Board of Licensed Social Workers

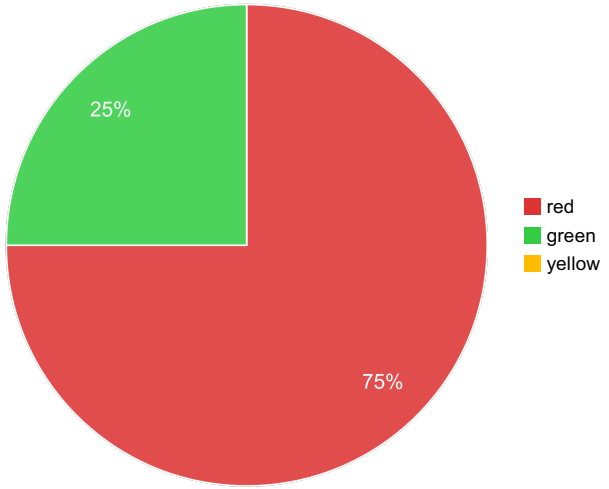
Annual Performance Progress Report

Reporting Year 2026

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KPM #	Approved Key Performance Measures (KPMs)
1	TIMELY COMPLAINT RESOLUTION - Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.
2	CE AUDITS - Percent of license renewal Continuing Education audits that meet the requirement for accredited coursework.
4	CUSTOMER SATISFACTION WITH AGENCY SERVICES - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.
5	BOARD BEST PRACTICES - Percent of total best practices met by the Board.

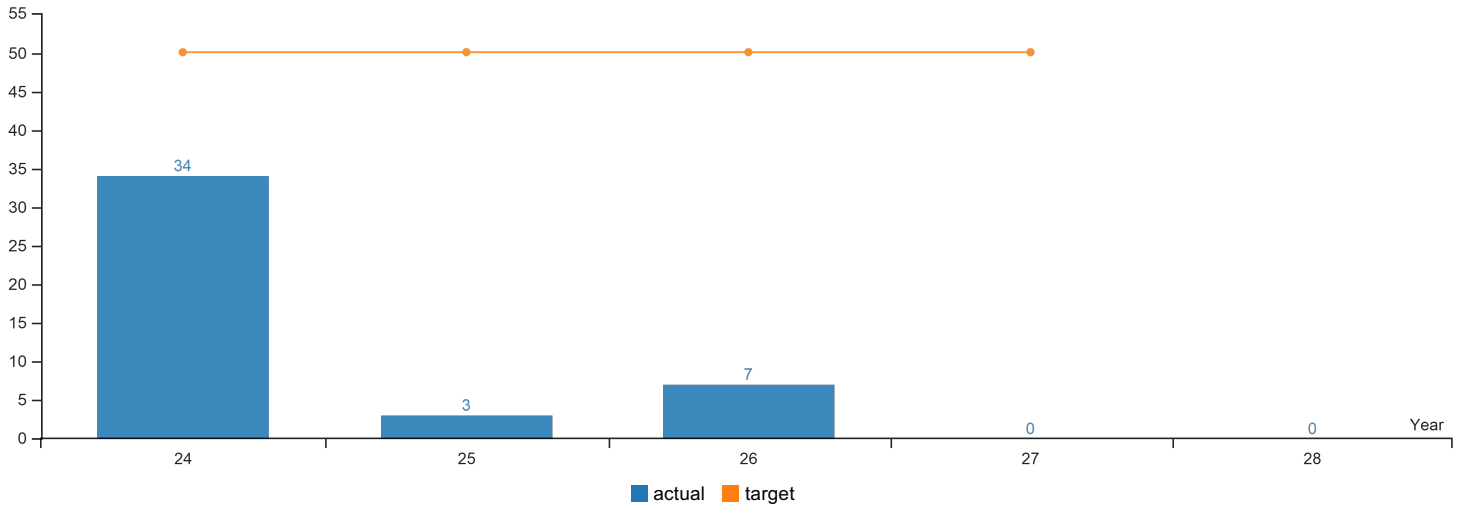
Proposal	Proposed Key Performance Measures (KPMs)
Delete	TIMELY COMPLAINT RESOLUTION - Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.
New	TIMELY INVESTIGATIONS - Average number of months from receipt of a new complaint to completion of the investigation.
New	LICENSURE PROCESSING - The average number of business days to process a licensure once a complete application is submitted.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	25%	0%	75%

KPM #1	TIMELY COMPLAINT RESOLUTION - Percent of complaints upon which the Board makes a decision within six months of when the complaint is received in the Board office.
	Data Collection Period: Jul 01 - Jun 30

** Upward Trend = positive result*



Report Year	2024	2025	2026	2027	2028
Percent of Complaints Resolved within six months of Receipt					
Actual	34%	3%	7%		
Target	50%	50%	50%	50%	

How Are We Doing

Note: This KPM is proposed to be deleted. Proposed new KPM: “TIMELY INVESTIGATIONS - Average number of months from receipt of a new complaint to completion of the investigation.”

For reporting year 2026, the Board office received 116 complaints and the Board made a decision on 8 (~7%) within 6 months of receipt.

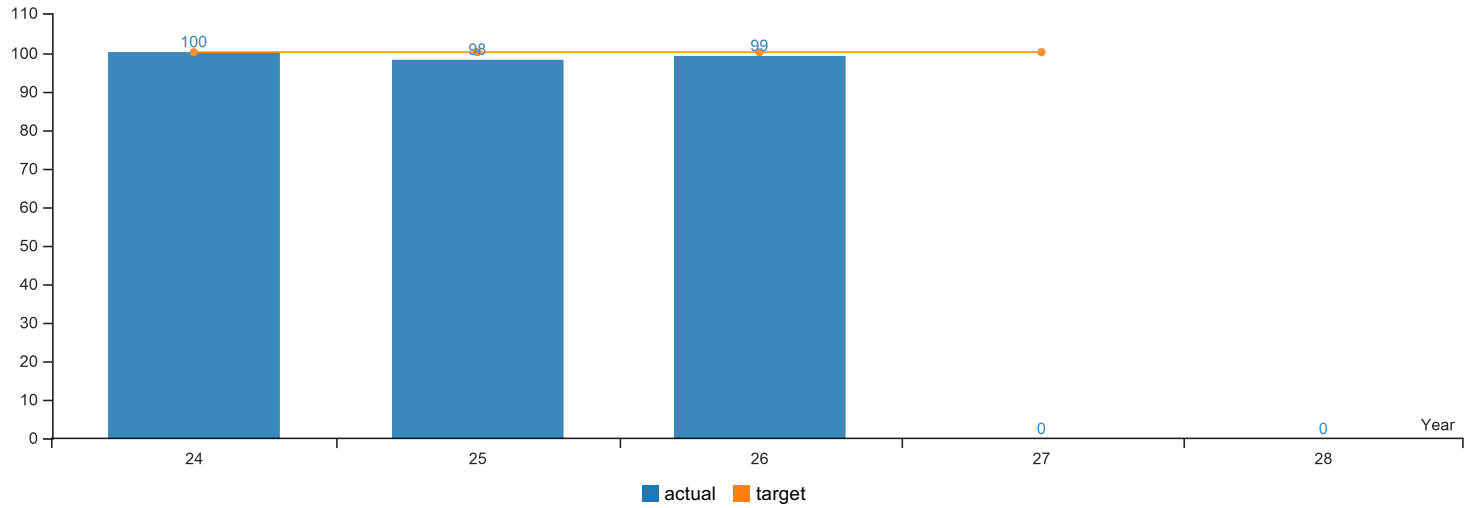
The Board of Licensed Social Workers has a new Interim Executive Director as of May 2026 and several investigation process improvements have been implemented since then.

Factors Affecting Results

There has been a significant increase in complaints which outpaces the growth of licensed social workers. To date in the calendar year 2026, the Board opened 99 new cases and closed 71 cases. In the calendar year 2025, the Board opened 113 new cases and closed 45 cases. In the calendar year 2024, the Board opened 64 new cases and closed 110 cases.

KPM #2	CE AUDITS - Percent of license renewal Continuing Education audits that meet the requirement for accredited coursework.
	Data Collection Period: Jul 01 - Jun 30

** Upward Trend = positive result*



Report Year	2024	2025	2026	2027	2028
Metric Value					
Actual	100%	98%	99%		
Target	100%	100%	100%	100%	

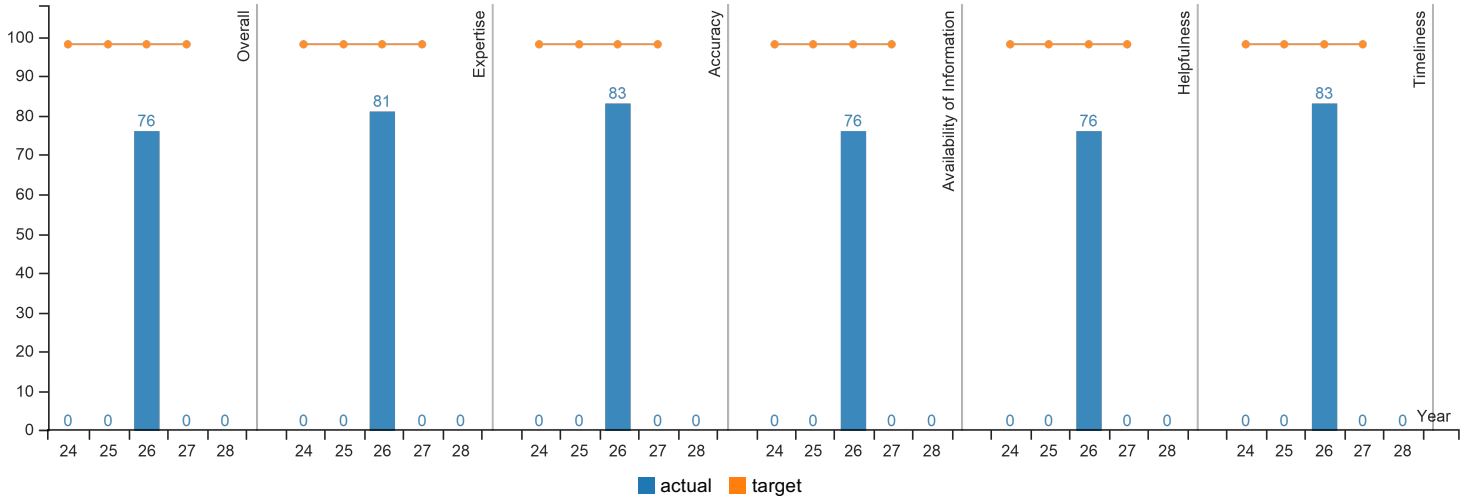
How Are We Doing

Licensees are required to complete continuing education as a prerequisite for renewal. The renewal process occurs every two years during the licensee's birth month and requires licensees to indicate the hours of continuing education they have completed. Licensees who have not completed continuing education are not allowed to renew. For the 2026 reporting period, 524 audits were performed and 6 of them did not meet rule requirements. This comes out to approximately 99%.

Factors Affecting Results

Each monthly renewal cycle, 20% of renewing licensees are randomly selected for audit of the continuing education hours they have submitted. These renewing licensees must submit evidence demonstrating completion of all required continuing education. Licenses are not renewed until licensees have completed and submitted evidence of having completed the required continuing education. Although our score is not a perfect 100%, we believe our close score of 99% is largely in part to social workers doing their due diligence in keeping up their continuing education as well as numerous curtesy reminders sent by the Board office.

KPM #4	CUSTOMER SATISFACTION WITH AGENCY SERVICES - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2024	2025	2026	2027	2028
Overall					
Actual			76%		
Target	98%	98%	98%	98%	
Expertise					
Actual			81%		
Target	98%	98%	98%	98%	
Accuracy					
Actual			83%		
Target	98%	98%	98%	98%	
Availability of Information					
Actual			76%		
Target	98%	98%	98%	98%	
Helpfulness					
Actual			76%		
Target	98%	98%	98%	98%	
Timeliness					
Actual			83%		
Target	98%	98%	98%	98%	

How Are We Doing

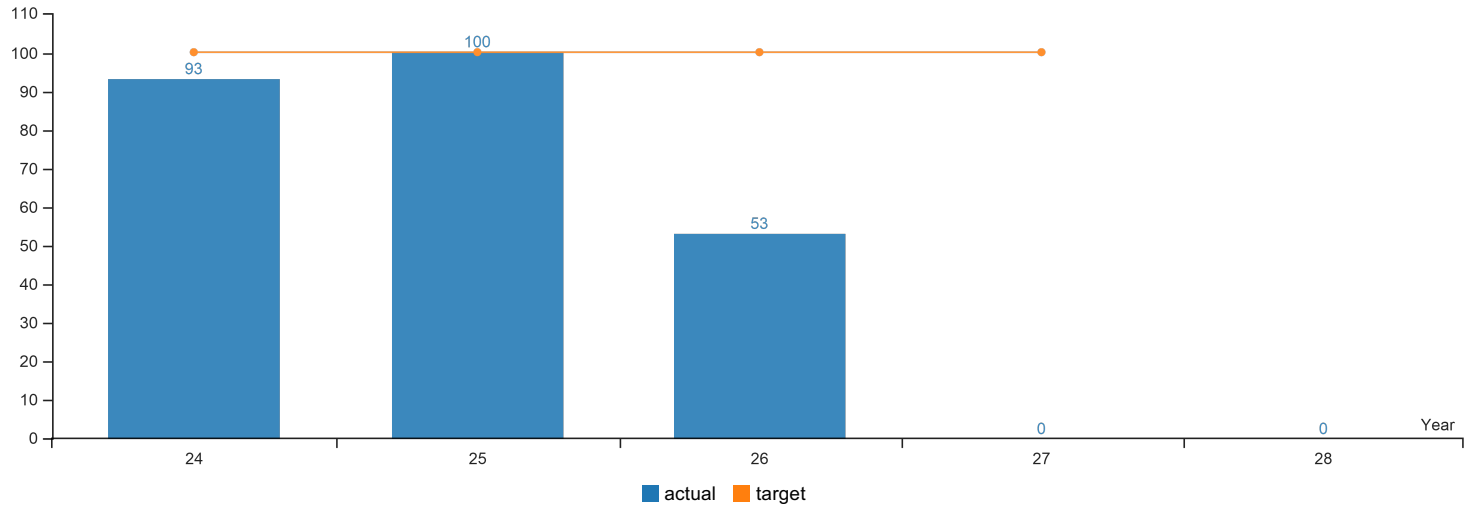
The data shown for 2026 was collected from 5/13/2026 through 6/30/2026, which included 29 responses. Mary-Beth Baptista became BLSW's Interim Executive Director in May 2026 and immediately implemented a customer service satisfaction survey. BLSW's licensing system provider, Thentia, did not build a customer service survey into the system, which is why prior reporting years do not include this data.

Factors Affecting Results

BLSW's Interim Executive Director has implemented several process improvements which have dramatically improved processing times for social work licensure applications, response times for phone calls and emails, and the accuracy/availability of information on the Board website.

KPM #5	BOARD BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

** Upward Trend = positive result*



Report Year	2024	2025	2026	2027	2028
Metric Value					
Actual	93%	100%	53%		
Target	100%	100%	100%	100%	

How Are We Doing

Responses from 5 Board members present during 2026 reporting period:

1. Executive Director's performance expectations are current. Yes: 2, No: 0, Other: 3
    1. "Other" responses:
        1. "These are determined by the Governor's office."
        2. "I have never been shown them. Last board meeting HR reviewed new ED job description."
        3. "I don't know"
2. Executive Director receives annual performance feedback. Yes 4, No: 0, Other: 1
    1. "Other" responses:
        1. "During the previous Executive Director evaluation cycle, I was still a relatively new member of the Board and did not yet have sufficient organizational context or tenure to provide meaningful evaluative feedback."
3. The agency's mission and high-level goals are current and applicable. Yes 4, No, 0, Other: 1
    1. "Other" responses:

1. “What are the high level goals?”

4. The board reviews the Annual Performance Progress Report. Yes: 1, No: 2, Other: 2
    1. “Other” responses:
        1. “Unknown”
        2. “I don’t know what the performance metrics are.”
5. The board is appropriately involved in review of agency’s key communications. Yes: 3, No: 1, Other: 1
    1. “Other” responses:
        1. “Unknown”
6. The board is appropriately involved in policy-making activities. Yes: 4, No: 0, Other: 1
    1. “Other” responses:
        1. “Since I joined the board, we have not engaged in any policy-making activities that I am aware of. Therefore, I am unable to fully evaluate the board's role in this area.”
7. The agency’s policy option packages are aligned with their mission and goals. Yes: 1, No: 0, Other: 4
    1. “Other” responses:
        1. “Unknown”
        2. "Have not seen budget recently”
        3. “Have not been provided with or reviewed the agency's budget; therefore, I am unable to evaluate its alignment with the mission and goals.”
        4. “Maybe - I haven’t seen the budget”
8. The board reviews all proposed budgets (likely occurs every other year). Yes: 0, No: 2, Other: 4 (One Board member answered No and Other)
    1. “Other” responses:
        1. “Unknown”
        2. “Since joining the board, I have not been involved in or observed any budget review activities and therefore cannot evaluate this statement.”
        3. “I have not seen a budget”
9. The board periodically reviews key financial information and audit findings. Yes: 1, No: 3, Other: 2 (One Board member answered No and Other)
    1. “Other” responses:
        1. “Unknown”
        2. “I’ve never been a part of this if it has happened”
10. The board is appropriately accounting for resources. Yes: 2, No: 1, Other: 3 (One Board member answered No and Other)
    1. “Other” responses:
        1. “Yes in terms of staffing and workload.”
        2. “I have not been part of this process since I have started.”
        3. “What does this mean?”
11. The agency adheres to accounting rules and other relevant financial controls. Yes: 2, No: 0: Other: 3
    1. “Other” responses:
        1. “Don’t know how we would know this.”
        2. “Unknown”
        3. “I don’t know”

12. Board members act in accordance with their roles as public representatives. Yes: 5, No: 0, Other: 0

13. The board coordinates with others where responsibilities and interests overlap. Yes: 4, No: 0, Other: 2 (One Board member answered Yes and Other)
    1. “Other” responses:
        1. “Needs improvement.”
        2. “Who is “others” being referenced here?”
14. The board members identify and attend appropriate training sessions. Yes: 4, No: 0, Other: 1
    1. “Other” responses:
        1. “Yes ASWB training, no State Board governance training.”
15. The board reviews its management practices to ensure best practices are utilized. Yes: 3, No: 1, Other 1
    1. “Other” responses:
        1. “I don’t know”

Factors Affecting Results

It has been brought to the Board’s attention that the Board Best Practices questionnaire must be answered directly by Board members. To address this appropriately, we will review and update our KPM data at the upcoming Board meeting scheduled in October 2026.

The Board has had significant change in 2026. Ray Miller is no longer the Board's Executive Director as of 4/22/2026. Mary-Beth Baptista was appointed to serve as the Board's Interim Executive Director as of 4/24/2026 while concurrently serving as the permanent Executive Director of the Oregon Board of Naturopathic Medicine. The Board will be prioritizing Board Best Practices and anticipates measurable progress in the 2027 reporting period.