# Annual Report Fiscal Year 2019 Alaska board of social work examiners



Department of Commerce, Community and Economic Development

Division of Corporations, Business and Professional Licensing

This annual performance report is presented in accordance with Alaska statute AS 08.01.070(10).

Its purpose is to report the accomplishments, activities, and the past and present needs of the licensing program.

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#### Identification of the Board

Board Member	Duty Station	Date Appointed	Term Expires
<b>Danielle LaFon</b> Licensed Baccalaureate Social Worker	Fairbanks, AK	Mar 01, 2014	Mar 01, 2022
<b>McCormick, Geoffry</b> Licensed Master Social Worker	Fairbanks, AK	May 14, 2018	Mar 01, 2022
<b>Colleen Vague</b> Public Member	Wasilla, AK	Mar 01, 2019	Mar 01, 2023
<b>Mindy Swisher</b> Licensed Clinical Social Worker	Fairbanks, AK	Apr 02, 2019	Mar 01, 2021
<b>Vacant</b> Licensed Clinical Social Worker			

#### **Identification of Staff**

#### Lauren Osborn – Licensing Examiner

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing Post Office Box 110806 Juneau, Alaska 99811-0806 (907) 465-2551

#### **Chelsea Childress – Records and Licensing Supervisor**

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing Post Office Box 110806 Juneau, Alaska 99811-0806 (907) 465-3262

#### Jun Maiquis – Regulations Specialist

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing Post Office Box 110806 Juneau, Alaska 99811-0806 (907) 465-2550

#### Sher Zinn – Regulations Specialist

Department of Commerce, Community & Economic Development Division of Corporations, Business and Professional Licensing Post Office Box 110806 Juneau, Alaska 99811-0806 (907) 465-2550

#### Marilyn Zimmerman – Paralegal

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#### **Narrative Statement**

The Board of Social Work Examiners is staffed by the Division of Corporations, Business, and Professional Licensing. The Board consists of five members, as follows: one member licensed under this chapter as a baccalaureate social worker, one member licensed under this chapter as a master social worker, two members licensed under this chapter as clinical social workers and one public member. Board members are appointed by the Governor and confirmed by the Legislature.

The primary function of the Board of Social Work Examiners is protection of the public, which is accomplished by adopting regulations to carry out laws governing the practice of social work in Alaska. The Board makes final licensing decisions and takes disciplinary action against people who violate licensing laws.

During FY2018 (July 1, 2017 – June 30, 2018) there were two changes to the Board. Lisa Hay, LSCW was appointed to the board January 2018 and Geoffry McCormick, LMSW was appointed to the board May 2018. The board is currently fully staffed. In FY2018 the board held a total of four meetings; three meetings via teleconference and one in-person meeting located in Anchorage, AK. The board continued to focus on drafting teletherapy regulations and these were forwarded to the Division's regulation specialist for review. In FY2018 HB 318 (an act extending the termination date of the Board of Social Work Examiners to June 30, 2026) was amended to include changes to AS 08.95.010(a) to address barriers in recruiting new Board members. HB 318 passed in both the House and Senate and is currently awaiting transmittal to the Governor. Finally, in FY2018 the Division of Corporations, Business and Professional Licensing (CBPL) adopted a new fee structure for license renewals and CEU applications in order to fulfill the mandate of AS 08.01.065 and to more closely match revenues with expenditures, allowing a comfortable surplus in the event of unexpected costs.

During FY2019 (July 1, 2018 – June 30, 2019) there have been a few changes to the board. The public member seat was scheduled to expire on March 1st, 2019. The Office of Boards and Commissions successfully filled this seat on March 1st, 2019 with Colleen Vague. Additionally, in March 2019 Lisa Hay resigned from her position on the board. The Office of Boards and Commissions filled this vacancy on April 2nd, 2019 with Mindy Swisher, LCSW. Angela Christiansen resigned from her position on the board in April 2019, leaving one vacant position on the board and the Office of Boards and Commissions is currently recruiting to fill this vacancy. Finally, a new licensing examiner, Lauren Osborn, joined the board in January 2019.

In FY2019 the board held a total of two in-person meetings and one teleconference meeting. The board had to reschedule one teleconference meeting due to a lack of quorum. The board continued to focus in teletherapy regulations as well as drafting regulations to clarify substance abuse education and board member absences. Additionally, the board drafted regulations to allow licensees to obtain continuing education credits while attending board meetings. The board is hopeful that this regulation will encourage licensees to attend board meetings and become engaged in the regulatory process. Finally, the board began discussions to develop governance policies to help onboarding for new board members. The proposed regulation changes were public noticed in April 2019.

The Board has maintained its relationship with the Association of Social Work Boards (ASWB), a nonprofit association of social work boards in the United States and Canada. The Board continues to have a liaison with the NASW-AK and the schools of social work at the University of Alaska Fairbanks and the University of Alaska Anchorage. The Board activities include but are not limited to reviewing applications for licensure, auditing continuing education credits, supervision requests, requests for extension of exam time, approving continuing education trainings, and writing regulations. Finally, the Board works collaboratively with the Board Investigator to review licensing complaints and act on cases brought forward for determination.

#### **Budget Recommendations for FY 2020**

The Budget Recommendations section anticipates the board's fiscal priorities for the upcoming year. Please complete all parts of this section with details about anticipated meetings, conferences, memberships, supplies, equipment, to other board requests. Meeting expenses that are being funded through third-party reimbursement or direct booking must be identified separately from expenses paid through license fees (receipt-supported services or RSS). Be sure to explain any items listed as "other" so they may be tracked appropriately.

#1 Rank		(Rank board meetings in	order of importance)
Board Meeting Date	Location	# Board	# Staff
July 8-9, 2019	Fairbanks, AK	5	1
🗷 Airfare:			\$1,200.00
🗵 Hotel:			\$250.00
🗵 Ground:			\$200.00
🗵 Other:			\$200.00
Total Estimated Cost:			\$1,850.00

#2 Rank	(Ra	ank board meetings in	order of importance)
Board Meeting Date	Location	# Board	# Staff
September 16-17, 2019	Fairbanks, AK	5	1
I Airfare: I Hotel: I Ground: I Other:			\$1,200.00 \$250.00 \$200.00 \$200.00
Total Estimated Cost:			\$1,850.00

Rank	(Rank board meetings in order of importa		
Board Meeting Date	Location	# Board	# Staff
December 9-10, 2019	Fairbanks, AK	5	1
🗷 Airfare:			\$1,200.00
🗷 Hotel:			\$250.00
🗷 Ground:			\$200.00
🗷 Other:			\$200.00
Total Estimated Cost:			\$1,850.00

# Budget Recommendations for FY 2020

#4 Rank	(Ra	ank board meetings in	order of importance)
Board Meeting Date	Location	# Board	# Staff
March, 2020	Fairbanks, AK	5	1
I Airfare: I Hotel: I Ground: I Other:			\$1,200.00 \$250.00 \$200.00 \$200.00
Total Estimated Cost:			\$1,850.00

(Rank board meetings in order of importance)

Board Meeting Date	Location	# Board	# Staff
May, 2020	Fairbanks, AK	5	1
🗷 Airfare:			\$1,200.00
🗷 Hotel:			\$250.00
🗷 Ground:			\$200.00
🗷 Other:			\$200.00
Total Estimated Cost:			\$1,850.00

Travel Required to Perfor I Not applicable	m Examinations		
Date	Location	# Board	# Staff
Description of meeting and its	s role in supporting the mission	of the Board:	
□ Airfare:			\$0.00
🗆 Hotel:			\$0.00
Ground:			\$0.00
Conference:			\$0.00
□ Other:			\$0.00
Describe "Other" (bre	eak out all sections):		
Total Estimated Cost:			\$0.00

#5 Rank

#### Budget Recommendations for FY 2020 (continued)

Date		Location	# Board	# Staff
August 22-24, 20	19	Alexandria, VA	1	1
escription of meet	ing and its role in s	upporting the mission o	of the Board:	
·	U			
lew Board Membe	er Training – Top	ics to be covered dur	ing the training include	e the role and
			challenges for regulato	
esponsibilities of D	valu members, m			
-			0 0	, ,
political realities of b			5 5	. ,
-	ooards.			
	boards. License Fees	Third-Party	Third-Party Direct	Total
political realities of b	ooards.			-
oolitical realities of b	boards. License Fees	Third-Party	Third-Party Direct	-
oolitical realities of b	ooards. License Fees (RSS)	Third-Party Reimbursement	Third-Party Direct Booked	Total
Expenditure Expenditure	boards. License Fees (RSS) \$0.00	Third-Party Reimbursement \$0.00	Third-Party Direct Booked \$800.00	<b>Total</b> \$800.00
Expenditure Expenditure E Airfare: E Hotel:	boards. License Fees (RSS) \$0.00 \$0.00	Third-Party Reimbursement \$0.00 \$0.00	Third-Party Direct Booked \$800.00 \$450.00	<b>Total</b> \$800.00 \$450.00
<ul> <li>Expenditure</li> <li>Airfare:</li> <li>Hotel:</li> <li>Ground:</li> </ul>	ooards. License Fees (RSS) \$0.00 \$0.00 \$0.00 \$0.00	Third-Party Reimbursement \$0.00 \$0.00 \$100.00	Third-Party Direct Booked           \$800.00           \$450.00           \$0.00	<b>Total</b> \$800.00 \$450.00 \$100.00
<ul> <li>Expenditure</li> <li>Airfare:</li> <li>Hotel:</li> <li>Ground:</li> <li>Conference:</li> <li>Other</li> </ul>	ooards. License Fees (RSS) \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Third-Party Reimbursement \$0.00 \$0.00 \$100.00 \$0.00 \$125.00 MI&E_NOTE:	<b>Third-Party Direct</b> <b>Booked</b> \$800.00 \$450.00 \$0.00 \$0.00	<b>Total</b> \$800.00 \$450.00 \$100.00 \$0.00 \$125.00

# Budget Recommendations for FY 2020 (continued)

Date		Location	# Board	# Staff
November 7-9	)	Orlando, FL	1	1
Description of meet	ing and its role in su	pporting the mission o	f the Board:	
2 workshops in conj	unction (Admin Worl	kshop and Annual Deleg	gate Assembly)	
neld in conjunction	with the annual dele	gates assembly, the day	prior)	-
examination adminis	sembly – Addresses t stration to long-rang License Fees (RSS)	the overall operation of e goals. Third-Party Reimbursement	the association from fi Third-Party Direct Booked	nancial records to Total
examination adminis	stration to long-rang License Fees	e goals. Third-Party	Third-Party	
examination adminis	stration to long-rang License Fees (RSS)	e goals. Third-Party Reimbursement	Third-Party Direct Booked	Total
Examination adminis	stration to long-rang License Fees (RSS) \$0.00	e goals. Third-Party Reimbursement \$0.00	Third-Party Direct Booked \$1,800.00	<b>Total</b> \$1,800.00
Expenditure Expenditure E Airfare: E Hotel:	stration to long-rang License Fees (RSS) \$0.00 \$0.00	e goals. Third-Party Reimbursement \$0.00 \$0.00	Third-Party Direct Booked \$1,800.00 \$900.00	<b>Total</b> \$1,800.00 \$900.00
Expenditure Expenditure E Airfare: E Hotel: E Ground:	stration to long-rang License Fees (RSS) \$0.00 \$0.00 \$0.00	e goals. Third-Party Reimbursement \$0.00 \$0.00 \$200.00	<b>Third-Party</b> <b>Direct Booked</b> \$1,800.00 \$900.00 \$0.00	<b>Total</b> \$1,800.00 \$900.00 \$200.00
Expenditure Expenditure Airfare: Hotel: Ground: Conference: Other	stration to long-rang License Fees (RSS) \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	e goals. Third-Party Reimbursement \$0.00 \$0.00 \$200.00 \$200.00 \$325.00 MI&E. Scholar	Third-Party           Direct Booked           \$1,800.00           \$900.00           \$0.00           \$0.00	<b>Total</b> \$1,800.00 \$900.00 \$200.00 \$0.00 \$325.00

#### Budget Recommendations for FY 2020 (continued)

		Location	# Board	# Staff
April, 2020		Chicago, IL	1	1
Association of Socia	Work Boards Sprin	g Education Conference	)	
		to navigate the evolving rs topics that include th		
Expenditure	License Fees (RSS)	Third-Party Reimbursement	Third-Party Direct Booked	Total
🗷 Airfare:	\$0.00	\$0.00	\$1,800.00	\$1,800.00
🗷 Hotel:	\$0.00	\$0.00	\$900.00	\$900.00
🗷 Ground:	\$0.00	\$200.00	\$0.00	\$200.00
Conference:	\$0.00	\$0.00	\$0.00	\$0.00
🗷 Other	\$0.00	\$325.00	\$0.00	\$325.00
Describe "Other	r" (break out all sect	ions): MI&E. Scholarship fu	unding available. All fees are est	timates based off past tra
	<b>\$0.00</b>	\$0.00	\$0.00	\$3,225.00

	ASWB – Association of Social Work Boards	\$500.00
Product or Service	Provider	Cost Per Event
🗷 Membership	□ Training □ Other	
Not Applicable	Resources	Examinations

Description of item and its role in supporting the mission of the Board:

The Association of Social Work Boards (ASWB) provides the Alaska Board of Social Work Examiners with trainings, guidance on the regulation of social work practice, and national examinations for licensees. In addition, ASWB has created a rigorous review process for social work continuing education, called the ACE Program. This simplifies the process for our licensees in finding approved continuing education activities.

# Budget Recommendations for FY 2020 (continued)

Summary of FY 2020 Fiscal Requests					
Board Meetings and Teleconferences:	\$9,250.00				
Travel for Exams:	\$0.00				
Out-of-State and Additional In-State Travel:	\$7,925.00				
Dues, Memberships, Resources, Training:	\$500.00				
Total Potential Third-Party Offsets:	\$0.00				
Other:	\$0.00				
Total Requested:	\$17,675.00				

#### Legislation Recommendations Proposed Legislation for FY 2020

 No Recommendations The Board has no recommendations for proposed legislation at this time.
 Recommendations The Board has the following recommendations for proposed legislation:

#### **Regulation Recommendations Proposed Legislation for FY 2020**

	<b>No Recommendations</b> The Board has no recommendations for proposed regulations at this time.
X	<b>Recommendations</b> The Board has the following recommendations for proposed regulations:
	board has metnioned they will be pursuing a regualtion change to amend the udpated /B Model Social Work Practice Act to include the amendements from 2018.

#### **Goals and Objectives**

#### Part I

#### FY 2019's goals and objectives, and how they were met:

- 1) Public protection is the primary goal of this board. This goal was met through:
  - a. Regular quarterly board meetings to review applications, address concerns of licensees, and consider disciplinary sanctions against those who violate license laws. Minimally required to hold two meetings per year.
  - b. Investing in on-going trainings for board members and the assigned licensing examiner, primarily through the Association of Social Work Boards (ASWB).
  - c. Providing information on the path to licensure to social work students at the University of Alaska Anchorage and the University of Alaska Fairbanks in an effort to bring education regulation into the classroom to strengthen student and faculty knowledge of professional regulation, its impact and connection to public protection and social work values.
- 2) Collaborative relations with CBPL. This goal was met through:
  - a. Streamlining application review via mail ballot. The licensing examiner sends requests for review to the board members once per week for increased efficiency.
  - b. Maintaining positive relationships with other division staff regarding compliance issues, licensing, investigations, finances, legal and additional departments on a regular basis and as needed.
- 3) Maintain financial stability. This goal was met through:
  - a. Regular division updates during quarterly board meetings
  - b. Decrease in license fees
- 4) Remain apprised of changes in exam procedures, regulations, training and professional trends.
  - a. The board's membership and attendance at the new board member trainings, spring education conference, and annual delegate's assembly assures this goal is being met.

#### **Goals and Objectives**

#### Part II

- 1. Public protection will continue to be the goal of this board. Face-to-face/in-person meetings ensure less distraction, instant feedback and creates strong bonds between board members. The Alaska Board of Social Work Examiners will continue to advocate for in-person meetings and work with the Division of Corporations, Business and Professional Licensing to complete its duties.
  - **Strengths:** The Alaska Board of Social Work Examiners in committed to public protection by applying the statues and regulations appropriately and ensuring that licensees meet the requirements for initial licensing and/or renewal. Additionally, the Alaska Board of Social Work Examiners works with the Department of Law to review complaint investigations and provide advisement as to whether a licensee is practicing within their code of ethics and adhering to the statutes and regulations. This practice allows the Alaska Board of Social Work Examiners to safeguard the public from unethical and/or unlawful practice.
  - Weaknesses: The board has agreed that in-person board meetings are the most effective way for the board to conduct business. The ability for in-person meetings has been threatened by the delayed approval of travel and/or denial of travel by the state department.
  - **Opportunities:** The board has worked to identify issues that may arise during in-person board meetings that distract the board from completing board business including cellphone usage, tardiness, ineffective use of board time, etc. In an effort to minimize these distractions and maximize the use of meeting times the board has drafted a guideline of expectations for board members to adhere to during board meetings. An additional opportunity may be the Division's investment in a sufficient program that allows for effective distance delivery meeting opportunities. Finally, the Alaska Board of Social Work Examiners may seek opportunity to present at the NASW-AK biannual conference in September to provide an overview of the role of the board and review statutes and regulations.
  - **Threats:** Threats to the board's ability to meet this goal include state travel restrictions, board member travel restrictions, and poor performance by board members.
  - **Required Resources:** The Alaska Board of Social Work Examiners is a financially self-sustaining board. The board will need to maintain a fiscally responsible budget in order to support the cost of in-person meetings.

#### Goals and Objectives (continued)

#### Part II

- **2.** The board will continue collaborative relationships to strengthen current partnerships with other agencies.
- **Strengths:** The board has maintained a strong relationship with the Association of Social Work Boards. This relationship allows the board to participate in unique training opportunities that strengthens their operations and knowledge. Additionally, ASWB provides the Alaska Board of Social Work examiners with regulatory guidance and interstate collaborations for social work licensure mobility practices.
- **Weaknesses:** The board does not have a relationship with the National Association of Social Workers due to a lack of in-state NASW-AK representatives.
- **Opportunities:** ASWB hosts meetings and training opportunities throughout the year. A representative from the Alaska Board of Social Work Examiners attends these training events in order to strengthen the board's understanding of social work regulation and ensure effective training for board members and staff. The Alaska Board of Social Work Examiners may elect to assign a board member liaison to attempt to develop a relationship with the NASW-AK chapter. Additionally, the Alaska Board of Social Work Examiners may have future opportunity to present at the NASW held biannually.
- **Threats:** Travel restrictions may prevent the Alaska Board of Social Work Examiners from taking part in the above listed opportunities.
- **Required Resources:** The Alaska Board of Social Work Examiners is a financially self-sustaining board. The board will need to maintain a fiscally responsible budget in order to support the cost of in-person meetings.

#### Goals and Objectives (continued)

#### Part II

- 3. Continue to maintain financial stability with fees being adjusted as necessary.
- **Strengths:** The Alaska Board of Social Work Examiners will continue to work with the Division of Corporations, Business and Professional Licensing to conduct financial audits and adjust licensing fees as appropriate.
- Weaknesses: There are no identified weaknesses at this time.
- **Opportunities:** The board has the opportunity to adjust the licensing fees when determined necessary and maintain a sustainable budget.
- **Threats:** A significant cost to the board could financially devastate that board's operating budget and cause licensing fees to rise to an unmanageable level. If this happens licensees may elect to forgo licensing renewal resulting in a financial crisis that may prevent the board from continued operations.
- **Required resources:** The board will need to remain fiscally responsible and consider the cost associated with board actions and/or decisions. Additionally, the Division of Corporations, Business, and Professional Licensing will need to continue to supply the board with a division update that includes the schedule of revenues and expenditures for the board to review during scheduled board meetings.

#### Goals and Objectives (continued)

#### Part II

- 4. The Alaska Board of Social Worker Examiners will maintain a full board with all positions filled.
  - **Strengths:** The Alaska Board of Social Work Examiners remains active in his commitment to maintain a full board at all times. Upon seat vacancy, board members often reach out to their colleagues to notify them of an available position on the board.
  - Weaknesses: Seat positions are filled through the Office of the Governor/Boards and Commissions and the board is notified of a newly appointed board member via DCBPL staff. The board is not directly involved in this process. Various board members have advised the board that upon appointment they received little information about the duties, workload, and time requirements of the board. This has caused board members to relinquish their positions due to an inability to fulfill the needs of the board.
  - **Opportunities:** The board chair sent a letter to the Boards and Commissions staff October 2018 to notify them of the issue with lack of information prior to appointment and how this was affecting the board's ability to function effectively. A response was received from the Boards and Commissions staff with a commitment to better inform candidates however it was explained that as staff transition through positions this may not always occur. An additional response was received from DCBPL staff notifying the chair that they are working on drafting an informative document that will provide board members with clarification of their duties and responsibilities.
  - **Threats:** The Alaska Board of Social Work Examiners is an ongoing active board that requires significant commitment from voluntary board members. This includes but is not limited to traveling, taking personal leave from work for board meetings, regularly reviewing applications, complaints, and special requests, drafting regulations, etc. When new board members are not fully informed of the required commitments prior to appointment they may be unable fulfill their duties, leaving the bulk of the workload on the remaining board members, resulting in delayed service delivery, burnout, frustration, and an unwillingness to continue serving on the board.
  - **Required Resources:** The Boards and Commissions staff who are responsible for the vetting process should fully inform potential board members of the commitments of the board members to ensure that these duties can be fulfilled.

Sunset Audit Recom	Sunset Audit Recommendations	
Date of Last Legislative Audit:	October 24, 2017	
Board Sunset Date:	June 30, 2026	

Audit Recommendation: DCBPL's director should improve procedures to ensure board-required documentation is obtained prior to licensure.	
	One of 25 licenses tested as part of the audit did not contain sufficient evidence that the licensee had met regulatory requirements. The Board of Social Work Examiners appropriately approved licensure pending receipt of key documentation. However, the license was issued without obtaining proper documentation by DCBPL staff, resulting in noncompliance with regulatory requirements. Licensing a person that has not met the requirements for licensure increases the risk to public safety. According to AS 08.01.050(a)(3), (9), and (14), DCBPL is responsible for overseeing
	the licensing activity for the board. The audit identified a lack of procedures to ensure board-required documentation is received prior to licensure.
	We recommend DCBPL's director improve procedures to ensure board-required documentation is obtained prior to licensure. Additionally, corrective action should be taken to address the noncompliant licensee.
Action Taken:	The board and the division have been corresponding regarding the actions they can take. The board has proposed an action plan and is waiting to hear back from the division on if the steps within the action plan is allowed. DCBPL staff have assured the board that they have taken steps within the Division to ensure staff receive adequate training moving forward.
Next Steps:	Once approved by DCBPL, the board will notify the licensee of the findings and proceed according to the action planned that is developed between the board and DCBPL.
Date Completed:	In progress.

# Sunset Audit Recommendations Date of Last Legislative Audit: October 24, 2017 Board Sunset Date: June 30, 2026

Audit Recommendation:	The Office of the Governor, Boards and Commissions director should work with the board to identify potential applicants for the board's vacant clinical social worker position.
	One clinical social worker position on the board became vacant March 2017 and remained vacant through October 2017.
	Per AS 08.95.010(a), the board is statutorily required to consist of five members appointed by the governor, including two clinical social workers. One of the five board members must be a social worker who is not employed by a federal, state, or local government or a federally tax exempt non-profit organization. According to Boards and Commissions staff, the stringent requirements make it difficult to find qualified applicants. The lack of a clinical social worker may limit the board from conducting business with appropriate professional input and perspective.
	The Office of the Governor, Boards and Commissions section is responsible for actively recruiting, interviewing, and vetting board applicants. The board is in the unique position to help identify potential applicants.
	We recommend the Boards and Commissions director work with the board to identify potential applicants for the board's vacant clinical social worker position.
Action Taken:	The Office of the Governer, Boards and Commissions was able to recruit and fill all board seats in 2018. As of April 2019 there is one vacant position due to a board member relinquishing her position after discovering that she was unable to fulfill the time requirements of the board. The board chair has reached out to colleagues who meet the qualifications to determine interest and encourage them to consider applying for a position on the board.
Next Steps:	The Office of the Governer, Boards and Commissions will need to interview applicants and appoint a new board member to fill the vacant position.
Date Completed:	In progress.