



Making license application and renewal easy for Nevada social workers

application processing | renewal processing | license transfer application processing

Features

Online application with clear instructions

Easy. Application can be completed in minutes; available 24/7

Immediate email confirmation to applicant

Reassuring. Applicants receive verification of receipt of materials

Processing completed within seven days when all required supporting documents are submitted with application

Efficient. Streamlined process ensures application and renewal processes proceed quickly

Automated and personalized email communications throughout application process, including alerts for renewals

Timely. Applicants are continually apprised of their application status and reminded when it's time to renew

Call center application specialist professionals ready to answer questions and review application materials

Personal. Calls are answered in person by knowledgeable professionals who can answer questions about state-specific rules and review applications in real time

Benefit to Social Workers

Why ASWB

ASWB shares the public protection mission of the State of Nevada Board of Examiners for Social Workers. ASWB provides services only to member social work regulatory boards. Our solutions are developed with only one profession in mind. We're ready to implement when you sign the contract.

We are you. ASWB has invested in our contract services in order to advance our members' public protection mission. We offer the highest quality services at the lowest possible price. Many portions of our services are offered free of charge, including database development and software programming.

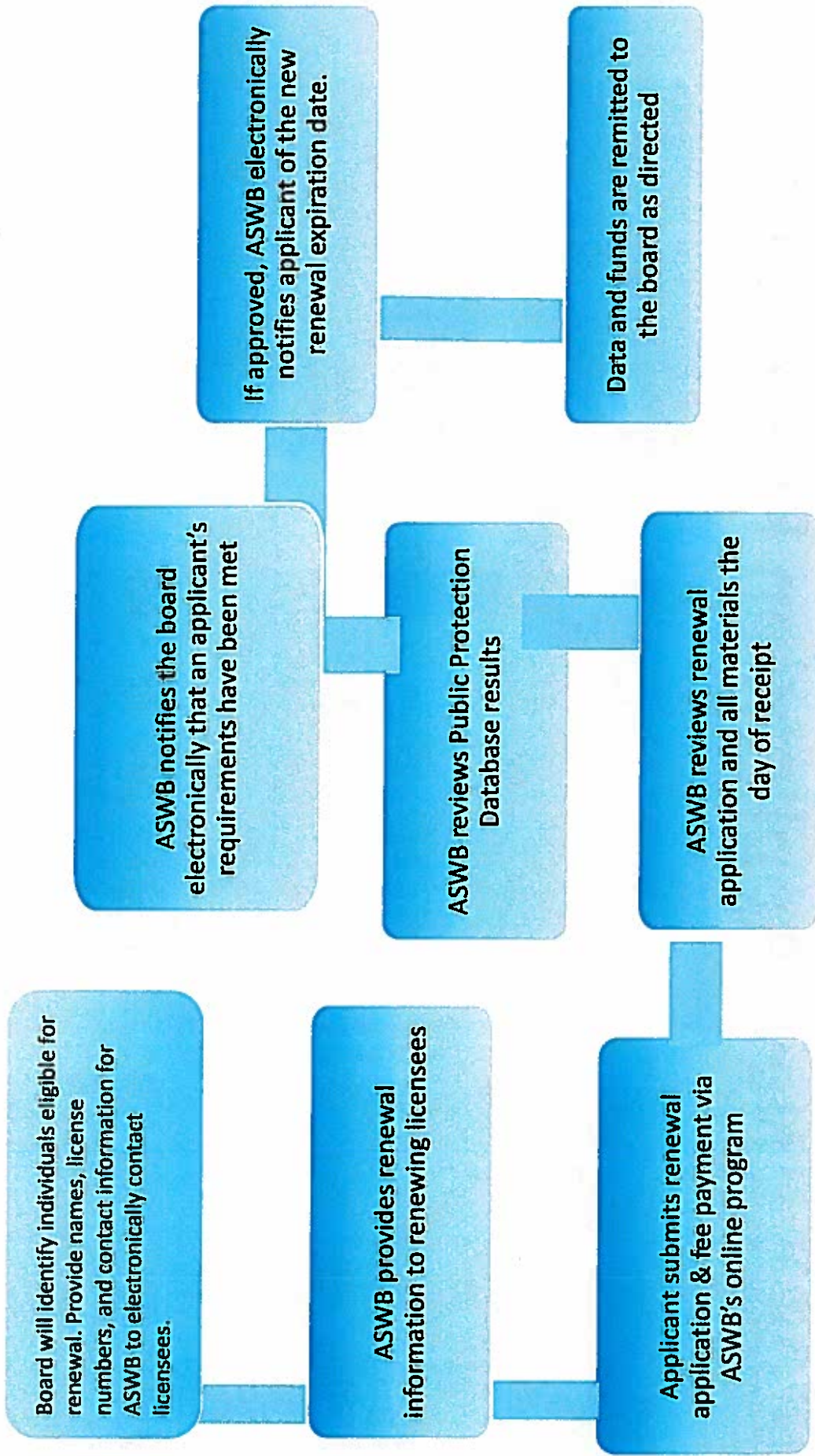
Be ready for mobility

Military families, electronic practice, and an increasingly mobile society are creating new challenges for regulators. Social work boards that use ASWB application services are ready to make it easier for social workers to gain licensure in various states while staying true to their mission of protecting the public. Social workers in the ASWB license application program can be automatically entered into the Social Work Registry, which provides a central, secure repository for their transcripts, application materials, exam scores, supervision records, and much more. Upon the social worker's request, these materials can be easily transmitted to ASWB member jurisdictions.

Contact Jennifer Henkel (jhenkel@aswb.org) or Dave Ryczko (dryczko@aswb.org) to discuss your needs, or visit members.aswb.org/services to learn more about ASWB contract services.

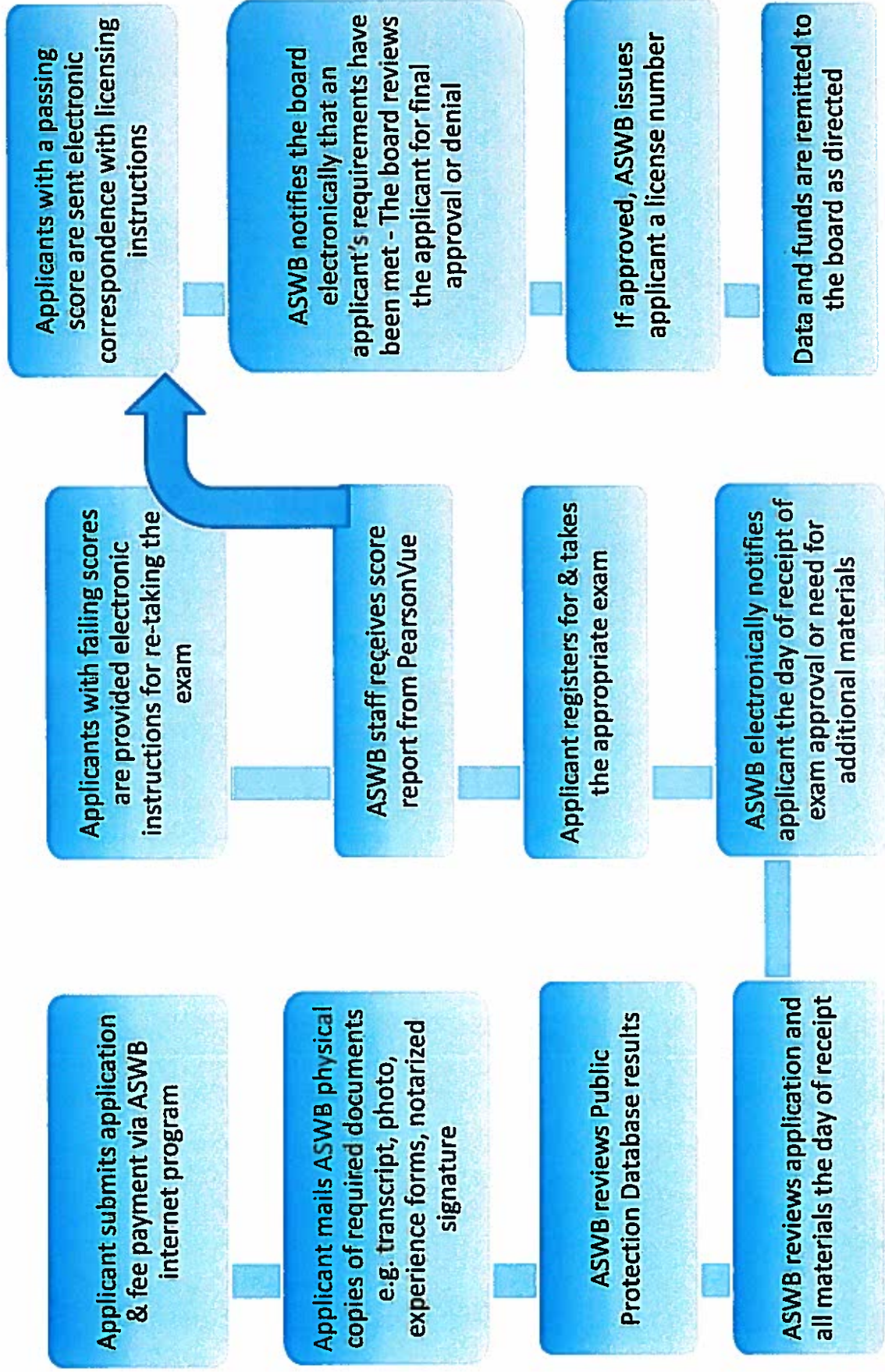


Renewal Application Processing





New Application Processing





Social Work: Application Processing

About ASWB

The mission of the Association of Social Work Boards (ASWB) is to strengthen protection of the public by providing support and services to the social work regulatory community to advance safe, competent, and ethical practices. As the nonprofit association of social work licensing boards, ASWB helps to foster public and professional understanding of the value, competency and accountability of regulated social workers. ASWB's members include all 50 states, Washington, D.C., the U.S. Virgin Islands, Guam, the Northern Mariana Islands, and all 10 Canadian provinces.

A. Key advantages

ASWB offers the Nevada Board of Examiners for Social Workers (the Board) several key advantages in providing pre-approval services for licensure candidates:

- ASWB is a proven, efficient and cost-competitive service provider. ASWB has been supporting the Massachusetts Board of Registration of Social Workers since 2005 by providing license application, license issuance and CE audit services. ASWB is ready to provide similar services to the Nevada Board of Examiners for Social Workers.
- ASWB has processed more than 35,000 license applications for the Massachusetts Board of Registration of Social Workers.
- ASWB has processed 2,000 pre-approval applications for the Utah Social Worker Licensing Board.
- Turnaround time from application date to examination approval averages 65% within one week and 87% within three weeks; and turnaround time from application date to license issuance averages 80% within four months.
- The transfer of pre-approval data is automatic and immediate because ASWB registers candidates for the licensure examinations, allowing candidates to register as soon as their applications are approved.
- The pre-approval system instantly receives and stores the examination scores of licensure applicants because ASWB already stores candidates' scores from the licensing examinations.
- ASWB maintains a Public Protection Database (PPD) that collects information on social workers disciplined by regulatory boards in the United States and Canada. Consequently, ASWB is prepared to check every Nevada applicant against the PPD database as part of the pre-approval process.

ASWB staff understand the fundamental importance of regulation for public protection. Because our focus is on a single profession, Nevada's pre-approval and licensure requirements are as central to ASWB's mission as they are to the Board's.

B. Qualifications and management capabilities

ASWB has demonstrated capability and expertise assisting regulators with the administration of professional regulation. ASWB has provided examination services to social work licensing boards for more than 30 years. From the development of examination content, to question selection, to registration, ASWB offers comprehensive services that make our examinations secure and reliable.

ASWB has several programs in particular that inform our operations on behalf of Nevada: Licensure Application and License Issuance Services, the Candidate Services Center, the Social Work Registry, and the Continuing Education Audit Service.

The Licensure Application and License Issuance Service. The service currently offers: application development, customer service access, application distribution, application processing, review and approval, receipt and transfer of payments, license number issuance, renewal processing, electronic data transfer and wall certificate issuance. ASWB's staff efficiently operates a dedicated call center, providing accurate information to your applicants and responding quickly to their concerns. All or part of these services could be customized to meet the needs of Nevada.

All individuals who take a social work licensing exam are required to register through ASWB's **Candidate Services Center**. The Center averages more than 40,000 examination registrations and approvals annually, requiring close coordination with social work boards. Our call center personnel are informed about licensing requirements throughout our member jurisdictions and can provide assistance to candidates.

ASWB's **Social Work Registry** provides a secure repository for social workers' professional credentials. Currently the Registry collects education transcripts, supervision records, licensure history and continuing education information on behalf of Registry applicants. Our experience in developing and maintaining the Social Work Registry gives ASWB an advantage in collecting and managing data on social workers applying for licensure in Nevada.

ASWB's **Continuing Education Audit Service** currently provides the audit service to Maryland, North Carolina, Louisiana and Massachusetts. The service includes: contacting licensees selected by the Board, providing compliance requirements and a form to document continuing education activities, reviewing submitted continuing education documentation, notifying licensees of actions needed and providing status reports to the Board. ASWB currently conducts approximately 2,000 continuing education audits annually.

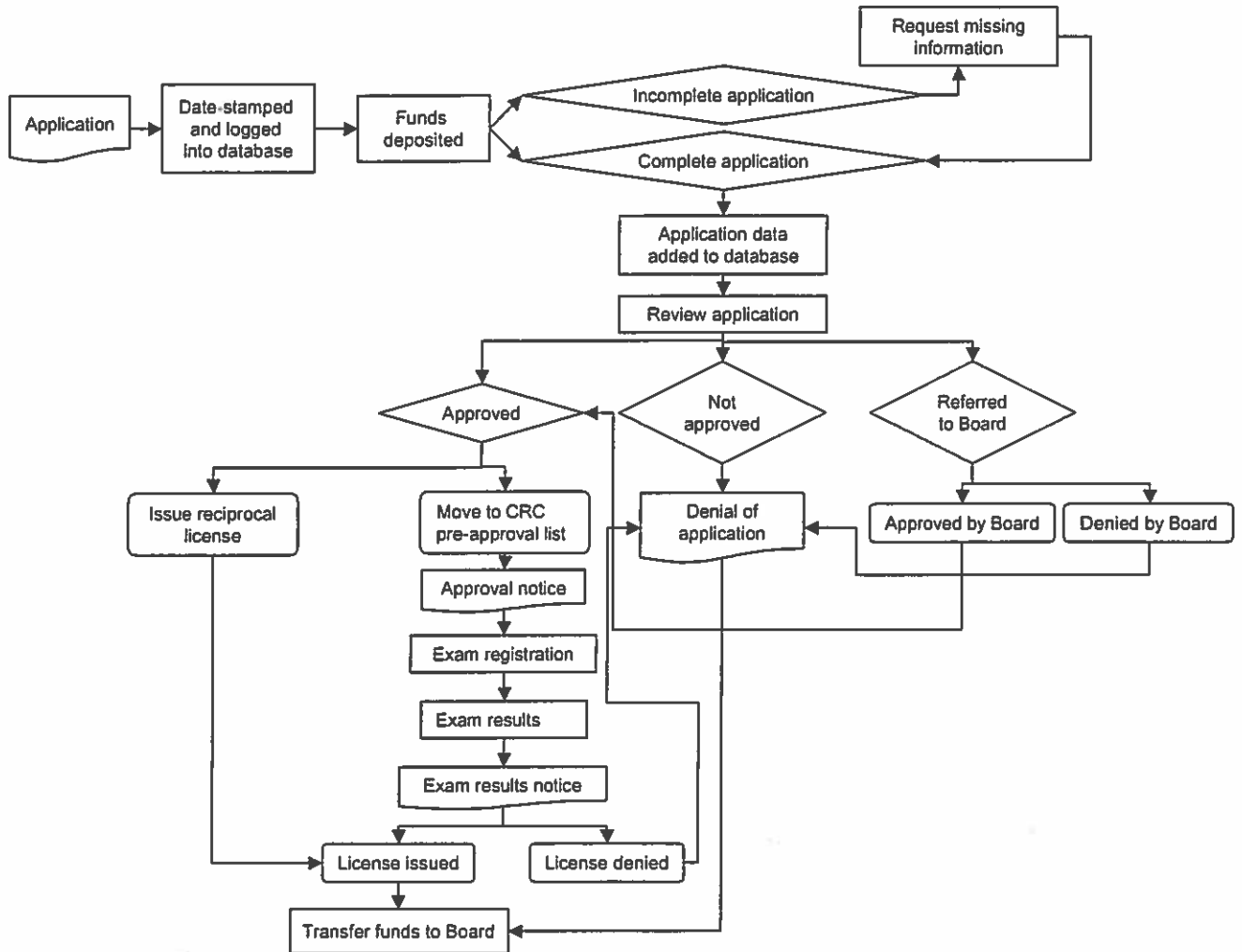
These services operate within a detailed database that is capable of transferring information seamlessly among ASWB's information systems.

C. Technical Process

An illustration of application processing procedures, subject to modifications by the Board, is provided in a flow chart (below). When applications are received, either online or by mail, the contents are checked, date stamped, then logged into our database system. Once the application is logged into the system and the payment is processed, ASWB's database system assigns a unique and permanent tracking number to each application. This unique number provides an audit trail for financial reconciliation and facilitates application tracking.

ASWB personnel will review the application to determine whether the candidate meets Nevada standards for taking the examination or for reciprocal licensure.

For paperless application processing, ASWB develops custom database software for our application processing. We can adapt any system to interface seamlessly with existing or future systems in Nevada.



ASWB will review all license application types including initial licensure, reciprocity, and renewal of license. We will perform application review as required according to each license application type. Application approvals will remain valid for one year. In collaboration with the Board, ASWB will work to continuously improve application materials and instructions.

As the application is being reviewed, applicants will also be compared to ASWB's Public Protection Database (PPD). The PPD database includes disciplinary actions taken against social workers throughout the U.S. and Canada. Actions are reported by ASWB member boards and stored in the PPD database. The PPD system allows member boards to review a

candidate's prior history of disciplinary actions before granting a license. Any likely matches to PPD records will be forwarded to the Board for review, as will other applications that are problematic. Those applications needing further review will be forwarded to the Board within three business days of receipt. The applicant will be notified of the expected delay.

ASWB's accounting system can process fees and remit the appropriate portion to the Board and/or any appropriate third parties, as determined by the Board, using a format as determined by the Board. ASWB is able to collect all application, licensure and renewal fees.

Approval data will be transferred automatically to the ASWB Candidate Services Center because ASWB operates the registration database system for individuals taking the social work licensing examinations. Applicants can be notified electronically of the approval, and may register to take the examination immediately.

ASWB currently maintains examination results for every individual who has taken any of the social work licensing examinations, maintaining this data in perpetuity. This data for Nevada applicants will be transferred automatically by the system and maintained digitally for as long as the Board requires.

ASWB is committed to providing accessible, reliable service to the Nevada Board of Examiners for Social Workers. Our personnel are available for meetings electronically, by telephone, or in person at our headquarters in Culpeper, Virginia, or in the Board's offices.

ASWB is an Equal Opportunity Employer and does not discriminate because of race, sex, age, sexual orientation, religion, color, national origin or handicap.

D. Proposal Summary- Application services (option 1)

The pre-approval application processing program can do as much or as little of the process as a member board wants. ASWB is committed to customer service in all operations, and brings the same care and attention to all these areas.

- 1. Application development and production:** ASWB staff will develop and produce online licensure applications to the specifications of individual jurisdictions.
- 2. Customer service access:** ASWB will provide a toll-free number that will ring in a call center dedicated to application services. ASWB will develop detailed web content on its site (www.aswb.org) and provide links for inclusion on the jurisdiction's site.
- 3. Application processing, review and approval:** Because of the association's commitment to public protection through effective social work licensure, ASWB is prepared to review applications thoroughly and promptly.
- 4. Receipt and transfer of payments:** ASWB's accounting system can process fees and remit any jurisdictional portion.
- 5. Electronic data transfer for exam registration:** Because ASWB operates the registration system for individuals taking the social work licensing exams, approval data will be

transferred automatically between the pre-approval program and the Candidate Services Center.

6. **File transfer:** ASWB's database system allows export of information into a number of digital formats that can be transferred to the jurisdiction in accordance with specific requirements. Paper documentation can also be transferred easily.
7. **Certificates:** At the Board's request and for an additional fee, ASWB could generate licensure certificates bearing the licensee's name, license held and license number.
8. **Continuing Education audits:** ASWB is prepared to provide continuing education audits on behalf of member boards.

E. Proposal Summary- Renewal processing (option 2)

ASWB is prepared to process annual renewal applications on behalf of the Nevada Board of Examiners for Social Workers.

The Board will identify individuals whose credentials are eligible for renewal and provide complete names, license numbers, and current contact information to ASWB in a format that will allow ASWB to electronically contact licensees.

ASWB will provide renewal information and materials to renewing licensees. The renewal information will state Nevada's regulations for renewing and provide instructions for licensees to document the required information and pay the renewal fee. Licensees will submit the form online. If desired, licensees renewing and selected for continuing education audit will automatically be coordinated with ASWB's CE audit service.

ASWB will review the renewal application submitted by renewing licensees, and follow up with licensees who do not provide proper documentation. ASWB will process renewal fees submitted via credit card and/or money order. The database system will track renewals processed, update the Nevada licensee database as authorized by the Board on a daily basis, and provide regular status reports to the Board.

Licensees will be notified by ASWB when their licenses have been renewed. Electronic files documenting completed renewals, and remittance fees, will then be forwarded to the Board as instructed.

F. Price Proposal

Option 1- Application review and license issuance—cost per application

ASWB will develop, accept, review and process new and reciprocity online applications for examination and licensure for a fee to be determined based on Nevada's needs.

Option 2- Application review for renewal only—cost per application

ASWB will develop, accept, review and process renewal applications for a fee of \$30 per renewal application.

Reference

Erin LeBel
Executive Director
Board of Registration of Social Workers
Division of Professional Licensure
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617-727-4302

Point/Counterpoint: Nevada's Technology Needs Discussion

Association of Social Work Boards

Reno, Nevada February 17, 2017

Nothing off-the-shelf is one size fits all. Third-party software vendors need time to configure their products to the specific needs of the social work profession—that requires your time and expertise to tell them what you need and what you don't need.

Since 2005, ASWB has developed application processing software for the social work profession. ASWB has processed applications for Massachusetts and provided preapproval services for Utah to their specifications. We fundamentally understand the specific needs of the social work regulatory boards for making licensing decisions. We know what to ask to make the customization process efficient.

Nothing off-the-shelf works right the first time all the time. Testing is needed to be sure off-the-shelf products work with customers' legacy systems. Time to align system requirements and beta test programs can run months to years. Fixing one issue can create new problems.

ASWB develops custom database software for our application processing. We can adapt any system to interface seamlessly with existing or future systems in Nevada.

Third-party software vendors are not in the business of investing in their customers by underwriting the cost of customizing their off-the-shelf products. Software development costs and costs for software changes will be passed on to the customer.

ASWB provides its services only to our members. We make the investment in the software development as part of our commitment to advance the public protection mission of our members. We are not profit-driven; we provide the highest quality services at the lowest possible prices and include many parts of these services free of charge.

Third-party software vendors' responsibility and accountability stop with the software. Vendors will have a relationship with you but not with your licensees and applicants. The responsibility to respond to licensee and applicant questions is still on the board staff's shoulders.

ASWB is more than a software provider. ASWB offers application processing services, which includes the software as well as call center staff to talk to applicants and licensees, collection, review, and management of data, and registration of applicants for the ASWB exams.

Third-party software vendors turn over the software to the customer with varying degrees of success. Vendor training support can be outstanding or outrageous—or any point along that continuum. After installation, board staff have a new responsibility to manage the software, adding to their administrative burdens.

Because ASWB provides a service rather than simply installing software, there is no training of staff needed; no management tasks required on the part of board staff. ASWB lifts the administrative burden from board staff rather than adding to it.

At the end of the day, third-party software vendors can only provide software. Board staff still have to oversee the application process and match exam score information received from ASWB to applicants in third-party programs, answer applicant questions, and maintain data on their servers. When overseeing the renewal process, board staff will still have to update the licensee database in any third-party renewal system.

ASWB application and renewal services are integrated; licensees and applicants can get support from call center professionals who will answer their questions; data are gathered, reviewed, and held on behalf of licensees and applicants; licensees are maintained in the system and renewal reminders are automated.

When comparing third-party software vendors to ASWB, it's a case of comparing apples to oranges. It's the difference between software as a service and services and software.