemical dependency treatment experience in a psychiatric setting in direct patient care role and/or in a social service role preferred.

**EDUCATIONAL REQUIREMENTS**

**SPECIAL SKILL, LICENSE AND KNOWLEDGE REQUIREMENTS**

Current Louisiana licensure as LCSW, LMSW, CSW, or LPC.

Knowledge of DSM IV Diagnosis Criteria preferred.

**HIPAA REQUIREMENTS:**

Maintains knowledge of and adherence to all applicable HIPAA regulations appropriate to Job Position including but not limited to: Medical records w/o limitation both paper and electronic, patient demographics, lab and radiology results, patient information related to surgery or appointment schedules, medical records related to quality/data, information related to patient location, religious beliefs and/or public health records, patient financial information and/or 3<sup>rd</sup> party billing.

**SAFETY REQUIREMENTS:**

Maintains knowledge of and adherence to all applicable safety practices appropriate to Job Position including but not limited to: Incident reporting, handling of wastes, sharps and linen, PPE, exposure control plans, hand washing, patient identification, monitors or observes patients, and monitors clinical alarms.



## Social Work

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**From:** Bella Townsend <  
**Sent:** Tuesday, May 7, 2024 7:16 PM  
**To:** Social Work  
**Subject:** Question about job meeting requirements of hours toward licensure

Hello,

Would you be able to tell me if this job position would meet the requirements to fulfill supervised hours toward an LMSW?

<https://mindoula-health-inc.breezy.hr/p/ed885db947cc-case-manager-suicide-prevention-program>

Thanks,

--

**mindoula®**

Bella Townsend, LMFT  
Suicide Prevention Program Director

8040 Georgia Ave.  
Suite 170  
Silver Spring, MD 20910

Main: (888) 879-9786  
Direct: (206) 293-4298  
Fax: (888) 511-3073  
[mindoula.com](http://mindoula.com)

## Case Manager, Suicide Prevention Program

Full-Time Suicide Prevention Program

♥ New Orleans, LA / Baton Rouge, LA

Job Openings (/) > Case Manager, Suicide Prevention Program

We are seeking **Case Managers** based in **New Orleans and Baton Rouge, Louisiana** to work with our Teen Suicide Prevention Program. **These positions require some local travel, up to 50% in New Orleans and Baton Rouge, therefore requires residence in Louisiana. Reliable transportation is required.**

Mindoula's teams of case managers, supported by technology including a mobile engagement app, proprietary psychometrics, and predictive analytics, are the key to its success. Mindoula is expanding rapidly across multiple business lines in multiple states and we are seeking an experienced Case Managers for the Suicide Prevention Program.

Mindoula provides virtual and in-person support to members and members' families who have experienced suicide ideation and/or attempts. Our Case Managers work to improve their lives and the lives of their families by providing access to appropriate healthcare and community services.

**Details:** Full-time position. Hours are 11:00am to 8:00pm Central Time.

### Comprehensive Benefits Package includes:

- Medical, Dental and Vision Insurance
- Supplemental Life Insurance
- Short Term and Long Term Insurance paid by Mindoula
- 401k, with a company match
- 3 weeks paid vacation each year, 4 mental wellness days and 11 holidays
- Parental Leave: 8 weeks of paid parental leave
- Personal Development Program: \$500 credit reimbursement per calendar year

Apply To Position  
(/p/ed885db947cc-case-manager-suicide-prevention-program/apply)



(<https://www.instagram.com/workatmindoula>)

(<https://www.linkedin.com/company/mindoula>)



### **How will you contribute:**

- Assistance, as needed and requested, with initial outreach and engagement to a cohort of members
- Continuous outreach and engagement to members on a regular basis (as contracted)
- Develop and coordinate community resources with emphasis on medical, behavioral, violence prevention, and social services.
- Assess members for risk, make quick evaluations for risk, and respond within the parameters outlined within the member's safety plan and perform crisis intervention that ensures the safety of all members.
- Assess a myriad of options for care including the use of benefits and community resources to develop and update the service plan
- Guide and educate members in the development of skills and/or strategies for managing problems and triggers to increase relapse prevention and reduce the risk of their young adult.
- Educate members about mental or physical illness, abuse, violence prevention, medication, and available community and social resources.
- Facilitate the scheduling of appointments and follow-up service as well as provider appointments to conduct assessments or face-to-face visits in the community as needed.
- Provide DBT training to proxy suicide awareness and prevention.
- Act as a liaison and member advocate between the member/family, physician, and facilities/agencies.
- Remind members, as needed, of upcoming appointments and/or missed appointments.
- Interact continuously with members, family, physician(s), and other providers utilizing clinical knowledge and expertise to lower over-utilization of unnecessary resources.
- Report critical incidents and information regarding the quality of care issues.
- Prepare and maintain all required records, reports, paperwork, and member's diagnostic records, maintaining the confidentiality of members at all times.
- Use clear and accurate communication skills (both verbal and written) to facilitate communication with the member, with



staff, and the treatment team; produce high-quality documentation that enables the member to receive the best treatment possible.

- Maintain accurate records of all case management activities.
- Accurately complete all case notes in a professional, timely manner.

**What will make you successful:**

- Bachelors degree in psychology, social work, or another applicable behavioral health discipline from an accredited college or university is required.
- Two (2) or more years of related experience.
- Knowledge of local resources, social determinants of health, mental health, substance abuse disorders, interpersonal violence, and social issues.
- Experience working with at-risk adolescents and young adults is preferred
- Crisis Intervention Training / Crisis Training

**Come be part of the solution!**

Apply To Position (</p/ed885db947cc-case-manager-suicide-prevention-program/apply>)

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## Social Work

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**From:** Brianna Miller <brianna.miller@lsbswe.com>  
**Sent:** Saturday, April 27, 2024 10:19 AM  
**To:** Social Work  
**Subject:** Remote Supervision Request

To: Louisiana state Board of Social Work Examiners  
18550 Highland Rd. suite B  
Baton Rouge, LA 70809

From Brianna Miller LMSW (license#:17600)

United States

RE: Request for remote supervision due to hardship.

LSBSWE Board Members,

Please accept this letter as a formal request for conducting remote supervision for my LCSW Supervision.

I believe my situation meets the requirements for the board to grant such.

I am recently employed as a social worker in Freedom behavioral health hospital ,a part of Byrd hospital of Leesville Louisiana. This is a much-needed new facility in a very rural area that is underserved.

I began my LCSW Supervision on 03/21/24. My Supervision has been accepted and registered with Certemy.

1-The reason I am asking for remote supervision to be granted is because if I leave from work to attend Supervision at myBACS home , Lafayette Louisiana I must travel 350 miles round-trip.

If I am at home and leave to attend Supervision at her house it is approximately 356 miles Round-trip.

The selection pool for Lcsw s/Bacs In Leesville and surrounding area is limited severely. We are considered rural.

Marlene Lucas Lcsw Acsw Bacs is my supervisor. Her license number is 2786. Miss Lucas has declared her agreement that this is a hardship situation.

2 -The timeframe needed for remote, supervision, would be the duration of supervision.

Or if it should transpire that I took another job someplace different that might change it, but I don't see that happening. As I have lived in Manny for many years, it is my home.

3— Jason Reed CEO of Freedom behavioral hospitals is my employer and has indicated to both me and Marlene Lucas the program and software utilized for the remote supervision will be both protected and encrypted. Miss Lucas will be provided an iPad for interactions and supervision which will be loaded with the security software: Microsoft teams and Zoom encrypted.

I have already been provided with same.

4 – Confidential information will be protected as the platforms for supervision as noted above will be both protected and encrypted. During supervision, both Miss Lucas and myself have agreed to be in private rooms with closed doors insuring no one else can listen what is being Discussed.

5 – Should an emergency occur Miss Lucas has provided me with her phone number and I know I can call her at any time .

The facility chain of command has social services directly reporting to the administrator. My administrator is a registered nurse with many years of psych experience. I can utilize her, but I also have on the floor with me at all times other mental health providers to assist me.

I would greatly appreciate it if my fore mentioned request for remote supervision due to hardship could be put on the May 2024 board schedule to be heard and approved.

Thank you very much for your consideration of this matter.

I can be reached at :

Marlene Lucas LCSW can be reached at :

Sincerely,

Brianna Miller, LMSW

