



# HEALTH RELATED LICENSING BOARDS

BIENNIAL REPORT

JULY 1, 2016 – JUNE 30, 2018

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The Minnesota Health Licensing Boards (“HLB”) individual biennial reports for 2016-2018 are submitted in accordance with Minn. Stat. §214.07, subd. 1b, which states as follows:

**214.07 REPORTS**

**Subd. 1b. Health-related licensing board reports.**

Each health-related licensing board must prepare a report by October 15 of each even-numbered year. The report must be submitted to the administrative services unit serving the boards. The report must contain the following information for the two-year period ending the previous June 30: (1) the number and type of credentials issued or renewed; (2) the number of complaints received; (3) the number and age of complaints open at the end of the period; (4) receipts, disbursements, and major fees; and (5) such other information that the interests of health occupation regulation require. The report must also contain information showing historical trends. The reports must use a common format and consistent terminology and data.

The combined Minnesota HLB Biennial Report, 2016-2018, is submitted in accordance with Minn. Stat. §214.07, subd. 2, which states as follows:

**214.07 REPORTS.**

**Subd. 2. Administrative services report.**

The administrative services unit serving the boards shall prepare a report by December 15 of each even-numbered year. One copy of the administrative services report must be delivered to each of the following: the governor, the commissioner of health, and the chairs of the house of representatives and senate policy and appropriations committees with jurisdiction over health-related licensing boards. The report must be delivered to the Legislative Reference Library as provided by section 3.195. The administrative services report must contain the following information:

- (1) a summary of the information contained in the reports submitted by the health-related licensing boards pursuant to subdivision 1b;
- (2) a description of the health-related licensing boards' cooperative activities during the two-year period ending the previous June 30;
- (3) a description of emerging issues relating to health occupation regulation that affect more than one board or more than one occupation; and
- (4) a copy of each health-related licensing board report submitted to the administrative services unit pursuant to subdivision 1b.

The Minnesota Board of Cosmetology Biennial Report for 2016-2018 is submitted in accordance with Minn. Stat. §214.07, subd. 1a, which states as follows:

**214.07 REPORTS.**

**Subdivision 1. Non-health-related board reports.**

The non-health-related licensing boards shall prepare reports according to this subdivision by October 1 of each even-numbered year. Copies of the reports shall be delivered to the governor. The reports shall contain the following information relating to the two-year period ending the previous June 30:

- (a) a general statement of board activities;
- (b) the number of meetings and approximate total number of hours spent by all board members in meetings and on other board activities;
- (c) the receipts and disbursements of board funds;
- (d) the names of board members and their addresses, occupations, and dates of appointment and reappointment to the board;
- (e) the names and job classifications of board employees;
- (f) a brief summary of board rules proposed or adopted during the reporting period with appropriate citations to the State Register and published rules;

- (g) the number of persons having each type of license and registration issued by the board as of June 30 in the year of the report;
- (h) the locations and dates of the administration of examinations by the board;
- (i) the number of persons examined by the board with the persons subdivided into groups showing age categories, sex, and states of residency;
- (j) the number of persons licensed or registered by the board after taking the examinations referred to in clause (h) with the persons subdivided by age categories, sex, and states of residency;
- (k) the number of persons not licensed or registered by the board after taking the examinations referred to in clause (h) with the persons subdivided by age categories, sex, and states of residency;
- (l) the number of persons not taking the examinations referred to in clause (h) who were licensed or registered by the board or who were denied licensing or registration with the reasons for the licensing or registration or denial thereof and with the persons subdivided by age categories, sex, and states of residency;
- (m) the number of persons previously licensed or registered by the board whose licenses or registrations were revoked, suspended, or otherwise altered in status with brief statements of the reasons for the revocation, suspension or alteration;
- (n) the number of written and oral complaints and other communications received by the executive director or executive secretary of the board, a board member, or any other person performing services for the board (1) which allege or imply a violation of a statute or rule which the board is empowered to enforce and (2) which are forwarded to other agencies as required by section 214.10;
- (o) a summary, by specific category, of the substance of the complaints and communications referred to in clause (n) and, for each specific category, the responses or dispositions thereof pursuant to section 214.10 or 214.11;
- (p) any other objective information which the board members believe will be useful in reviewing board activities.

The Minnesota Department of Health Office of Unlicensed Complementary and Alternative Health Care Practices (“OCAP”) submits its biennial report for 2016-2018 in conjunction with the report of the Minnesota Health Licensing Boards because OCAP collaborates with the HLBs. and regulates industries and persons complementary to the industries and persons regulated by the HLBs.

Total cost of report preparation: \$12,306.50

## SUMMARY OF BOARD DATA – MINN. STAT. §214.07, SUBD. 2(1)

### Number of Credentials Issued or Renewed and Total Persons Licensed or Registered

<b>Board</b>	<b>Number of credentials issued or renewed during biennium ending June 30, 2018</b>	<b>Total number of persons licensed or registered as of June 30, 2018</b>
Behavioral Health and Therapy	5,977	5,977
Chiropractic Examiners	4,969	10,218
Cosmetology	4,414	38,582
Dentistry	17,635	17,624
Dietetics/Nutrition	4,123	1,910
Examiners for Nursing Home Administrators	1,869	928
Marriage and Family Therapy	5,580	2,682
Medical Practice	65,357	32,446
Nursing	152,479	158,039
Occupational Therapy	712	5,149
Optometry	2,280	2,344
Pharmacy	28,427	21,151
Physical Therapy	16,444	7,437
Podiatric Medicine	593	565
Psychology	3,771	3,738
Social Work	15,104	15,366
Veterinary Medicine	3,836	5,977
<b>TOTAL</b>	<b>333,570</b>	<b>330,133</b>

### Number of Complaints Received and Closed in Biennium

<b>Board</b>	<b>Number of complaints received</b>	<b>Number of complaints closed</b>
Behavioral Health and Therapy	359	127
Chiropractic Examiners	248	239
Cosmetology	243	317
Dentistry	362	318
Dietetics/Nutrition	10	11
Examiners for Nursing Home Administrators	436	406
Marriage and Family Therapy	145	72
Medical Practice	1,930	1,726
Nursing	2,807	2,857

Occupational Therapy	1	5
Optometry	33	30
Pharmacy	318	324
Physical Therapy	92	85
Podiatric Medicine	11	12
Psychology	296	306
Social Work	773	626
Veterinary Medicine	197	169
<b>TOTAL</b>	<b>8,261</b>	<b>7,630</b>

**Number of and Age of Complaints Open at the End of the Period**

<b>Board</b>	<b>Number of complaints open as of June 30, 2018</b>	<b>Number of complaints open as of June 30, 2018, listed by open greater than or less than one year</b>
Behavioral Health and Therapy	235	<one year: 153 >one year: 82
Chiropractic Examiners	9	<one year: 7 >one year: 2
Cosmetology	n/a	n/a
Dentistry	45	<one year: 44 >one year: 1
Dietetics/Nutrition	0	<one year: 0 >one year: 0
Examiners for Nursing Home Administrators	30	<one year: 29 >one year: 1
Marriage and Family Therapy	64	<one year: 60 >one year: 4
Medical Practice	671	<one year: 549 >one year: 122
Nursing	555	<one year: 427 >one year: 128
Occupational Therapy	3	<one year: 0 >one year: 3
Optometry	33	<one year: 22 >one year: 11
Pharmacy	93	<one year: 56 >one year: 37
Physical Therapy	7	<one year: 7 >one year: 0
Podiatric Medicine	2	<one year: 1 >one year: 1

Psychology	83	<one year: 61 >one year: 22
Social Work	247	<one year: 142 >one year: 105
Veterinary Medicine	42	<one year: 29 >one year: 13
TOTAL	2,119	<one year: 1,744 >one year: 375

### **Receipts and Disbursements**

<b>Board</b>	<b>Receipts received during biennium ending June 30, 2018</b>	<b>Disbursements made during biennium ending June 30, 2018</b>
Behavioral Health and Therapy	\$2,408,944	\$1,501,061
Chiropractic Examiners	\$1,608,684	\$1,528,267
Cosmetology	\$2,589,655	\$1,322,191
Dentistry	\$3,954,747	\$3,082,545
Dietetics/Nutrition	\$351,200	\$307,163
Examiners for Nursing Home Administrators	\$442,516	\$401,533
Marriage and Family Therapy	\$803,677	\$696,934
Medical Practice	\$18,057,981	\$11,719,220
Nursing	\$13,285,603	\$11,029,345
Occupational Therapy*	\$100,898	\$221,909
Optometry	\$312,142	\$412,488
Pharmacy	\$6,381,234	\$6,367,383
Physical Therapy	\$1,353,929	\$867,222
Podiatric Medicine	\$380,486	\$230,626
Psychology	\$2,331,742	\$2,188,720
Social Work	\$2,758,415	\$2,931,578
Veterinary Medicine	\$400,004	\$352,392
TOTAL	\$57,521,857	\$45,160,577

\*Total Receipts and Total Disbursements reflects ONLY activity conducted by the Board from the end of the interagency agreement (April 19, 2018) to June 30, 2018 and does not reflect MDH data.

## **COOPERATIVE ACTIVITIES – MINN. STAT. §214.07, SUBD. 2(2)**

### **Council of Health Boards**

As required by statute since 2001, the Health Licensing Boards (“HLBs”) established the Council of Health Boards consisting of representatives of all the HLBs. See Minn. Stat. §214.025 (2018). When the council reviews legislation or legislative proposals that relate to the regulation of health occupations not licensed by the HLBs, the council includes a representative from the commissioner of health. See *a/s/o* Minn. Stat. §214.01 (2018).

### **Executive Directors Forum**

The executive directors of each HLB meet monthly in an Executive Director Forum (“Forum”) to collaborate on issues common to the boards, to share best practices, and to address issues of shared concern, including policy development, legislation, and technological improvements. The Forum has established committees, including the policy committee, the management committee, and the information technology working group, to study issues and provide recommendations to the Forum as a whole. The goals of the Forum, in addition to collaboration, are to ensure fiscal efficiency, to eliminate duplication when possible, and to promote cooperation among the HLBs.

### **Health Professionals Services Program**

In 1994, the Minnesota legislature authorized the establishment of the Health Professional Services Program (“HPSP”), which provides monitoring services for “regulated professionals who are unable to practice with reasonable skill and safety by reason of illness, use of alcohol, drugs, chemicals, or any other materials, or as a result of any mental, physical, or psychological condition.” Minn. Stat. §214.32 (2018). All of the HLBs participate in the HPSP and use it as a diversion program for regulated persons who meet the HPSP criteria. The HLBs each have one designated board member who serves on the HPSP Committee, which oversees administration of the program, sets the program budget, and allocates a pro rata share of the program expenses to each participating board. *Id.* at subd. 1(a).

### **Criminal History Records Check Program**

In 2013, the Minnesota legislature authorized a program whereby the HLBs would require applicants for licensure to undergo a state and national criminal history records check. Minn. Stat. §214.075, subd. 1(a) (2018). The HLBs worked to establish an implementation plan by January 1, 2017, and all HLBs implemented the criminal history records check program by the statutory deadline of January 1, 2018. *Id.* A committee of HLB executive directors oversaw the conversion to the criminal history records check program from initial planning to completion.

### **Tri-Regulatory Symposium**

The Boards of Medical Practice, Nursing and Pharmacy have formed a Tri-Regulatory Collaborative Group founded on the principle of creating effective inter-professional collaboration among nurses, physicians, and pharmacists to enhance and promote public safety. The Boards’ mutual values, common purpose, and statutory obligation to the public foster many opportunities to address issues of mutual concern. In June 2018, the Tri-Regulatory Collaborative Group hosted a symposium at the Minnesota History Center. The symposium included presentations on the role of regulators in managing the opioid epidemic and inter-professional practice initiatives in addiction medicine. The Boards also collaboratively

developed and adopted a Joint Statement on Pain Management and jointly sponsor the Prescription Monitoring Program, a data collection program implemented to promote public health and welfare by detecting diversion, abuse, and misuse of controlled substance prescriptions. The Executive Directors of Minnesota's Tri-Regulatory Boards continue to meet regularly to consider issues of common interest related to regulation, legislation and patient safety, and to collaborate on activities.

### **Administrative Services Unit**

The Administrative Services Unit ("ASU") is a statutorily-created entity "established for the health-related licensing boards....to perform administrative, financial, and management functions common to all boards in a manner that streamlines services, reduces expenditures, targets the use of state resources, and meets the mission of public protection." Minn. Stat. §214.107, subd. 1 (2018). ASU acts as an agent of the HLBs collectively and individually and is funded by an allocation of resources from each HLB. Id. at subd. 3. ASU's annual budget is determined by the Forum, and the oversight of ASU is assigned on a rotating basis to one of the HLBs. ASU is managed by the Forum's Management Committee.

By statute, ASU is permitted to provide services to other state agencies. ASU currently provides services to all sixteen of the HLBs and the Board of Cosmetologist Examiners, the Board of Barber Examiners, and HPSP. Since its inception in 1994, ASU has grown to provide extensive services to the HLBs and other state agencies, including biennial reports and budget preparation; audits, cost projections and financial monitoring; fiscal notes preparation and monitoring; cash receipts management; human resource functions; Voluntary Health Care Provider Program oversight; and fixed asset management.

## **EMERGING ISSUES – MINN. STAT. §214.07, SUBD. 2(3)**

### **Growth in Licensees and Use of Technology**

The HLBS have seen a steady growth in the number of regulated persons. In order to meet the increased workload caused by the growth, the HLBs have implemented online licensure renewal and generally increased the use of technology to communicate with licensees and the public. Despite these technological implementations, however, several HLBs continue to struggle with insufficient staffing levels. For example, the Boards of Behavioral Health and Therapy and Veterinary Medicine have both noted in their reports inadequate staffing levels caused by either challenges with the state's job classification and hiring processes or insufficient base budget levels.

### **License Portability**

The Boards of Behavioral Health and Therapy, Dentistry, Examiners for Nursing Home Administrators, Medical Practice, Nursing, and Social Work are all looking at issues related to license portability. As state and national boundaries diminish and populations become more mobile, there is an increased demand for a streamlined licensure process that will ensure an efficient process for safe practitioners who are looking for work in Minnesota. The Board of Nursing is considering participating in a nurse compact, currently with twenty-nine states as members, which would allow a more streamlined licensure process for nurses coming to Minnesota from other states. Participation in this compact would require legislation. The Board of Behavioral Health and Therapy has pursued legislation during the past two sessions related to modifying reciprocity licensure, albeit the Board's efforts were stalled in the legislature. The Board of Medical Practice participates in the Interstate Medical Licensure Compact with

seven other member states as a method of streamlining medical licensure for physicians interested in practicing medicine in multiple states. The Board of Examiners for Nursing Home Administrators has begun the process of examining whether the national movement for a portable, more broad-based license reflecting the continuum of care would be appropriate in Minnesota and better meet the need for qualified licensees in the long-term care system. The Board of Social Work is working with the Association of Social Work Boards and other social work licensing boards across the US and Canada to explore and improve license mobility. The Board of Dentistry plans to seek legislative authority to allow license by credential candidates that complete general practice residencies in other states to make application in Minnesota.

### **New Board and New Regulated Persons**

The HLBs welcomed a new board, the Board of Occupational Therapy Practice, on January 1, 2018. The Board of Occupational Therapy Practice and the Department of Health entered into a six-month interagency agreement to streamline the transition of licensee oversight from the Department of Health to the Board. Enforcement and complaint management transitioned to the Complaint Resolution Committee of the Board in late January. The Executive Director, in collaboration with other HLB staff and the Administrative Services Unit, worked diligently to transition all Board responsibilities effective April 19, 2018, more than two months earlier than projected.

The Board of Podiatric Medicine received new administrative responsibilities from the legislature for the oversight of the following new licensee types - prosthetists, orthotists, pedorthists, prosthetist orthotists, assistants, and fitters. It required the Board to create an Orthotics, Pedorthics, and Prosthetics Advisory Council and complete full licensure of these professions by January 1, 2018.

### **Legislative Initiatives and Challenges**

The Board of Behavioral Health and Therapy pursued legislation expanding the duty to warn to supervised interns and supervisees in post-degree supervised practice seeking LPCC or LPC licensure. Duty to warn is a statutory professional obligation imposed on certain professions to act in the best interest of clients if a client gives the professional reasonable cause to believe that the client is harmful to self or others. LPCCs and LPCs are the only mental health providers missing from the duty to warn provisions in statute. Despite no opposition to the bill language in multiple legislative hearings, the legislation has not passed to date.

The Board of Dentistry brought forth legislation last year for an Emeritus active and Emeritus inactive license. The bill language, along with other health licensing provisions, was included in the Health Policy Omnibus bill that was vetoed. The Board plans to renew the legislative effort this year because the Emeritus active license could have a positive impact on access and promote pro-bone care and supervision situations for allied dental professionals in collaborative practice settings.

### **Controlled Substance Oversight**

The oversight role of the Board of Pharmacy continues to expand as pharmacies automate more of the pharmacy dispensing processes and expand their services to include immunizations and medication therapy management. The Board of Pharmacy also has played a significant role in addressing the epidemic of prescription drug abuse. The Board of Pharmacy participates in the State Opioid Oversight Project and administers the Prescription Monitoring Program. The abuse of prescription drugs continues to be a high priority for all HLBs who regulate practitioners with prescribing authority.

**The mission of the Board of Behavioral Health and Therapy is to protect the public through effective licensure and enforcement of the statutes and rules governing its licensees to ensure a standard of competent and ethical practice.**

## **Report of the Executive Director**

### **July 1, 2016 – June 30, 2018**

The Board of Behavioral Health and Therapy exists to regulate the practices of alcohol and drug counseling, professional counseling, and professional clinical counseling in the State of Minnesota. Regulation of these professions is necessary to protect the health, safety, and welfare of Minnesota citizens when they receive mental health and substance use disorders counseling services. The Board has 13 members appointed by the Governor: 5 LADCs, 5 LPC/LPCCs, and 3 public members. The full Board convenes 4 times per year and conducts special board meetings when necessary. The Board's two Complaint Resolution Committees meet monthly and other Board committees, including the Legislative Committee, Policy and Rules Committee, Personnel Committee, Application and Licensure Committee, and Examination Evaluation Committee, meet as needed.

### **Board Regulatory and Outreach Activities:**

- Setting educational, supervision, and examination requirements for initial licensure for licensed professional counselors (LPCs), licensed professional clinical counselors (LPCCs) and licensed alcohol and drug counselors (LADCs)
- Issuing LADC licenses and permits, LPC licenses, and LPCC licenses to qualified individuals
- Setting requirements for license or permit renewals and administering the renewal process
- Setting standards of ethical practice in Board statutes and rules
- Responding to inquiries, complaints and reports regarding applicants and licensees
- Investigating complaints of alleged violations of statutes and rules, holding educational and disciplinary conferences with licensees and applicants, taking disciplinary or corrective action when appropriate against practitioners who fail to meet minimum standards of practice, and reporting public actions to national databanks
- Maintaining a website that provides information to the public about complaints and discipline, including a list of disciplinary and corrective actions taken by the Board
- Offering online services from the Board's website, including license verification and links to the full text of public disciplinary orders the Board has adopted against licensed professionals
- Reviewing and approving continuing education activities
- Providing information about licensure requirements and standards of practice to applicants, licensees, and other interested parties. Board members and staff members gave 33 licensure presentations to both undergraduate and graduate students and professional associations in the biennium ending June 30, 2018.

### **Legislative Activities:**

The Board implemented the Criminal Background Check requirements in Minnesota Statutes section 214.075 for all new license applicants beginning August 1, 2017, before the statutory deadline of January 1, 2018.

The Board's legislative initiatives stalled in this biennium. The Board has pursued legislation in the past two sessions related to modifying reciprocity licensure and expanding the duty to warn to supervised interns and supervisees in post-degree supervised practice seeking LPCC or LPC licensure. Duty to warn is a statutory professional obligation imposed on certain professions to act in the best interest of clients if a client gives the professional reasonable cause to believe that the client is harmful to self or others. Duty to warn permits disclosure of relevant information to relevant parties who can intervene with an individual determined by the professional to be potentially at risk. In 2016, the Minnesota Legislature added to the duty to warn language for interns and persons in post-degree practice under supervision preparing for the practices of Psychology, Marriage and Family Therapy, and Alcohol and Drug Counseling (see Minnesota Statutes sections 148.975 [Psychology], 148B.1751 [Marriage and Family Therapy], 148E.240, subd. 6 [Social Work] and 148F.13 [Alcohol and Drug Counseling]). LPCCs and LPCs are the only mental health providers missing from the duty to warn provisions in statute. Despite no opposition to the bill language in multiple legislative hearings, the legislation has not passed to date. The Board now plans to make these necessary regulatory changes through

rulemaking in the next biennium, if possible. In addition, the Board plans to review current continuing education and supervision rules and make any needed changes to improve regulatory processes. The Board also may pursue rules related to telehealth.

The Board is participating in a Council of Health Boards study related to licensure for Behavior Analysts. The Council report will be issued before the start of the 2019 legislative session. If a licensure bill is passed, the Board may be charged with regulating this profession.

**Staffing:**

The Board is staffed with six full-time equivalent employees: executive director, two licensing program administrators (one administrator also serves as complaint and compliance director), one office manager, two administrative support staff members, and one student worker. The staffing level continues to be a challenge. At present, delays at Minnesota Management and Budget are preventing hiring for two vacant positions (LPC and LPCC Programs Administrator and Office Manager). Because of the small staff, the Board relies heavily on the online services and detailed information on its website to assist applicants, licensees, and the public.

Every year, the number of licensees increases by approximately ten percent. Between June 30, 2008, and June 30, 2018, the number of regulated persons more than doubled from 2604 to 5977. Complaints against licensees are also increasing as the number of licensed professionals increases. There were 165 complaints received in the biennium ending on June 30, 2008 and there were 359 complaints received in the biennium ending June 30, 2018

It is critical for the Board to receive a base budget increase in spending authority in the next biennium (FY 20 and ongoing) to allow the Board to have an adequate number of staff members to regulate the LADC, LPC, and LPCC professions, serve those licensees who pay the fees to fund the Board, and protect Minnesota citizens who receive counseling services.

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## GENERAL INFORMATION – MINN. STAT. § 214.07, SUBD. 1B(5)

### Board Members Serving During the Period 7/1/2016—6/30/2018

Name	Location	Appointment Status	Appointment Date	Reappointment Date	Term Expiration
Susan Anderson	Virginia, MN	Public Member	7.1.2018		1.3.2022
Jacqueline Bluem	Lakeville, MN	LADC Professional Member	7.1.2018 (replacing Robert Schmillen)		1.7.2019
Barbara Carlson	New Ulm, MN	LADC Professional Member	6.28.2006	6.29.2014	1.1.2018
Marlae Cox-Kolek	Mankato, MN	LADC Professional Member	3.16.2009	6.24.2015	1.7.2019
Derrick Crim	Brooklyn Park, MN	LADC Professional Member	4.16.2018 (replacing Barbara Carlson)		1.3.2022
Freddie Davis-English	Plymouth, MN	Public Member	12.10.2003	4.18.2017	1.4.2021
Judi Gordon	St. Paul, MN	LADC Professional Member	6.14.2004	4.18.2017	1.4.2021
Yvonne Hundshamer	St. Paul, MN	Public Member	6.22.2010	6.29.2014	1.1.2018
Roy Kammer	Stacy, MN	LADC Professional Member	4.16.2018 (replacing Sherman Lightfoot)		1.6.2020
Sherman Lightfoot	St. Paul, MN	LADC Professional Member	6.29.2016		Resigned 10.27.2017
Carrie Lindberg	Minneapolis, MN	Public Member	6.29.2016		1.6.2020
Rebecca Lund	Maplewood, MN	LPCC Professional Member	10.4.2014	6.24.2015	1.7.2019
Kristin Piper	St. Louis Park, MN	LPCC Professional Member	11.21.2003	4.6.2018	1.3.2022
Walter Roberts, Jr.	North Mankato, MN	LPCC Professional Member	11.21.2003	6.29.2016	1.6.2020
Amy Robinson	Crystal, MN	LPCC Professional Member	6.24.2015	4.18.2017	1.4.2021
Robert Schmillen	Granite Falls, MN	LADC Professional Member	3.16.2009	6.24.2015	Resigned 1.26.2018
Marjorie (DeDe) Van Slyke	St. Paul, MN	LPCC Professional Member	6.30.2011	6.24.2015	1.7.2019

### Board staff and office location

Kari Rechtigel	Executive Director (Unclassified/Manger's Plan)
Samantha Strehlo	LADC Program Administrator and Complaint and Compliance Director (State Program Administrator) (Position Description Under Revision for Reclassification Review)
Patricia LaBrocca	LPC and LPCC Programs Administrator – Retired in October 2017. Position Vacant. Duties currently performed by Executive Director. (Classification Under Review at Minnesota Management and Budget)
Office Manager	Vacant (Position Classification Under Review at Minnesota Management and Budget)
Julie Newkirk	LADC Communications Coordinator (Office and Administrative Specialist)
Gail Schiff	LPC/LPCC Communications Coordinator (Office and Administrative Specialist)
Joesha Green	Student Worker

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 Website: <http://mn.gov/boards/behavioral-health/>

**CREDENTIALS ISSUED OR RENEWED – MINN. STAT. § 214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 5,977

**Number and Type of Credentials Issued or Renewed**

License Type	Total persons licensed or registered as of June 30, 2018 by license type	Total persons licensed or registered as of June 30, 2016 by license type	Total persons licensed or registered as of June 30, 2014 by license type	Total persons licensed or registered as of June 30, 2012 by license type	Total persons licensed or registered as of June 30, 2010 by license type	Total persons licensed or registered as of June 30, 2008 by license type
Licensed Alcohol and Drug Counselor (LADC)	3484	2990	2647	2335	2142	1757
Temporary Permit (ADC Temp)	229	184	185	130	173	296
Licensed Professional Counselor (LPC)	511	463	480	437	557	539
Licensed Professional Clinical Counselor (LPCC)	1753	1177	755	481	170	12
<b>TOTAL OF ALL LICENSE TYPES</b>	<b>5977</b>	<b>4814</b>	<b>4067</b>	<b>3383</b>	<b>3042</b>	<b>2604</b>

**Historical Renewal Data by Biennium**

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Licensed Alcohol and Drug Counselor (LADC)	643	2854	2437 (85.4%)

Temporary Permit (ADC Temp)	237	268	200 (74.6%)
Licensed Professional Counselor (LPC)	302	818	729 (89.1%)
Licensed Professional Clinical Counselor (LPCC)	584	2675	2423 (93.9%)
TOTAL	1766	6615	5789 (87.5%)

July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Licensed Alcohol and Drug Counselor (LADC)	644	2460	Not Available.*
Temporary Permit (ADC Temp)	198	213	
Licensed Professional Counselor (LPC)	349	768	
Licensed Professional Clinical Counselor (LPCC)	458	1766	
TOTAL	1649	5207	

\*Database online renewal report not functioning at the time this biennial report was prepared.

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Licensed Alcohol and Drug Counselor (LADC)	533	2171	Not Available.*
Temporary Permit (ADC Temp)	261	177	
Licensed Professional Counselor (LPC)	304	770	
Licensed Professional Clinical Counselor (LPCC)	302	1074	
TOTAL	1400	4192	

\*Database online renewal report not functioning at the time this biennial report was prepared.

July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Licensed Alcohol and Drug Counselor (LADC)	489	2588	Not Available.*
Temporary Permit (ADC Temp)	214	149	
Licensed Professional Counselor (LPC)	286	850	
Licensed Professional Clinical Counselor (LPCC)	322	527	

TOTAL	1311	4114	
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\*Database online renewal report not functioning at the time this biennial report was prepared.

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Licensed Alcohol and Drug Counselor (LADC)	504	2500	Not Available.*
Temporary Permit (ADC Temp)	257	532	
Licensed Professional Counselor (LPC)	229	970	
Licensed Professional Clinical Counselor (LPCC)	57	63	
TOTAL	1047	4065	

\*Database online renewal report not functioning at the time this biennial report was prepared.

**COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B (2), (3)**

**Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	359	127
July 1, 2014-June 30, 2016	255	215
July 1, 2012-June 30, 2014	210	248
July 1, 2010-June 30, 2012	191	212
July 1, 2008-June 30, 2010	165	207

**Number of and age of complaints open at the end of the period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
235	<one year: 153
	>one year: 82

Complaints may be open for more than one year for a number of reasons, including the complexity of the issues to resolve, the necessity for extensive investigation by the Attorney General’s Office, and contested case proceedings at the Office of Administrative Hearings.

**Types of Complaints Received**

Basis for complaints	Number of complaints alleging this basis received 2016-18*	Number of complaints alleging this basis received 2014-16*
Misrepresentation of Credential	7	7
Practice without a License	17	5

Practice After License Expired	5	5
Mental/Physical Illness	17	7
Chemical Dependency	52	41
Discipline in Other Jurisdiction	8	7
Violated Board Order	3	1
Non-compliance with Board Order	1	2
Recordkeeping	32	15
Fraudulent Billing	18	2
Sexual Conduct	45	24
Boundaries Issues	50	27
Criminal Conviction	16	11
Failure to Report Charges/Convictions	5	1
Unprofessional Conduct	162	112
Breach of Confidentiality	36	24
Fraud in Licensure Process	1	0
Disregard for Health, Welfare, and Safety	20	17
Competence	45	11
Aiding/Abetting Unlicensed Practice	4	4
Misrepresentation of Facts on Application	5	0
Failure to Make Mandatory Report	2	0
Failure to Cooperate with Board Investigation	1	0

\*Some complaints allege more than one basis.

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$2,408,943.50	\$1,501,061.30
July 1, 2014 – June 30, 2016	\$1,970,875.50	\$1,298,503.20
July 1, 2012 – June 30, 2014	\$1,697,100.40	\$907,365.40
July 1, 2010 – June 30, 2012	\$1,872,597.00	\$802,791.50
July 1, 2008 – June 30, 2010	\$1,407,207.80	\$822,664.00
July 1, 2006 – June 30, 2008	\$1,172,393.70	\$646,568.80

### **Fees by Type**

Type of fee	Fee
<b>LADC Fees</b>	
LADC Application for Licensure Fee	\$295
LADC Biennial Renewal Fee (Active)	\$295
LADC Biennial Renewal Fee (Inactive)	\$150
LADC Biennial Renewal Active Late Fee	\$74
LADC Biennial Renewal Inactive Late Fee	\$37
Temporary Permit Application Fee	\$100
Temporary Permit Annual Renewal Fee	\$150
Temporary Permit Annual Renewal Late Fee	\$37
License Verification Fee	\$25
CE Sponsor Application Fee	\$60
Board Order Copy Fee	\$10

Duplicate Certificate/License Fee	\$25
Supervisor Application Fee	\$30
Criminal Background Check Fee	\$32
<b>LPC and LPCC Fees</b>	
LPC and LPCC License Application Fee	\$150
LPC and LPCC Initial License Fee	\$250
Temporary License for Members of the Military	\$250
LPC and LPCC Annual Renewal Fee (Active)	\$250
LPC and LPCC Annual Renewal Fee (Inactive)	\$125
LPC/LPCC Renewal Late Fee	\$100 per month or portion thereof
Board Order Copy Fee	\$10
License Verification Fee	\$25
Duplicate Certificate/License Fee	\$25
CE Sponsor Application Fee	\$60
Supervisor Application Fee	\$30
Professional Firm Renewal Fee	\$25
Initial Registration Fee	\$50
Annual Registration Renewal Fee	\$25
Criminal Background Check Fee	\$32

**The mission of the Minnesota Board of Chiropractic Examiners (MBCE) is to protect the public through effective licensure and enforcement of the statutes and rules governing the practice of chiropractic to ensure a standard of competent and ethical practice in the profession.**

## **Report of the Executive Director**

### **July 1, 2016 – June 30, 2018**

The Minnesota Board of Chiropractic Examiners (MBCE) was established by legislative act on 3-13-1919. Minnesota Statutes sections 148.01-148.108 and Minnesota Rules chapter 2500 give the board authority to regulate, license by examination and renewal, and investigate complaints.

### **Licensing/Credentialing Services**

The purpose of regulation through licensing is to set and enforce standards of competence and ethical practice and to ensure that persons licensed as doctors of chiropractic meet educational, examination, and continuing education standards. Staff process applications, verify compliance with statutory requirements, provide assistance and information to a variety of customers, and work in collaboration with other agencies at the state, federal, and national levels.

To meet these functions, the MBCE operates under five key service strategies:

- maintain an integrated database of licensee information, registrations, discipline, and complaints;
- publish information on the web, including licensure information, disciplinary orders, and rulemaking efforts;
- conduct regular board meetings where citizens have input into the review of operations and rulemaking efforts;
- respond to public requests for information on chiropractors, continuing education sponsors, and licensee's status; and
- manage funds soundly

The Board accomplishes its core public safety and regulatory mission of doctors of chiropractic by:

- ensuring minimum entry-level competency through educational verification and examination administration for initial licensure as a doctor of chiropractic and administering requirements and processes for renewal of licensure;
- enforcing standards of ethical practice and responding to inquiries, complaints and or reports regarding applicants or licensees;
- investigating complaints of alleged violations of statutes, holding educational and disciplinary conferences, and taking legal action when appropriate against licensees who fail to meet minimum standards of practice or who may otherwise pose a harm to the public as a result of improper/unethical practice;
- approving continuing education providers; and
- providing information about licensure and standards of practice through professional education outreach efforts, the Board's website, online license verification services, and telephone, mail or email inquiry.

The Board provides core public safety services through the regulatory oversight of doctors of chiropractic, as noted in the strategies listed above, to ensure both high standards of chiropractic practice and excellent customer service. Services are provided to the general public, consumers of chiropractic services, applicants and licensees, students and faculty in chiropractic academic programs, other state and local agencies, state and national professional chiropractic associations, and the national testing organization as well as the Federation of Chiropractic Licensing Boards.

### **Discipline/Complaint Resolution Services**

Staff, Board Members, and the Office of the Attorney General work collaboratively to review, investigate, and take action, as appropriate, in alleged complaint cases against licensed doctors of chiropractic. When a licensee is determined to have engaged in conduct that is a violation of the statutes or rules the Board is empowered to enforce, an appearance before Board Members may occur. Licensees may enter into an agreement for corrective action with the Board's complaint panel or may become subject to disciplinary action, with such final action

determined by the full Board. Either of these two remedies is public once completed. In addition, staff provides informational services to a variety of customers regarding the Board’s statutory requirements and standards of practice, including how to file a complaint and the complaint resolution process. The Board also works with the Health Professionals Services Program (HPSP), the state’s diversion program for regulated professionals who are impaired, as an additional method to ensure public protection.

**Online Services**

The Board maintains a very robust web site that includes: information on Board structure, meetings, policies; licensing information, applications and renewal forms for nearly all licenses/registrations; information on continuing education programs and sponsors; access to specific statutes and rules directly impacting the profession; information on current emerging issues impacting the profession; information on access to the HPSP; and links to many other related sites, and online license application and renewal. The MBCE was the first among the Health Related Licensing Boards to provide online license renewal capability. The Board renewed well in excess of 4000 licenses and registrations last fiscal year and generally realizes approximately a 90 percent online application renewal rate.

**Key Activity Goals & Measures**

The MBCE works to meet the MN milestone of access to government information 24x7x365 through its self-service website. The MBCE works to protect the public from impaired or unethical practitioners by prompt investigation of complaints and resolution of disciplinary matters through educational conferences, corrective action agreements, board orders and/or contested case proceedings as deemed required based on the severity of the infractions reported. The MBCE collaborates with other licensing boards and state agencies to create an efficient state government.

Michelle T. Becker  
 Executive Director  
 Board of Chiropractic Examiners  
 651-201-2850  
 Micki.becker@state.mn.us

**GENERAL INFORMATION – MINN. STAT. § 214.07, SUBD. 1B(5)**

**Board Members Serving During the Period 7/1/2016—6/30/2018**

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Teresa L. Marshall, DC	Mankato	Active/filled	01-11-2002	06-18-2018	01-03-2022
Ridge Pidde, DC	St. Paul	Active/filled	09-13-2015	06-27-2016	01-06-2020
LeRoy F. Otto, DC	Lake City	Active/filled	01-15-1995	06-28-2017	01-04-2021
Robert P. Daschner, DC	Waseca	Active/filled	04-22-2008	06-27-2016	01-06-2020
Greg Steele, public	Becker	Vacant as of: 09-13-2018	04-02-2014	06-28-20-17	01-04-2021 vacant
Scott Salita, DC	Minneapolis	Active/filled	06-20-2015		01-07-2019
Nestor Riano, public	Roseville	Active/filled	06-20-2015		01-07-2019

**Board staff and office location**

Michelle Becker, Executive Director  
 Ronald Arnold, Health Program Representative  
 Anne Braam, Office Administrative Specialist-Sr  
 John Burbey, Office Administrative Specialist-I  
 Dawn Johnson, Office Administrative Specialist  
 Larry Spicer, DC, Executive Director (retired Feb, 2017)  
 Jennifer Nath, Office Specialist (temp position from Aug, 2016 to Aug, 2017)  
 Mary Roguski, Office Specialist (temp position ending July, 2016)

Minnesota Board of Chiropractic Examiners  
 University Park Plaza Building  
 2829 University Avenue SE, Suite 300  
 Minneapolis, MN 55414  
 Phone: 651-201-2850  
 FAX: 651-201-2852  
 Email: [chiropractic.board@state.mn.us](mailto:chiropractic.board@state.mn.us)  
 Website: <http://mn.gov/boards/chiropractic-examiners>

**CREDENTIALS ISSUED OR RENEWED – MINN. STAT. § 214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 4969

**Number and Type of Credentials Issued or Renewed**

License Type	Total Number of persons licensed or registered as of June 30, 2018 by license type	Total Number of persons licensed or registered as of June 30, 2016 by license type	Total Number of persons licensed or registered as of June 30, 2014 by license type	Total Number of persons licensed or registered as of June 30, 2012 by license type	Total Number of persons licensed or registered as of June 30, 2010 by license type	Total Number of persons licensed or registered as of June 30, 2008 by license type
Doctor of Chiropractic (DC)	3286	3182	3069	2956	2816	2719
Acupuncture Registration	658	649	668	666	631	608
Animal Chiropractic Registration	42	39	33	27	20	0
Independent Examiner Registration	45	48	51	58	51	53
Professional Firm Registration	938	936	901	731	665	577
Graduate Preceptor Registration	18	16	15	12	34	36
TOTAL	4969	4870	4737	4450	4217	3993

### Historical Renewal Data by Biennium

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Doctor of Chiropractic (DC)	281	6421	6096 (95%)
Acupuncture Registration	35	1319	1259 (95%)
Animal Chiropractic Registration	7	85	84 (99%)
Independent Examiner Registration	10	80	76 (95%)
Professional Firm Registration	96	1847	1776 (96%)
Graduate Preceptor Registration	37	N/A	N/A
<b>TOTAL</b>	<b>466</b>	<b>9752</b>	<b>9291 (95%)</b>

July 1, 2014-June 30, 2016

Type of License/Credential	Number of Renewed Licenses	Number of New Licenses	Number of Credentials Renewed Online (# and percent)
Doctor of Chiropractic (DC)	6193	287	5818 (94%)
Acupuncture Registration	1315	38	1243 (95%)
Animal Chiropractic Registration	72	8	70 (97%)
Independent Examiner Registration	92	11	88 (96%)
Professional Firm Registration	1814	143	1712 (94%)
Graduate Preceptor Registration	N/A	41	N/A
<b>TOTAL</b>	<b>9486</b>	<b>528</b>	<b>8931 (94%)</b>

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Doctor of Chiropractic (DC)	259	5887	5254 (89%)
Acupuncture Registration	33	1316	1194 (91%)
Animal Chiropractic Registration	10	52	N/A
Independent Examiner Registration	9	103	90 (87%)
Professional Firm Registration	237	1512	1387 (92%)
Graduate Preceptor Registration	26	N/A	n/A
<b>TOTAL</b>	<b>574</b>	<b>8870</b>	<b>7925 (89%)</b>

July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Doctor of Chiropractic (DC)	280	5942	5143 (87%)
Acupuncture Registration	48	1310	1195 (91%)
Animal Chiropractic Registration	4	48	N/A
Independent Examiner Registration	13	109	96 (88%)
Professional Firm Registration	130	1343	1243 (93%)
Graduate Preceptor Registration	24	N/A	N/A
<b>TOTAL</b>	<b>499</b>	<b>8752</b>	<b>7677 (88%)</b>

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Doctor of Chiropractic (DC)	273	5380	4749 (88%)
Acupuncture Registration	45	1244	1073 (86%)
Animal Chiropractic Registration	0	32	N/A
Independent Examiner Registration	10	97	80 (82%)
Professional Firm Registration	136	1203	1067 (89%)
Graduate Preceptor Registration	34	N/A	N/A
<b>TOTAL</b>	<b>498</b>	<b>7956</b>	<b>6969 (88%)</b>

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	248	239
July 1, 2014-June 30, 2016	289	309
July 1, 2012-June 30, 2014	402	362
July 1, 2010-June 30, 2012	310	310
July 1, 2008-June 30, 2010	418	421

### **Number of and age of complaints open at the end of the period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
9	<one year: 7
	>one year: 2

In regard to complaints more than one year old, the MBCE had several cases proceeding to contested case hearing, some of which are still pending at this time. The MBCE has other cases pending that will likely be contested. In several cases, the allegations and number of patients involved required an extensive review of multiple patient files. The Board has also had several cases referred to the Attorney General's Office for investigation, which, due to the complexity of the allegations, took many months to complete and some are still under investigation.

### Types of Complaints Received

Basis for complaints	Number of complaints alleging this basis from 2016-2018 biennium*	Number of complaints alleging this basis from 2014-2016 biennium
Actions by another jurisdiction, including state, court, and federal	15	24
Acupuncture violations	4	5
Advertising	23	42
Chemical dependency	24	6
Animal chiro	3	7
Application violation/disclosure	66	86
Billing	31	30
Violation of a Board Order	14	14
Criminal conviction (i.e. DUI)	24	54
Exploiting patient for financial gain	12	21
Fee splitting	7	17
Independent Examiner registration	8	2
Impairment, mental/physical/chemical	15	30
Malpractice	4	13
Miscellaneous	28	54
Petition, reinstate/terminate action	14	14
Unlicensed practice	15	13
Professional firm violation; 319B	7	12
Recordkeeping, false, inadequate	33	34
Unprofessional conduct (UC)	78 (breakout below)	71 (breakout below)
UC unethical, deceptive	17	18
UC gross ignorance/incompetence	14	15
UC sexual misconduct	17	9
UC unnecessary services	6	5
UC unconscionable fees	0	11
UC dishonest fee collection	5	5
UC fraud	17	8

\*Some complaints may allege more than one basis.

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$1,608,683.52	\$1,528,267.16
July 1, 2014 – June 30, 2016	\$1,600,291.48*	\$1,349,570.89
July 1, 2012 – June 30, 2014	\$1,760,987.96*	\$1,312,419.76
July 1, 2010 – June 30, 2012	\$1,518,595.17*	\$1,188,689.72
July 1, 2008 – June 30, 2010	\$1,417,646.62*	\$1,267,301.40
July 1, 2006 – June 30, 2008	\$1,368,450.47*	\$1,229,180.97

*\*Does not include 10% e-licensing surcharge collected from licensees but paid to MN.IT or fees for credit card transactions collected in part from licensees, but paid to US Bank.*

### **Fees by Type**

Type of fee	Fee
Acupuncture Initial Application	\$100.00
Acupuncture Inactive Renewal	\$25.00
Acupuncture Reinstatement	\$100.00
Acupuncture Renewal	\$50.00
Animal Chiropractic Initial Application	\$125.00
Animal Chiropractic Active Renewal	\$75.00
Animal Chiropractic Inactive Renewal	\$25.00
Board Orders (copies of)	\$0.25 per page
Continuing Education Audit Penalty	\$100 first offense, \$200 second offense, \$900 third and more offenses
Continuing Education Seminar Fee	\$100.00
Continuing Education Annual Sponsorship	\$500.00
Copies of Statutes and Rules "law books"	\$10.00
Doctor of Chiropractic Initial Application	\$250.00
Doctor of Chiropractic Active Renewal	\$200.00
Doctor of Chiropractic Inactive Renewal	\$150.00
Disciplinary Fee (Civil Penalty)	Up to \$10,000.00
Duplicate License	\$10.00
Exam Regrade	\$30.00
Graduate Preceptor Initial Application	\$100.00
Independent Examiner Initial Application	\$150.00
Independent Examiner Renewal	\$100.00
Labels (partial or complete)	\$15 or \$150
D.C. License Reinstatement	\$100
Lists (partial or complete)	\$10 or \$100
NSF Service Charge	\$25
Prior Year Late Fee/Renewal Penalty – DC	\$150 / month
Prior Year Late Fee/Renewal Penalty – Professional Firm	\$5 / month
Professional Firm Initial Application	\$100
Professional Firm Renewal	\$25

**The mission of the Minnesota Board of Dentistry is to promote and protect public health and safety; and ensure that every licensed dental professional practicing in the state meets the requirements for safe, competent and ethical practice.**

## **Report of the Executive Director**

**July 1, 2016– June 30, 2018**

The Board of Dentistry adopted a new mission in 2016 and has been responsibly using our fiscal resources and activities to further our mission; including increasing compliance with current laws and rules. The mission of the Minnesota Board of Dentistry is to promote and protect public health and safety; and ensure that every licensed dental professional practicing in the state meets the requirements for safe, competent, and ethical practice. We also adopted updated Internal Operating Policies and Procedures in 2017 to add further transparency and clarity to external and internal operations.

As part of the strategic plan developed at the time of our last biennial report, the Minnesota Board of Dentistry has successfully implemented a cloud board management system, an email engagement system for licensees and the public, and a paperless notification method for renewal and other notices. This aids in efficiency and cost reduction in the areas of administration and postage. We have continued to increase our online renewal percentages. We have engaged the public and licensees through hundreds of social media and newsletter campaigns. Our email contact list now exceeds 22,000 unique subscriber emails.

We implemented an online complaint form that allows individuals to submit a complaint in an easier manner and ensures that it is received by our offices, bypassing mailing paper forms.

We are currently working on more public engagement, making sure that our web and print materials are accessible, and creating more resources for individuals with limited English proficiency.

We have worked on several rule and legislative changes that align with our mission without creating unnecessary barriers to access to dental care in Minnesota. We have implemented mandatory infection control education for licensees to ensure that they are educated to the required standards set forth in our rules, including compliance with the CDC Guidelines for Infection Control in Dental Settings.

We brought forth legislation last year for an Emeritus active and Emeritus inactive license. Our bill language, along with other health licensing provisions, was included in the Health Policy Omnibus bill that was vetoed. We plan on bringing our bill back again this session. We feel that the Emeritus active license could have a positive impact on access and promote pro-bone care and supervision situations for allied dental professionals in collaborative practice settings. We will also be bringing language to allow license by credential candidates that complete general practice residencies in other states to make application in MN.

In the next biennium, we would like to implement a new database to manage applications, licensure, professional development, complaints and discipline. We will continue to streamline sign up for the Prescription Monitoring Program and identify dentist licensees that have active DEA licensure for sign up and participation with the program.

Bridgett Anderson LDA, MBA  
Executive Director  
Minnesota Board of Dentistry  
612-548-2127  
[bridgett.anderson@state.mn.us](mailto:bridgett.anderson@state.mn.us)

**GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**
**Board Members Serving During the Period 7/1/2016—6/30/2018**

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Ruth Dahl	Northfield	Current	July 2017		June 2021
Carl Ebert	Golden Valley	Current	April 2016		June 2020
Christy Jo Fogarty	Farmington	Current	July 2017		June 2021
John Manahan	Bloomington	Current	April 2011	June 2015	June 2019
Hassan Ismail	Medina	Current	July 2018		June 2022
Doug Wolff	St. Paul	Current	June 2015		June 2019
Heidi Donnelly	Crosby	Current	July 2018		June 2022
Patricia (Angela) Rake	Elko	Current	January 2018		June 2022
David Gesko	Shorewood	Current	January 2018		June 2019 (one year term to serve in position of deceased Board member)
Paul Walker	Shoreview	Deceased	April 2011	June 2015	June 2019

**Board staff**

Bridgett Anderson, Executive Director  
 Diane Anderson, Complaint Analyst  
 Deborah Endly, Compliance Officer  
 Carolyn Tanner, Office Manager  
 Amy Johnson, Licensing Analyst  
 Kathy T Johnson, Legal Analyst  
 Paul Kukla, Dental Consultant  
 Mary Liesch, Senior Investigator  
 Joyce Nelson, Director of Licensing  
 Dennis Motl, Administrative Assistant  
 Thamy Golafaie, Administrative Assistant

Minnesota Board of Dentistry  
 University Park Plaza Building  
 2829 University Avenue SE, Suite 450  
 Minneapolis, MN 55414  
 Phone: 612-617-2250  
 FAX: 612-617-2260  
 Email: [dental.board@state.mn.us](mailto:dental.board@state.mn.us)  
 Website: <http://mn.gov/health-licensing-boards/dentistry/>

## **CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 17,624

### **Number and Type of Credentials Issued or Renewed**

License Type	Total Number of persons licensed or registered as of June 30, 2018 by license type	Total Number of persons licensed or registered as of June 30, 2016 by license type	Total Number of persons licensed or registered as of June 30, 2014 by license type	Total Number of persons licensed or registered as of June 30, 2012 by license type	Total Number of persons licensed or registered as of June 30, 2010 by license type	Total Number of persons licensed or registered as of June 30, 2008 by license type
Dentists	4093	4038	4033	4040	3900	4006
Hygienists	5756	5668	5542	5357	5039	4989
Dental Assistants	7323	7331	7176	7254	7108	7089
Specialty Dentists	99	79	46	30	26	26
Dental Therapists	89	63	39	6	NA	NA
Guest Dentists	21	26	50	43	51	37
Guest Dental Assistants	5	2	4	5	9	8
Guest Dental Hygienists	2	3	5	2	NA	3
Resident Dentists	67	73	100	103	121	124
Resident Provider Dental Therapist	5	0	NA	NA	NA	NA
Full Faculty Dentists	20	24	22	21	25	22
Limited Faculty Dentists	5	6	22	13	13	19
Limited Assistants	4	4	4	4	4	NA
Limited General Dentist	4	2	5	10	2	0
Dental Lab (Registrations)	126	149	NA	NA	NA	NA
<b>TOTAL OF ALL LICENSE TYPES</b>	<b>17,624</b>	<b>17,468</b>	<b>17,048</b>	<b>16,888</b>	<b>16,298</b>	<b>16,323</b>

**Historical Renewal Data by Biennium**

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dentists	287	4093	3888 (95%)
Hygienists	389	5217	5008 (96%)
Dental Assistants	403	6720	6250 (93%)
Specialty Dentists	24	99	NA
Dental Therapists	21	91	85 (94%)
Guest Dentists	5	21	NA
Guest Dental Assistants	0	5	NA
Guest Dental Hygienists	0	2	NA
Resident Dentists	20	67	NA
Resident Provider Dental Therapist	5	5	NA
Full Faculty Dentists	2	20	NA
Limited Faculty Dentists	0	5	NA
Limited Assistants	0	4	NA
Limited General Dentist	0	4	NA
Dental Lab (Registrations)	0	126	126 (100%)
TOTAL	1156	16,479	16,121 (98%)

July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dentists	270	3703	3258 (88%)
Hygienists	406	5188	4664 (90%)
Dental Assistants	548	6750	5825 (86%)
Specialty Dentists	28	48	N/A
Dental Therapists	23	37	34 (92%)
Guest Dentists	9	45	N/A
Guest Dental Assistants	3	3	N/A
Guest Dental Hygienists	1	5	N/A
Resident Dentists	59	43	N/A
Resident Provider Dental Therapist	N/A	N/A	N/A
Full Faculty Dentists	7	18	N/A
Limited Faculty Dentists	3	11	N/A
Limited Assistants	0	4	N/A
Limited General Dentist	2	1	N/A
Dental Lab (Registrations)	N/A	N/A	N/A
TOTAL	1362	15,856	14,128 (89%)

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dentists	298	3735	3147 (84%)
Hygienists	453	5089	4506 (86%)

Dental Assistants	555	6621	5523 (83%)
Specialty Dentists	7	39	N/A
Dental Therapists	25	14	0
Guest Dentists	8	42	N/A
Guest Dental Assistants	3	1	N/A
Guest Dental Hygienists	2	3	N/A
Resident Dentists	66	34	N/A
Resident Provider Dental Therapist	N/A	N/A	N/A
Full Faculty Dentists	6	16	N/A
Limited Faculty Dentists	9	13	N/A
Limited Assistants	0	4	N/A
Limited General Dentist	2	3	N/A
Dental Lab (Registrations)	N/A	N/A	N/A
<b>TOTAL</b>	<b>1434</b>	<b>15,614</b>	<b>13,176 (84%)</b>

July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dentists	291	3749	3020 (80%)
Hygienists	476	4881	4093 (84%)
Dental Assistants	591	6663	5162 (76%)
Specialty Dentists	4	26	N/A
Dental Therapists	6	0	0
Guest Dentists	3	40	N/A
Guest Dental Assistants	2	3	N/A
Guest Dental Hygienists	0	2	N/A
Resident Dentists	58	45	N/A
Resident Provider Dental Therapist	N/A	N/A	N/A
Full Faculty Dentists	3	18	N/A
Limited Faculty Dentists	7	6	N/A
Limited Assistants	0	4	N/A
Limited General Dentist	N/A	N/A	N/A
Dental Lab (Registrations)	N/A	N/A	N/A
<b>TOTAL</b>	<b>1441</b>	<b>15,447</b>	<b>12,275 (80%)</b>

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dentists	172	3728	2908 (78%)
Hygienists	351	4688	3704 (79%)
Dental Assistants	628	6480	4536 (70%)
Specialty Dentists	5	21	N/A
Dental Therapists	N/A	N/A	34 (92%)
Guest Dentists	11	40	N/A
Guest Dental Assistants	2	7	N/A
Guest Dental Hygienists	N/A	N/A	N/A
Resident Dentists	40	81	N/A
Resident Provider Dental Therapist	N/A	N/A	N/A

Full Faculty Dentists	4	21	N/A
Limited Faculty Dentists	1	12	N/A
Limited Assistants	0	4	N/A
Limited General Dentist	2	0	N/A
Dental Lab (Registrations)	N/A	N/A	N/A
TOTAL	1216	15,082	11,148 (74%)

**COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

**Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	362	318
July 1, 2014-June 30, 2016	515	382
July 1, 2012-June 30, 2014	517	524
July 1, 2010-June 30, 2012	494	452
July 1, 2008-June 30, 2010	501	611

**Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
45	<one year: 44
	>one year: 1

**Types of Complaints Received**

Basis for complaints	Number of complaints alleging this basis from received 2016-18	Number of complaints alleging this basis received 2014-16
Action by another jurisdiction	0	0
Incompetency/unethical conduct (substandard care)	167	196
Unprofessional Conduct	96	129
Illness	6	8
Non-jurisdictional	0	0
Medical Records	0	0
Becoming Addicted	24	42
Prescribing	0	0
Sexual Misconduct	2	0
Other/Miscellaneous	67	140
TOTAL	362	515

## RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)

### Total Receipts and Disbursements by Biennium

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$3,954,746.73	\$3,082,545.20
July 1, 2014 – June 30, 2016	\$3,456,577.09	\$3,188,209.82
July 1, 2012 – June 30, 2014	\$3,112,539.00	\$3,144,060.00
July 1, 2010 – June 30, 2012	*\$2,963,130.40	\$2,800,270.65
July 1, 2008 – June 30, 2010	\$2,715,823.36	\$2,867,168.27
July 1, 2006 – June 30, 2008	\$2,476,091.34	\$2,067,314.10

\*Including 10% license/application fees for Minnesota Office of Enterprise Technology e-licensing surcharge

### Fees by Type

<b>Application Fees - Initial</b>	<b>Current Fee</b>	<b>Criminal Background Check fee</b>	<b>Initial License Fee</b>	<b>Total</b>
Dentist	\$140	\$32.00	\$168.00	<b>\$340.00</b>
Dental Therapist	\$100	\$32.00	\$120.00	<b>\$252.00</b>
Dental Hygienist	\$55	\$32.00	\$60.00	<b>\$147.00</b>
Licensed Dental Assistant	\$55	\$32.00	\$36.00	<b>\$123.00</b>
Limited Dental Assistant	\$15	\$32.00	\$12.00	<b>\$59.00</b>
Full Faculty	\$140	\$32.00	\$168.00	<b>\$340.00</b>
Limited Faculty	\$140	\$32.00		<b>\$172.00</b>
Resident Dentist	\$55	\$32.00		<b>\$87.00</b>
Limited General Dentist	\$140	\$32.00	\$155.00	<b>\$327.00</b>
Resident Provider Dental Therapist	\$55	\$32.00		<b>\$87.00</b>
Resident Provider Dental Hygienist	\$55	\$32.00		<b>\$87.00</b>
Guest Dentist/Hygienist/Assistant	\$50	\$32.00		<b>\$82.00</b>
<b>Licensure by Credential Fees</b>	<b>Current Fee</b>	<b>Criminal Background Check Fee</b>	<b>Initial License Fee</b>	<b>Total</b>
Dentist	\$725	\$32.00	\$168.00	<b>\$925.00</b>
Specialist	\$725	\$32.00	\$168.00	<b>\$925.00</b>
Hygienist	\$175	\$32.00	\$60.00	<b>\$267.00</b>

<b>Reinstatement Fees</b>	<b>Current Fee</b>	<b>Criminal Background Check Fee</b>	<b>Biennial Renewal Fee</b>	<b>Total</b>
Dentist	\$140	\$32.00	\$425	<b>\$597.00</b>

Dental Therapist	\$85	\$32.00	\$200	<b>\$317.00</b>
Dental Hygienist	\$55	\$32.00	\$150	<b>\$237.00</b>
Licensed Dental Assistant	\$35	\$32.00	\$110	<b>\$177.00</b>

<b>Renewal Fees- biennial</b>	<b>Current Fee</b>	<b>Late fee = % of renewal Annual = 50% Biennial = 25%</b>	<b>Total</b>
Dentist	\$425	\$106.25	<b>\$531.25</b>
Dental Therapist	\$200	\$50.00	<b>\$250.00</b>
Hygienist	\$150	\$37.50	<b>\$187.50</b>
Dental Assistant	\$110	\$27.50	<b>\$137.50</b>
Limited Dental Assistant	\$24	\$6.00	<b>\$30.00</b>
Full Faculty	\$425	\$106.25	<b>\$531.25</b>
<b>Renewal Fees- annual</b>			
Limited Faculty	\$168	\$84.00	<b>\$252.00</b>
Resident Dentist	\$75	\$37.50	<b>\$112.50</b>
Limited General Dentist	\$155	\$77.50	<b>\$232.50</b>
Resident Provider Dental Therapist	\$75	\$37.50	<b>\$112.50</b>
Resident Provider Dental Hygienist	\$75	\$37.50	<b>\$112.50</b>
Guest Dentist/Hygienist/Assistant	\$50	\$25.00	<b>\$75.00</b>
<b>Certification Fees</b>	<b>Current Fee</b>	<b>Late fee = % of renewal Annual = 50%</b>	<b>Total</b>
<b>Sedation- Initial Application</b>			
General anesthesia (GA)	\$325		<b>\$325</b>
Conscious sedation (CS)	\$325		<b>\$325</b>
Contracted sedation (CSS)	\$325		<b>\$325</b>
<b>Advanced Dental Therapy</b>	\$100		<b>\$100</b>
<b>Sedation- Biennial Renewal Fees</b>			
General anesthesia (GA)	\$325	\$162.50	<b>\$487.50</b>
Conscious sedation (CS)	\$325	\$162.50	<b>\$487.50</b>
Contracted sedation (CSS)	\$325	\$162.50	<b>\$487.50</b>
<b>Corporation Fees</b>	<b>Current Fee</b>	<b>Late Fee</b>	<b>Total</b>
Initial	\$100		<b>\$100</b>
Renewal (Annual)	\$25	\$15	<b>\$40</b>

<b>Dental Lab Fees</b>	<b>Current Fee</b>	<b>Total</b>
Initial	\$50	<b>\$50</b>
Renewal (Biennial)	\$50	<b>\$50</b>
<b>Miscellaneous</b>	<b>Current Fee</b>	<b>Total</b>
Duplicate License	\$35	
Duplicate Certificate	\$10	

Mini License – wallet size for volunteerism	\$15
Affidavit of License (has seal – for <b>State Boards</b> )	\$10
License Verification (Fee for pa-per verification – No fee for On-line verification) – <b>NOT for State Board Verifications – see Affidavits</b>	\$5
NSF Fee	\$20
Advanced Dental Therapy Exam	\$250

**The mission of the Minnesota Board of Dietetics and Nutrition Practice is to promote public interest in receiving quality dietetic and nutrition services from competent licensed dietitians and nutritionists; protect the public by ensuring that all licensed dietitians and nutritionists meet the educational and practical requirements specified in law; and protect the public by setting standards for quality dietetic and nutrition services.**

### **Report of the Executive Director**

**July 1, 2016 – June 30, 2018**

It has been another busy biennium!

Currently there are almost 2,000 licensed dietitians and nutritionists in Minnesota, an increase of almost 35 percent in just 6 years. We expect this trend to continue with the increased growth for services. Although the number of licensees has increased significantly, complaints have not seen the same trend, pointing to an effective Complaint Review Process and educational component to licensure.

We are committed to the advancement of offering more and better online services to licensees and the public with 90 percent of our renewals completed online in this biennium. Technological improvements continue to allow us to accommodate the increased workload without staffing increases.

The Board implemented a standardized system of criminal background checks for applicants in 2017, working with state and federal agencies to ensure that such background checks were in compliance with all applicable statutes and regulations.

The Board members continue to support policies that result in high quality, customer focused, efficient and cost effective services. They are to be commended for their exceptional dedication and time commitment required to serve on the Board. They are strongly committed to providing efficient and timely access to public data, license renewals and verifications. The Board continues to make its website increasingly interactive.

Ruth Grendahl  
Executive Director  
Board of Dietetics and Nutrition Practice  
651-201-2764  
[ruth.grendahl@state.mn.us](mailto:ruth.grendahl@state.mn.us)

**GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

**Board Members Serving During the Period 7/1/2016—6/30/2018**

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Debra Sheats	St. Paul	Active	7/1/2015	3/1/2016	8/1/2019
Rebecca Werner	New Ulm	Active	12/24/2013	10/01/2016	8/1/2020
Susan Parks	Mendota Heights	Active	2/7/2011	2/16/2015	8/1/18
Lea Wetzell	Minneapolis	Active	12/24/2013	11/26/2017	8/1/2021
Samuel Ankrah	Woodbury	Active	5/1/2017		8/1/2019
Cheryl Asplund	Champlin	Active	3/1/2016		8/1/2018
Margaret Schreiner	Eagan	Active	12/24/2013	11/26/2017	8/1/2021

**Board staff and office location**

Ruth Grendahl - Executive Director  
 Anna Hartsel – Office & Administrative Specialist Senior

Minnesota Board of Dietetics and Nutrition Practice  
 University Park Plaza Building  
 2829 University Avenue SE, Suite 402  
 Minneapolis, MN 55414  
 Phone: 651-201-2764  
 Fax: 651-201-2763  
 Email: board.dietetics-nutrition@state.mn.us  
 Website: <http://mn.gov/health-licensing-boards/dietetics-and-nutrition>

**CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed as of June 30, 2018: 1,910

**Number and Type of Credentials Issued or Renewed**

License Type	Total # of persons licensed as of 6/30/18	Total # of persons licensed as of 6/30/16	Total # of persons licensed as of 6/30/14	Total # of persons licensed as of 6/30/12	Total # of persons licensed as of 6/30/10
Dietitians	1,841	1,752	1,493	1,353	1,267
Nutritionists	69	65	71	63	59
TOTAL	1,910	1,817	1,564	1,416	1,326

### Historical Renewal Data by Biennium

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dietitians	294	3,687	3,339 90%
Nutritionists	8	134	115 86%
TOTAL	302	3,821	3,454 90%

July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dietitians/Nutritionists	331	3246	2792 (78%)

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dietitians/Nutritionists	281	2985	2116 (71%)

July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dietitians/Nutritionists	214	2756	1420 (52%)

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Dietitians/Nutritionists	170	2591	969 (37%)

### COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)

#### Complaints Received and Closed by Biennium

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	10	11
July 1, 2014-June 30, 2016	9	8
July 1, 2012-June 30, 2014	6	6
July 1, 2010-June 30, 2012	12	11
July 1, 2008-June 30, 2010	4	7

**Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
0	<one year: 0
	>one year: 0

**RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

**Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$351,200	\$307,163
July 1, 2014 – June 30, 2016	\$324,698	246,936
July 1, 2012 – June 30, 2014	\$210,872	\$209,218
July 1, 2010 – June 30, 2012	\$180,238	\$188,862
July 1, 2008 – June 30, 2010	\$242,700	\$188,018

**Fees by Type**

Type of fee	Fee
Application for Nutritionist	\$175
Application for Dietitian with RD	\$100
Licensing Fee	\$150
Reinstatement	\$92.50
Renewal Fee	\$75
Miscellaneous	\$50

**The mission of the Minnesota Board of Examiners for Nursing Home Administrators is to promote the public’s interest in quality care and effective services for residents of nursing home facilities by ensuring that licensed administrators are qualified to perform their administrative duties.**

### **Report of the Executive Director**

#### **July 1, 2016 – June 30, 2018**

The Board of Examiners for Nursing Home Administrators (BENHA) continued to fulfill its mission by completing the prior strategic plan and initiating a new plan in 2017. As the only federally mandated health occupation board in Minnesota, the Centers for Medicaid and Medicare also mandates a minority of the board members to be nursing home administrators and the majority non-licensees. The Board continues to influence optimal leadership requirements to promote residential models of care for tomorrow’s elder care continuum.

Highlights for the past two years include the investment and active participation with the National Board of Long Term Care Administrators (NAB). This important partnership continued with the Executive Director and Board member, Katie Davis, on the Executive Committee. Other board members of the BENHA also served on various national committees including the preparation of the national examination. On a national level, the licensure of Nursing Home Administration is being modified to reflect the growing continuum of care across the services and supports of the long-term system. The Minnesota Board will seek to modify their statutory authority. The Board revised all Rules in 2016.

The Board continues to invest in the state-approved Long Term Care Centers of Academic Excellence. Currently, nine Minnesota colleges and two border-state colleges are recognized for their work in creating leaders for new models of elder care throughout the upper Midwest and nationally. The board engaged in multiple meetings with these key stakeholders to modify current entry-level administrator requirements, which were revised through formal rulemaking in 2016.

The Board advocates in its role of ensuring leaders responsible for Minnesota long-term care centers are ethical and resident-centered in their decision-making practices. Continued investment to cultivate new leaders for tomorrow’s service delivery remains critical, even more so as challenging economic environments requires a continued strong investment and commitment. Quality leadership creates efficient and effective communities that care for our state’s aging population.

Randy Snyder  
Executive Director  
Minnesota Board of Examiners for Nursing Home Administrators  
651-201-2730  
[benha@state.mn.us](mailto:benha@state.mn.us)

## GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)

### Board Members Serving During the Period 7/1/2016—6/30/2018

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Vanessa Allmon	Minneapolis	Public	01/07/2016	NA	01/07/2020
Nathan Johnson	Moorhead	LNHA	01/07/2013	1/07/2017	01/07/2021
Jane C. Pederson, M.D., M.S.	Woodbury	Doctor	01/01/1997	01/07/2017	1/6/2021
Marilyn Reiersen	Savage	Public	01/07/2013	01/07/2017	01/6/2021
Jennifer Pfeffer, Chair	Mankato	LNHA Non-profit	06/30/2006	01/01/2018	1/6/2022
Nancy Tuders RN, Secretary	Grand Rapids	Nurse	05/17/2007	01/01/2015	1/7/2019
H. Michael Tripple	St. Paul	Public	01/01/2015	N/A	1/7/2019
Katie Davis, LNHA	Albert Lea	LNHA, Proprietary	01/01/2015	N/A	1/7/2019
Steven Chies	Coon Rapids	LNHA, Proprietary	06/28/2016	N/A	1/6/2020

The following are appointed by the Commissioners of Health and of Human Services and serve as non-voting designees of those commissioners:

Michelle Ness, MN Department of Health 7/1/2016 to 2/1/2018

Robert Held, MN Department of Human Services 7/1/2016 to 11/1/2016

Cathy Griffin, 3/19/2018 to 6/30/2018

Valerie Cooke, 11/30/16 to 6/30/2018

### Board Staff and Office Location

Randy Snyder, Executive Director

Jessica Schultz, Office Manager

Minnesota Board of Examiners for Nursing Home Administrators

University Park Plaza Building

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## CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)

Total Number of persons licensed or registered as of June 30, 2018: 928

### Number and Type of Credentials Issued or Renewed

License Type	Total Number of persons licensed or registered as of June 30, 2018	Total Number of persons licensed or registered as of June 30, 2016	Total Number of persons licensed or registered as of June 30, 2014	Total Number of persons licensed or registered as of June 30, 2012	Total Number of persons licensed or registered as of June 30, 2010	Total Number of persons licensed or registered as of June 30, 2008
<i>LNHA</i>	928	894	852	856	851	846
<b>TOTAL OF ALL LICENSE TYPES</b>	928	894	852	856	851	846

### Historical Renewal Data by Biennium

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LNHA	2017 – 90 2018 – 70 160	2017 – 872 2018 – 837 1709	2017-833, 95.8% 2018 – 825, 98.6%

July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
LNHA	130	894	92%

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LNHA	103	1709	91%

July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LNHA	88	1704	91%

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LNHA	90	1697	90%

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	436	406
July 1, 2014-June 30, 2016	95	91
July 1, 2012-June 30, 2014	96	89
July 1, 2010-June 30, 2012	129	118
July 1, 2008-June 30, 2010	132	120

### **Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
29	<one year
1	>one year

### **Types of Complaints Received**

Basis of Complaint	Number of complaints alleging this basis from 2016 – 2018*	Number of complaints alleging this basis from 2014-2016
Neglect of Care	83	29
Financial	17	17
Physical Abuse	12	6
Administration	33	12
Verbal/Mental	4	1
Quality of Care (MDH Survey)	15	19
Resident Rights	10	1
HPSP	5	1
Practice without a License	0	1
Sexual Abuse	0	2

\*Some complaints allege more than one basis

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 to June 30, 2018	\$442,516	\$401,533
July 1, 2014 to June 30, 2016	\$445,515	\$298,868
July 1, 2012 to June 30, 2014	\$423,482	\$304,405
July 1, 2010 to June 30, 2012	\$422,409	\$259,359

**Fees by Type**

<b>Type of Fee</b>	<b>Fee</b>
Application	\$150
Original License	\$200
Annual Renewal	\$200
Acting Administrator Permit	\$250

**The mission of the Minnesota Board of Marriage and Family Therapy is to protect the public through effective licensure and enforcement of the statutes and rules governing the practice of marriage and family therapists to ensure a standard of competent and ethical practice.**

## **Report of the Executive Director**

**July 1, 2016—June 30, 2018**

The Board of Marriage and Family Therapy's mission is to protect the public and ensure a standard of competent and ethical care through effective licensure and enforcement of the statutes and rules governing the practice of marriage and family therapy.

To accomplish the Board's mission, we:

- Set standards for initial licensure, including a review of each applicant's education and training;
- Conduct an in-person examination of each applicant's knowledge of the laws and rules governing the practice of marriage and family therapy in Minnesota prior to issuing marriage and family therapy license;
- Annually review qualifications and renew licenses of current, qualified licensees;
- Investigate complaints made against licensees and applicants, and allegations of unlicensed practice of marriage and family therapy;
- Take disciplinary or corrective action against a licensee or applicant when warranted by conduct and necessary to protect the public;
- Review and approve all continuing education programs used by licensees to meet continuing education requirements for license renewal;
- Monitor and enforce continuing education requirements for license renewal;
- Maintain mandated and educational information available to the public via the Board's website;
- Work collaboratively with academic institutions and national and state marriage and family therapy professional associations to identify, discuss and address issues involving the education, licensure and practice of marriage and family therapists;
- Provide information about licensure and standards of practice to citizens and other business entities;
- Regularly collaborate with other governmental and non-governmental entities to keep Minnesotans safe.

Licensure growth in Minnesota continues on an upward trajectory with the Board licensing over 400 LMFTs in the biennial reporting period. With this growth, come additional service requirements in the areas of complaint review and investigation, continuing education course approval, and post-graduate supervision oversight. Board members continue to show great dedication to maintaining the high level of training and professionalism denoted by Minnesota MFTs. Board staff continue to provide efficient and accountable government services in support of the Board's work to keep Minnesotans safe.

Jennifer L. Mohlenhoff, Executive Director  
Minnesota Board of Marriage and Family Therapy  
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**GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

**Board Members Serving During the Period 7/1/2016—6/30/2018**

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Shonda Craft	Roseville	Higher Education	05/16/2012	05/21/2016	01/06/2020
Herbert Grant	Minneapolis	LMFT	06/29/2006	01/04/2010 04/20/2014 02/26/2018	01/03/2022
Kathryn Graves	Minneapolis	Public Member	06/16/2014	02/26/2018	01/03/2022
Andrea Hendel	Albertville	LMFT	05/21/2016	N/A	01/06/2020
Dennis Morrow	Plymouth	Public Member	10/28/2010	05/26/2011 03/30/2015	01/07/2019
Bruce O’Leary	Maple Grove	LMFT	05/26/2011	03/30/2015	01/07/2019
John Seymour	Mankato	LMFT	06/29/2006	01/04/2010 04/20/2014 02/26/2018	01/03/2022

**Board Staff and Office Location**

Jennifer Mohlenhoff, Executive Secretary  
 Nancy O’Brien, Office & Admin Specialist Principle  
 Donna Maki, Office & Admin Specialist Intermediate

Minnesota Board of Marriage and Family Therapy  
 University Park Plaza Building  
 2829 University Avenue SE, Suite 400  
 Minneapolis, MN 55414  
 Email: [mft.board@state.mn.us](mailto:mft.board@state.mn.us)  
 Website: [www.mn.gov/boards/marriage-and-family/](http://www.mn.gov/boards/marriage-and-family/)  
 Phone: 612-617-2220  
 Fax: 612-617-2221

**CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 2,682

**Number and Type of Credentials Issued or Renewed**

License Type	Total number of persons licensed or registered as of June 30, 2018 by	Total number of persons licensed or registered as of June 30, 2016 by	Total number of persons licensed or registered as of June 30, 2014 by	Total number of persons licensed or registered as of June 30, 2012 by li-	Total number of persons licensed or registered as of June 30, 2010 by li-	Total number of persons licensed or registered as of June 30, 2008 by li-

	license type	license type	license type	cense type	cense type	cense type
LMFT	2364	2054	1801	1525	1418	1068
LAMFT	318	316	306	276	257	233
<b>TOTAL ALL LICENSE TYPES</b>	<b>2,682</b>	<b>2370</b>	<b>2107</b>	<b>1801</b>	<b>1675</b>	<b>1301</b>

### Historical Renewal Data by Biennium

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LMFT	412	4,395	4,275 (97%)
LAMFT	301	472	468 (99%)
TOTAL	713	4,867	4,743 (97%)

July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LMFT	350	3798	3454 (92%)
LAMFT	324	528	512 (97%)
TOTAL	674	4326	3966 (92%)

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LMFT	342	3284	2857 (87%)
LAMFT	333	504	453 (90%)
TOTAL	675	3788	4463 (89%)

July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LMFT	320	2750	2151 (78%)
LAMFT	315	427	168 (73%)
TOTAL	635	3177	3177 (76%)

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
LMFT	252	2274	1689 (74%)
LAMFT	186	388	0 (Not Applicable)*
TOTAL	438	2662	1689 (74%)

\*Online renewal was not yet available for LAMFT license.

**COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBD. 1B(2), (3)**

**Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	145	72
July 1, 2014-June 30, 2016	156	81
July 1, 2012-June 30, 2014	130	89
July 1, 2010-June 30, 2012	63	61
July 1, 2008-June 30, 2010	68	50

**Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
64	<one year: 60
	>one year: 4

**Types of Complaints received from June 30, 2016 through June 30, 2018:**

The general categories of complaints most commonly received include (1) lack of professional competence/unprofessional conduct; (2) violation of client confidentiality; (3) boundary violation; (4) inappropriate sexual contact; (5) unlicensed or unsupervised practice; and (6) other violation of administrative rule (such as billing impropriety, impairment, dual/multiple relationship). Many complaints contain more than one allegation of illegal, unprofessional or unethical conduct.

**RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

**Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$803,677.44	\$696,933.92
July 1, 2014 – June 30, 2016	\$707,409.98	\$662,262.30
July 1, 2012 – June 30, 2014	\$652,141.83	\$530,647.49
July 1, 2010 – June 30, 2012	\$576,074.91	\$420,759.34
July 1, 2008 – June 30, 2010	\$515,954.83	\$375,361.02
July 1, 2006 – June 30, 2008	\$458,510.44	\$335,582.77

**Fees by Type**

Type of fee	Fee
Application for National Examination	\$110.00
Application for LMFT Licensure	\$110.00
Initial LMFT Annual License Fee	Prorated; not to exceed \$125.00
Annual LMFT Renewal fee	\$125.00
Late fee for annual LMFT Renewal	\$50.00

Application for LMFT Licensure by Reciprocity	\$220.00
Application for LAMFT Licensure	\$75.00
Annual LAMFT Renewal Fee	\$75.00
Late fee for annual LAMFT Renewal	\$25.00
Application for LMFT Emeritus License Status	\$125.00
License Reinstatement	\$150.00
Application for Temporary License (for Military)	\$100.00
Continue Education – Program Sponsor Application	\$60.00
Mailing List purchase	\$60.00
Duplicate License Certificate	\$25.00
Duplicate Renewal Card	\$10.00
Written License Verification	\$10.00
Professional Firm Initial Filing	\$100.00
Professional Firm Annual Renewal	\$25.00

**The mission of the Minnesota Board of Medical Practice is to protect the public's health and safety by assuring that the people who practice medicine or as an allied health professional are competent, ethical practitioners with the necessary knowledge and skills appropriate to their title and role.**

## **Report of the Executive Director**

**July 1, 2016 – June 30, 2018**

### **Board of Medical Practice Functions**

- Setting and administering education, training and examination standards for initial and continuing licensure or registration for each health profession regulated by the Board.
- Providing information and education about licensure requirements, procedures and standards of practice to the public, the health care community, and other interested clientele.
- Responding to inquiries, complaints and reports from the public, other health care providers, regulators and other stakeholders regarding licensure and conduct of applicants, permit holders, licensees and unlicensed practitioners.
- Pursuing educational remedies or disciplinary actions against licensees/registrants as deemed necessary based upon results of investigations conducted in response to complaints/reports.

### **BMP Major Activities during the Biennium**

By January 2018, the Board had fully implemented criminal background checks for new applicants across all licensed professions. In addition, the Board initiated licensure for genetic counselors, the seventh allied profession to be added under the Board's regulatory authority.

The Board continues its participation in the Interstate Medical Licensure Compact (IMLC), enacted with seven member states in May 2014 to create a streamlined process for medical licensure for physicians interested in practicing medicine in multiple states. Minnesota was the eighth state to join the IMLC which has now grown to more than 25 member states and territories, with legislation pending in additional states. Initial licenses were issued through the expedited IMLC process in April 2017 and, in the year following, more than 1,000 expedited licenses were issued. Minnesota issued more than 100 licenses during the first year, making it one of the top states to process and issue expedited licenses, often within 24 hours. Governor Dayton appointed Board Member Jon V. Thomas, M.D., M.B.A., and Board Executive Director Ruth M. Martinez, M.A., to serve as Minnesota's two commissioners to the IMLC. Upon Dr. Thomas' completion of his term on the Board, Governor Dayton appointed Board Member Patrick R. Townley, M.D., J.D., and reappointed Ms. Martinez to serve as Minnesota's commissioners. The Interstate Commission has established several standing committees to manage the budget, evaluate personnel needs, create policies, propose rules, and develop technological infrastructure for licensing processes. For more information about the Interstate Medical Licensure Compact, visit: <http://licensureportability.org/>.

### **Legislation**

Several legislative initiatives that impacted the Board were undertaken during the biennium including:

- Practice Act modifications relating to renewal cycles
- Athletic Trainer conversion from registration to licensure
- Physician Assistant Practice Act modifications
- Modification of procedures relating to temporary suspension of credentials, criminal background checks and data sharing

Although health licensing board bills were generally non-controversial, many did not pass during the session and will likely be introduced again during the 2019 Legislative Session.

### **Educational Outreach**

The Board was invited to present to several organizations and groups, including professional associations and societies, the Minnesota Department of Corrections, a delegation of Ukrainian physicians and attorneys, and at educational conferences. In addition, Board members and staff attended and participated in a variety of educational conferences and seminars on the topics of patient safety, interstate collaboration, medical regulation, opioid

prescribing and abuse, mental health and other topics of interest. Engagement with a broad range of stakeholders was instrumental in the Board's evaluation of its processes, staffing needs and technological enhancements to better serve clientele. The Board held off-site meetings in Rochester and Bemidji. The Board also exhibited each year at the Minnesota Medical Association annual meeting. The Board serves as the administering board for the Health Professionals Services Program, which serves to provide confidential monitoring of impaired professionals for all of the health licensing boards and the Minnesota Department of Health. The Board maintains memberships and participates in a number of groups and initiatives, including but not limited to:

- State Opioid Oversight Project
- Interstate Collaboration in Healthcare
- Immigrant International Medical Graduate stakeholder advisory group
- One Health MN Antibiotic Stewardship work group
- Community Dialogue on Diagnostic Error
- Minnesota Alliance for Patient Safety
- Minnesota Controlled Substance Diversion coalition
- Minnesota Prescription Monitoring Program advisory task force

### **Collaborative Initiatives**

In June 2018, the Boards of Medical Practice, Nursing and Pharmacy collaborated to host a second Tri-Regulatory Symposium at the Minnesota History Center. The Symposium was well-attended by Board members and staff, including invited guests, Attorney General's Office representatives and Minnesota State Legislators. The Symposium included presentations on the role of regulators in managing the opioid epidemic and interprofessional practice initiatives in addiction medicine. The Boards collaboratively developed and adopted a Joint Statement on Pain Management. The Executive Directors of Minnesota's Tri-Regulatory Boards continue to meet regularly to consider issues of common interest related to regulation, legislation and patient safety, and to collaborate on activities.

### **National Leadership**

The Minnesota Board of Medical Practice continues to provide leadership at the national level. Board member Mark Eggen, M.D., served on the Federation of State Medical Boards (FSMB) Awards Committee and the FSMB Workgroup on Board Education Service & Training. Board member Kelli Johnson, Ph.D., served on the FSMB Nominating Committee. Board Member and FSMB past-chair Jon Thomas, M.D., M.B.A., served on the USMLE Composite Committee and was a 2017 recipient of the FSMB Distinguished Service Award. Former Board member Gregory B. Snyder, M.D., D.A.B.R., served as Chair of the FSMB Board of Directors from 2017 to 2018, and continues to oversee several FSMB work groups.

### **Goals for 2019-2020**

The Board recognizes opportunities for growth and reflection, with increased numbers of applications, licensees and complaints filed. To better serve its clientele, the Board activated the Assistant Director position and plans to add additional staff to manage increased work volume. An update to the Board's Automated License Information Management System is well underway and will be fully implemented in the next biennium. The updated system is expected to support additional on-line services, enhance data security and improve the quality of reporting.

In conclusion, the Board of Medical Practice is rising to the challenges brought by changes in leadership and staffing, increased work volume and license portability. We look forward to embracing and adapting to the demands of an evolving and exciting regulatory environment.

Ruth M. Martinez, M.A.  
Executive Director  
Minnesota Board of Medical Practice  
2829 University Ave Se, Suite 500 Minneapolis, MN 55414  
(612) 548-2150  
Ruth.Martinez@state.mn.us

## GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)

### Current Board Members

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Cheryl L. Bailey, MD	St. Paul	Appointment	9/19/2018		1/4/2021
Christopher M. Burkle, MD	Rochester	Appointment	3/11/2017		1/4/2021
Irshad H. Jafri, MB,BS	Eagan	Reappointment	10/15/2012	5/31/2015	1/7/2019
Gerald T. Kaplan, MA, LP	Wayzata	Reappointment	3/29/2011	7/1/2015	1/7/2019
Patricia J. Lindholm, MD	Fergus Falls	Reappointment	10/30/2013	6/6/2016	1/6/2020
Kathryn D. Lombardo, MD	Rochester	Reappointment	3/11/2017	7/1/2018	1/3/2022
John M. Manahan, JD	Bloomington	Appointment	9/19/2018		1/3/2022
Allen G. Rasmussen, MA	International Falls	Reappointment	9/19/2018	7/1/2018	1/3/2022
Hugh P. Renier, MD	Duluth	Appointment	9/19/2018		1/3/2022
Kimberly W. Spaulding, MD	South Haven	Appointment	6/6/2016		1/6/2020
Maria K. Statton, MD	Bemidji	Reappointment	10/15/2012	3/11/2017	1/4/2021
Patrick R. Townley, MD	Minneapolis	Appointment	6/6/2016		1/6/2020
Joseph R. Willett, DO	Marshall	Reappointment	3/29/2011	5/31/2015	1/7/2019
Stuart T. Williams, JD	Minneapolis	Appointment	9/19/2018		1/3/2022

### Board Members Serving During the Period 7/1/2016—6/30/2018

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Keith H. Berge, MD	Rochester	Reappointment	9/28/2008	6/3/2013	1/2/2016
Christopher M. Burkle, MD	Rochester	Appointment	3/11/2017		1/4/2021
Mark A. Eggen, MD	Shoreview	Reappointment	4/27/2009	6/3/2013	1/2/2017
V. John Ella, JD	Robbinsdale	Reappointment	3/9/2010	6/24/2014	1/1/2018
Subbarao Inampudi, MB,BS	Minnnetonka	Reappointment	4/27/2009	6/3/2013	1/2/2017
Irshad H. Jafri, MB,BS	Eagan	Reappointment	10/15/2012	5/31/2015	1/7/2019
Kelli Johnson, PhD	St. Paul	Reappointment	3/9/2010	5/24/2014	1/1/2018
Gerald T. Kaplan, MA, LP	Wayzata	Reappointment	3/29/2011	7/1/2015	1/7/2019
Patricia J. Lindholm, MD	Fergus Falls	Reappointment	10/30/2013	6/6/2016	1/6/2020
Kathryn D. Lombardo, MD	Rochester	Reappointment	3/11/2017	7/1/2018	1/3/2022
William M. Parham, III, MD	Edina	Appointment	3/11/2017		1/4/2021
Allen G. Rasmussen, MA	International Falls	Reappointment	9/29/2014	7/1/2018	1/3/2022
Kimberly W. Spaulding, MD	South Haven	Appointment	6/6/2016		1/6/2020
Maria K. Statton, MD	Bemidji	Reappointment	10/15/2012	3/11/2017	1/4/2021
Jon V. Thomas, MD	St. Paul	Reappointment	3/9/2010	6/24/2014	1/1/2018
Patrick R. Townley, MD	Minneapolis	Appointment	6/6/2016		1/6/2020
Joseph R. Willett, DO	Marshall	Reappointment	3/29/2011	5/31/2015	2/7/2019

### Board Staff and Office Location

Staff Members Serving During the Period 7/1/2016 – 6/30/2018:

Hanan Ahmad, Licensure Specialist/Office & Administrative Specialist Int.  
Brian Anderson, Medical Regulations Analyst/Investigator  
Wendy Boswell, Licensure Specialist/Office & Administrative Specialist Int.  
Arielle Bowhay, Medical Regulations Analyst/Investigator  
Megan Braddock, CRU Assistant/Office & Administrative Specialist Int.  
Mary Delahunt, Licensure Specialist/Office & Administrative Specialist Int.  
Barb Dressel, Receptionist/Office & Administrative Specialist  
Lisa Gamer, CRU Assistant/Office & Administrative Specialist/OAS Int.  
Mary Erickson, Senior Medical Regulations Analyst/Investigator Sr.  
Laurie Hanrahan, Office Manager/Office Services Supervisor  
Polly Hoye, Legal Analyst  
Elizabeth Huntley, Complaint Review Unit Supervisor/Investigator Supervisor  
Cheryl Johnston, ED Admin. Assistant/Office & Administrative Specialist Principal  
Lois Kauppila, Office Manager/Office Services Supervisor  
Roselynn Kowalczyk, CRU Assistant/Office & Administrative Specialist  
Elizabeth Larson, Licensure Specialist/Office & Administrative Specialist Int.  
Maura LeClair, Medical Regulations Analyst/Investigator  
Paul Luecke, Licensure Specialist/Office & Administrative Specialist Principal;  
Ruth Martinez, Executive Director  
Sean McCarthy, Legal Analyst  
Melissa Olson, CRU Assistant/Office & Administrative Specialist  
Helen Patrikus, Medical Regulations Analyst/Investigator  
Molly Schwanz, Licensure Unit Supervisor, Management Analyst Supervisor  
Randi Shimota, Licensure Specialist/Office & Administrative Specialist Int.  
Tama Trinka, Senior Medical Regulations Analyst/Investigator Sr.  
Kathryn Van Etta-Olson, Legal Analyst  
Anthony Wijesinha, Medical Regulations Analyst/Investigator

Current Staff Members

Brian Anderson, Medical Regulations Analyst/Investigator  
Wendy Boswell, Licensure Specialist/Office & Administrative Specialist Int.  
Megan Braddock, CRU Assistant/Office & Administrative Specialist Int.  
Wendi Clarke, Office Manager/Office Services Supervisor  
Mary Delahunt, Licensure Specialist/Office & Administrative Specialist Int.  
Barb Dressel, Receptionist/Office & Administrative Specialist  
Lisa Gamer, CRU Assistant/Office & Administrative Specialist/OAS Int.  
Karen Helgeson, Senior Medical Regulations Analyst/Investigator Sr.  
Elizabeth Huntley, Assistant Director  
Cheryl Johnston, ED Admin. Assistant, Office & Administrative Specialist Principal  
Elizabeth Larson, Licensure Specialist/Office & Administrative Specialist Int.  
Maura LeClair, Medical Regulations Analyst/Investigator  
Paul Luecke, Licensure Coordinator/Office & Administrative Specialist Principal  
Ruth Martinez, Executive Director  
Molly Lang (f.k.a. Schwanz), Licensure Unit Supervisor/Management Analyst Supervisor  
Randi Shimota, Licensure Specialist/Office & Administrative Specialist Int.  
Tama Trinka, Senior Medical Regulations Analyst/Investigator Sr.  
Kathryn Van Etta-Olson, Legal Analyst  
Anthony Wijesinha, Medical Regulations Analyst/Investigator

Minnesota Board of Medical Practice  
2829 University Avenue SE, Suite 500  
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 Website: <https://mn.gov/boards/medical-practice/>

## **CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 33,403

### **Number and Type of Credentials Issued or Renewed**

License Type	Total Number of persons licensed or registered as of June 30, 2018	Total Number of persons licensed or registered as of June 30, 2016	Total Number of persons licensed or registered as of June 30, 2014	Total Number of persons licensed or registered as of June 30, 2012	Total Number of persons licensed or registered as of June 30, 2010	Total Number of persons licensed or registered as of June 30, 2008
Acupuncturist	615	595	490	470	415	349
Athletic Trainer	1,181	992	884	738	652	611
Genetic Counselor	180	N/A	N/A	N/A	N/A	N/A
Traditional Midwife	42	32	28	17	13	14
Naturopathic Doctor	78	58	50	33	21	NA
Physician Assistant	1,972	2,522	2,230	1,941	1,814	1,746
Physician	24,080	22,593	21,993	20,405	19,661	18,797
Respiratory Therapist	2,084	1,976	1,941	1,814	1,746	1,669
Telemedicine	711	653	639	448	317	223
Resident Permit	1,503	944	661	833	781	857
<b>TOTAL OF ALL LICENSE TYPES</b>	<b>32,446</b>	<b>30,365</b>	<b>28,916</b>	<b>26,699</b>	<b>25,420</b>	<b>24,266</b>

### **Historical Renewal Data by Biennium**

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and %)
Acupuncturist	61	1,168	1,150 (98.5%)
Athletic Trainer	320	2,026	2,020 (99.7%)
Genetic Counselor	180	51	N/A
Traditional Midwife	16	76	76 (100%)
Naturopathic Doctor	25	118	118 (100%)
Physician Assistant	626	5,336	5,317 (99.64%)

Physician	3,528	44,673	44,151 (98.8%)
Respiratory Therapist	298	3,854	3,811 (98.9%)
Telemedicine	221		
Residency Permit	1,571	N/A	N/A
<b>TOTAL</b>	<b>6,839</b>	<b>58,518</b>	<b>57,857 (98.9)</b>

**July 1, 2014-June 30, 2016**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and %)
Acupuncturist	95	1,058	1,020 (96%)
Athletic Trainer	245	1,706	1,670 (98%)
Traditional Midwife	13	42	42 (100%)
Naturopathic Doctor	13	102	101 (99%)
Physician Assistant	566	4,444	4,411 (99%)
Physician	2,787	42,410	41,428 (98%)
Respiratory Therapist	1,429	3,640	3,568 (98%)
Telemedicine	221	1,083	1,078 (100%)
Residency Permit	1,429	N/A	N/A
<b>TOTAL</b>	<b>6,798</b>	<b>54,485</b>	<b>53,318 (98%)</b>

**July 1, 2012-June 30, 2014**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and %)
Acupuncturist	102	1,075	896 (83%)
Athletic Trainer	216	1,730	1,400 (81%)
Traditional Midwife	11	55	35 (64%)
Naturopathic Doctor	19	92	39 (42%)
Physician Assistant	465	4,293	3,755 (87%)
Physician	2,849	43,336	40,481 (93%)
Respiratory Therapist	258	3,816	3,430 (90%)
Telemedicine	274	1,184	855 (72%)
Residency Permit	1,533	N/A	N/A
<b>TOTAL</b>	<b>5,727</b>	<b>55,581</b>	<b>50,891 (92%)</b>

**July 1, 2010-June 30, 2012**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and %)
Acupuncturist	88	993	632 (63%)
Athletic Trainer	175	1,509	993 (66%)
Traditional Midwife	5	33	N/A
Naturopathic Doctor	16	62	N/A
Physician Assistant	387	3,609	2,553 (71%)
Physician	2,346	41,134	34,559 (84%)
Respiratory Therapist	198	3,628	2,768 (76%)
Telemedicine	197	869	201 (23%)
Residency Permit	1,717	N/A	N/A
<b>TOTAL</b>	<b>5,129</b>	<b>51,837</b>	<b>41,697 (80%)</b>

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and %)
Acupuncturist	95	823	640 (78%)
Athletic Trainer	134	1,299	1,045 (80%)
Traditional Midwife	3	26	N/A
Naturopathic Doctor	21	21	N/A
Physician Assistant	321	3,026	2,598 (86%)
Physician	2,233	39,560	32,436 (82%)
Respiratory Therapist	202	3,547	3,167 (89%)
Telemedicine	165	575	201 (35%)
Residency Permit	1,650	N/A	N/A
<b>TOTAL</b>	<b>4,824</b>	<b>48,816</b>	<b>40,087 (82%)</b>

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBD. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	1,930	1,726
July 1, 2014-June 30, 2016	1,562	1872
July 1, 2012-June 30, 2014	1,514	1,718
July 1, 2010-June 30, 2012	1,614	1,603
July 1, 2008-June 30, 2010	1,707	1,936

### **Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
671	<one year: 549
	>one year:

### **Types of Complaints Received**

Basis of complaints	Number of complaints alleging this basis received during 2016-18	Number of complaints alleging this basis received during 2014-16
Actions by another jurisdiction	170	60
Incompetency / unethical conduct	1286	1200
Unprofessional conduct	1300	1187
Illness	66	95
Non-jurisdictional	116	58
Medical records management	186	122
Becoming addicted or habituated	72	63
Prescribing	481	469

Sexual misconduct	37	40
Other	206	140

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$18,057,981	\$11,719,220
July 1, 2014 – June 30, 2016	\$11,445,514	\$7,962,117
July 1, 2012 – June 30, 2014	\$10,847,180	\$7,796,647
July 1, 2010 – June 30, 2012	\$10,181,278*	\$7,449,684
July 1, 2008 – June 30, 2010	\$9,335,076	\$7,770,120
July 1, 2006 – June 30, 2008	\$9,084,669	\$7,310,960

\*Including 10% license / application fees for Minnesota Office of Enterprise Technology e-licensing surcharge

### **Fees by Type**

Type of fee	Fee
Acupuncture Annual License	150.00
Acupuncture applications	150.00
Acupuncture Certification Fees	25.00
Acupuncture Late Fees	50.00
Acupuncture Temporary Permit	60.00
Acupuncture Inactive Status Fee	50.00
Athletic Trainer Annual Registration	100.00
Athletic Trainer Application	50.00
Athletic Trainer Temp Permit	50.00
Athletic Trainer Certification	25.00
Athletic Trainer Late Fee	15.00
Athletic Trainer Temp Registration	100.00
Genetic Counselor Annual License	150.00
Genetic Counselor Application	200.00
Genetic Counselor Certification Fee	25.00
Genetic Counselor Late Fee	25.00
Midwifery Certification Fee	25.00
Midwifery Late Fee	75.00
Midwifery Temporary Permit Fee	75.00
Midwifery Licensure & Renewal Fee	100.00
Midwifery Inactive Status Fee	50.00
Midwifery Application Fee	100.00
Physician Annual License	192.00
Physician Application Fee	200.00
Physician Temporary License	60.00
Physician Endorsement Fees	40.00
Physician Certification Fees	25.00
Physician Late Fees	60.00
Residency Permit	20.00 / 15.00
Emeritus Registration	50.00
Naturopathic Certification Fee	25.00
Naturopathic Application Fee	200.00

Naturopathic Registration Renewal Fee	150.00
Naturopathic Late Fee	75.00
Naturopathic Inactive Status	50.00
Naturopathic Temporary Permit	25.00
Naturopathic Emeritus	50.00
Physician Assistant (PA) Annual License with Prescribing	135.00
PA Application Fees	120.00
PA Certification Fee	25.00
PA Lase Fees	50.00
PA Annual License Without Pres.	115.00
PA Temporary License	60.00
Respiratory Therapists (RT) License	90.00
RT Application Fee	100.00
RT Certification Fee	25.00
RT Temporary Permit	60.00
RT Late Fee	50.00
RT Inactive Status	50.00
Telemedicine Application Fee	100.00
Telemedicine Registration Fee	75.00
Telemedicine Certification Fee	25.00
Civil Penalties	Various
Miscellaneous Service Charges, Copies	Various
Duplicate Extension Ltr / License Requests	20.00
Education / Training Program Approval	1,000.00
Competitive Athletic Event Registration	50.00
Medical Corp Annual Reg	25.00
Corporation Application	100.00
Report Generation (per hour)	60.00

**The mission of the Minnesota Board of Nursing is to protect the public's health and safety through regulation of nursing education, licensure and practice.**

### **Report of the Executive Director**

Nurses care for people across the lifespan during some of their most vulnerable moments and in settings as varied as homes, schools, hospitals, prisons, clinics and nursing homes. Individuals and families expect that nurses are competent and ethical. The Minnesota Board of Nursing is committed to its statutory obligation to protect the public's health and welfare by regulating and ensuring safe practice of nursing in Minnesota.

The Board of Nursing regulates nursing practice through the following service areas:

- Credentialing - license registered nurses, licensed practical nurses, advanced practice registered nurses, and public health nurses
- Education – assure nursing education programs meet the needs of the nursing workforce by preparing graduates to practice nursing safely and competently
- Complaint resolution – investigate complaints and take disciplinary action against nurses, including removal of nurses from practice who are a risk to patient safety
- Nursing practice standards - interpret the laws and rules related to nursing practice and establish nursing performance guidelines so employers and consumers can make informed decisions regarding the performance of nursing services
- Data – provide licensure and disciplinary data for purposes of assurance of the authority of a nurse to practice, emergency preparedness, a pending nurse shortage, and workforce planning

The Board of Nursing holds nurses accountable for conduct based on legal, ethical and professional standards. The Board achieves its mandate of public protection by disseminating these standards and issuing licenses to practice nursing. Once a license is issued, the Board's responsibility continues by monitoring licensees' compliance with state laws and taking action against the licenses of those nurses who have exhibited unsafe nursing practice and present a risk of harm to the public. While the vast majority of nurses are safe, ethical, caring practitioners, there are instances in which a nurse does not meet the expected standard of care or violates the law. The Board implements investigations and resolves complaints compliant with Minnesota law.

The Board values alliances with internal and external stakeholders to enable development and implementation of public policy that is well grounded, evidence-based, reasonable and attainable. The Board is recognized and valued for engagement with other state agencies to assure congruence on issues involving health care delivery, patient safety organizations to address patient safety issues, and coalitions of health care providers and enforcement agencies to identify best practices for addressing violations of the law such as drug diversion and patient abuse. Collaboration with these groups ensures that the work of the Board reflects relevant professional issues and practice standards. The Board has participated in over 100 such opportunities in 2018.

Of special note, the Board of Nursing has formed a Tri-Regulatory Collaborative with the Boards of Medical Practice and Pharmacy. This partnership is founded on the principle of creating effective inter-professional collaboration among nurses, physicians, and pharmacists to enhance and promote public safety. The Boards' mutual values, common purpose, and statutory obligation to the public foster many opportunities to address issues of mutual concern. For example, the Boards have held joint board meetings and symposiums to address such issues as medical cannabis and the opioid public health crisis. Further, the Boards jointly sponsor the Prescription Monitoring Program and have developed joint position statements addressing responsible and judicious prescribing and health professionals' practices related to pain management.

Nursing regulation must be innovative and pragmatic. The Board of Nursing recognizes the need to implement regulatory solutions with increased relevance and responsiveness to the changes in health care, the transformation of nursing education, and emergent trends in workforce and population health. Exemplars are revision of program approval rules and Board support to provide for high-fidelity simulation in nursing education programs to replace up to 50% of clinical experiences; continued focus on maximizing on-line services for the public, nurses and

employers; transparency and ease of access to data related to licensure and workforce; and a commitment to relevant and responsive regulation.

In 2017, the Minnesota Board of Nursing was awarded the National Council of State Boards of Nursing Regulatory Achievement Award for its consistent leadership in the development and promotion of “public policy related to the safe and effective practice of nursing in the interest of public welfare.” In granting the award, the National Council recognized the Board for “promoting evidence-based regulatory excellence for patient safety and public protection.”

The Board of Nursing is sincerely committed to demonstrate its core values of integrity, responsiveness, transparency, accountability and collaboration through the services it provides to the citizens and nurses of Minnesota.

Shirley A. Brekken, MS, RN, FAAN  
Executive Director  
Minnesota Board of Nursing  
612-317-3000  
Nursing.board@state.mn.us

## **GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

### **Board Members Serving During the Period 7/1/2016—6/30/2018**

<b>Name</b>	<b>Location</b>	<b>Appointment Status</b>	<b>Appointment Date</b>	<b>Reappointment Date (if applicable)</b>	<b>Term Expiration Date</b>
Joann Brown	Appleton	RN	06/29/2016	n/a	01/06/2020
Cindy DeJarlais	Pine City	LPN	07/20/2010	03/30/2013	01/02/2017
Julie Frederick	Mankato	RN	06/27/2017	n/a	01/04/2021
Sakeena Futrell-Carter	St. Paul	RN	06/29/2016	n/a	01/06/2020
Jeanine Gangeness	Rochester	RN	03/30/2013	n/a	01/02/2017
Becky Gladis	Chatfield	LPN	06/30/2015	n/a	01/07/2019
Deborah Haagenson	Park Rapids	RN	08/31/2009	03/30/2013	01/02/2017
Michelle Harker	Apple Valley	Public member	06/24/2014	06/30/2015	01/07/2019
Bradley Haugen	Rochester	RN	06/30/2015	n/a	01/07/2019
June McLachlan	Hermantown	RN	06/24/2014	n/a	01/01/2018
Robert Muster	Minnetonka	RN	06/30/2015	n/a	01/07/2019
Christine Norton	Cottage Grove	Public member	06/30/2011	06/30/2015	01/07/2019
Rui Pina	Farmington	RN	06/27/2017	n/a	01/04/2021
Jan Rainey	Minneapolis	Public member	06/24/2014	n/a	01/01/2018
Christine Renne	Faribault	Public member	06/30/2012	03/30/2013	01/02/2017
Sheila Robley	Faribault	LPN	06/24/2014	n/a	01/01/2018
Steven Strand	Duluth	RN	06/30/2012	06/29/2016	01/06/2020
Eric Thompson	St. Paul	LPN	06/29/2016	n/a	01/06/2020
Pa Chua Vang	St. Paul	LPN	06/27/2017	n/a	01/04/2021
Laurie Warner	North Branch	Public member	06/27/2017	n/a	01/04/2021

The Board held 25 board meetings during the 2016-2018 biennium and spent approximately 3,630 hours on meetings and other Board activities.

**Board Staff and Office Location**

The Board of Nursing has 33 employees and conducts business through five major service areas: credentialing, education, discipline/complaint resolution, nursing practice and data.

Administration

1 Executive Director  
1 Administration Program Assistant

Credentialing

1 Director of Operations  
1 Operations Program Assistant  
5 Customer Service Specialists  
1 APRN Program Assistant

Education

1 Director for Education  
1 Nursing Education Specialist  
1 Education Program Assistant

Discipline/Complaint Resolution

1 Discipline Coordinator  
5 Nursing Practice Specialists  
2 Legal Analysts  
1 Investigator  
1 Paralegal  
1 Nursing Practice Program Assistant  
6 Administrative Assistants

Nursing Practice

1 Director of Practice & Policy  
1 Advanced Practice Nursing Specialist  
1 Nursing Practice Specialist

Minnesota Board of Nursing  
University Park Plaza Building  
2829 University Avenue SE, Suite 200  
Minneapolis, MN 55414  
Phone: 612-317-3000  
FAX: 612-617-2190  
Email: [Nursing.Board@state.mn.us](mailto:Nursing.Board@state.mn.us)  
Website: <http://mn.gov/boards/nursing/>

## **CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 158,039

### **Number and Type of Credentials Issued or Renewed**

License Type	Total number of persons licensed or registered as of June 30, 2018	Total number of persons licensed or registered as of June 30, 2016	Total number of persons licensed or registered as of June 30, 2014	Total number of persons licensed or registered as of June 30, 2012	Total number of persons licensed or registered as of June 30, 2010	Total number of persons licensed or registered as of June 30, 2008
RN	109,251	101,531	93,872	88,625	83,728	77,950
LPN	21,512	22,694	23,603	24,028	24,008	23,642
PHN Certificates	18,616	16,467	15,028	13,530	12,025	10,930
APRN, CNP	5,596	4,478	3,864	3,067	2,542	2,312
APRN, CRNA	2,068	1,887	1,794	1,696	1,576	1,547
APRN, CNS	514	493	548	526	511	499
APRN, CNM	343	297	282	258	217	214
Border State Registrants	139	182	191	235	227	238
<b>TOTAL OF ALL LICENSE TYPES</b>	<b>158,039</b>	<b>148,029</b>	<b>139,182</b>	<b>131,965</b>	<b>124,834</b>	<b>117,332</b>

### **Historical Renewal Data by Biennium**

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
RN	17,694	95,040	91,787 (97%)
LPN	2,662	18,896	17,756 (94%)
RN Permit	6,222		
LPN Permit	486		
PHN Certificates	2,419		
APRN, CNP*	1,334	4,705	4,466 (95%)
APRN, CRNA*	285	1,845	1,766 (96%)
APRN, CNS*	44	483	428 (89%)
APRN, CNM*	61	303	280 (92%)
<b>TOTAL</b>	<b>31,207</b>	<b>121,272</b>	<b>116,483 (96%)</b>

\*2016-2018 First Biennium APRN Renewal Data Available

## July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
RN	15,849	87,633	83,260 (95%)
LPN	3173	19,693	18,247 (93%)
RN Permit	4820		
LPN Permit	394		
PHN Certificates	2184		
APRN, CNP	4478	2258	
APRN, CRNA	1887	960	
APRN, CNS	493	259	
APRN, CNM	297	150	
TOTAL	33,575	110,953	101,507 (94%)

## July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
RN	12,694	82,884	78,079 (94%)
LPN	3,759	20,248	18,202 (90%)
RN Permit	3,918		
LPN Permit	392		
PHN Certificates	2,038		
APRN, CNP	3,864		
APRN, CRNA	1,794		
APRN, CNS	548		
APRN, CNM	282		
TOTAL	25,905	103,132	96,281 (93%)

## July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
RN	12,026	77,472	71,802 (93%)
LPN	3,839	20,383	17,715 (87%)
RN Permit	3,770		
LPN Permit	457		
PHN Certificates	1,578		
APRN, CNP	3,067		
APRN, CRNA	1,696		
APRN, CNS	526		
APRN, CNM	369		
TOTAL	27,217	97,855	89,517 (92%)

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
RN	11,166	74,177	67,241 (91%)
LPN	3,541	21,011	17,422 (83%)
RN Permit	5,877		
LPN Permit	376		
PHN Certificates	1,302		
APRN, CNP	1,576		
APRN, CRNA	511		
APRN, CNS	217		
APRN, CNM	217		
TOTAL	27,108	95,188	

**COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

**Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	2807	2857
July 1, 2014-June 30, 2016	2146	2423
July 1, 2012-June 30, 2014	3291	3709
July 1, 2010-June 30, 2012	1745	1805
July 1, 2008-June 30, 2010	1450	1368

**Number of and age of complaints open at the end of the period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
427	<one year
128	>one year

The Board received over 650 more complaints in this biennium than in the previous biennium. The Board has continued to close more complaints than were received, resulting in a smaller number of open complaints. A larger number of complaints had been open for more than a year at the close of the biennium however the average time to resolve complaints is 129 days. The range of time to resolution was 31 – 203 days. The types of complaints have remained consistent.

**Types of Complaints Received During Biennium**

Basis of complaints received	Number of complaints alleging this basis in 2016-2018*	Number of complaints alleging this basis in 2014-2016*
Failure to practice with reasonable skill and safety	683	664
Actual or potential impairment due to the use of substances or mental or physical health condition	525	497
Action in another jurisdiction	256	305
Failure to demonstrate qualification for licensure or fraud/deceit in obtaining a license	137	236
Unauthorized practice, including practicing without current registration, without informing the board of APRN certification and practicing without a license	54	133
Unprofessional conduct	171	124
Violation of a board order	83	114
Failure to practice Advanced Practice nursing with reasonable skill and safety	134	103
Failure to successfully complete the Health Professionals Services Program	68	89
Criminal conviction	90	79
Tax delinquency	127	55
Unethical conduct, including use of undue influence to the benefit of the nurse	80	54
Improper management of patient records or privacy violations	36	54
Sexual Misconduct	23	19
All others	257	97

\*Some complaints allege more than one basis

**GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

**Nursing Education Program Approval**

The Board promotes excellence of nursing education standards and approved nursing education programs by monitoring program graduate success rates on the national nurse licensure examination; facilitating innovative approaches to address nursing workforce and nursing faculty shortages; providing evidenced-based rule proposals to address limited clinical site availability through simulation; providing consultation to nursing education programs regarding national nurse licensure examination (NCLEX®) pass rates; developing and conducting research to promote a safe, competent and sufficient nursing workforce; and advising prospective students regarding educational tracks and scholarships. The Board established requirements for initial and continuing approval of licensure preparing nursing programs. Advanced Practice Registered Nurse (APRN) programs are now approved by the Board according to program approval rules adopted December 13, 2016.

Approved Licensure-Preparing Programs as of 6/30/2018

Type of Nursing Programs	
Practical	26
Professional – Associate	27
Professional – Baccalaureate	20
Professional – Master’s	3
Advanced Practice Registered Nurse	12

Graduates of Licensure Programs

Number of Graduates	FY 2014	FY 2015	FY 2016	FY2017
Practical	1761	1404	1260	1180
Professional – Associate	1981	2202	2389	2347
Professional – Baccalaureate	1084	1062	1101	1060
Professional – Master’s	89	65	119	125
Advanced Practice	n/a	n/a	n/a	2108

Initial Program Approval of Licensure-Preparing Nursing Programs

	FY 15 - FY 16	FY 16 – FY 17	FY 17 – FY 18
Practical	0	0	0
Professional – Associate	0	0	0
Professional– Baccalaureate	0	2	0
Professional – Master’s	0	0	0
Advanced Practice	0	12	0
Total	0	14	0

Continuing Program Approval of Approved Licensure-Preparing Nursing Programs

Programs	FY 15 - FY 16	FY 16 – FY 17	FY 17 – FY 18
Practical	6*	1	18**
Professional	12*	7	16**
Total	18	8	34

\*Number includes 1 practical program with established nursing programs on 5 campuses, now approved as 5 individual nursing programs and 1 professional program with established programs on 5 campuses, now approved as 5 individual programs.

\*\*Number includes 17 practical and 12 professional programs granted continued approval on 6/7/18 in accordance to program approval rules for those programs achieving accreditation candidacy status.

On-site surveys, collection and review of annual reports, review of improvement plans submitted by programs, decisions of national nursing accreditation bodies, and analysis of the National Council Licensure Examination (NCLEX®) data were used to evaluate each nursing education programs’ compliance with statutes and rules. Analysis of all available data provides a basis for the education reports submitted to the Board for decision-making.

The Board requires oversight of programs that have first-time licensure examination (NCLEX®) success rates at 75% or below for a calendar year. During calendar years 2016 and 2017, nineteen nursing programs were below the minimum standard for 1, 2 or 3 years. Table 5 presents a comparison of programs below minimum standard for calendar years 2014 through 2017.

**Programs Below Minimum Standard for Calendar Years 2012 through 2017**

Year(s) below minimum standard	2014	2015	2016	2017
1 year	7 (3 PN, 0 ADN, 4 Baccalaureate)	8 (1 PN, 6 ADN, 1 Baccalaureate)	6 (2PN, 2ADN, 1 Baccalaureate, 1 Master's entry)	8 (3 PN, 3 ADN, 2 Baccalaureate)
2 consecutive years	3 (1 PN, 2 ADN, 0 Baccalaureate)	1 (1 PN)	5 (1 PN, 4 ADN)	2 (1 PN, 1 ADN)
3 consecutive years	3 (0 PN, 2 ADN, 1 Baccalaureate)	2 (1 PN and 1 ADN)	0	2 (2 ADN)
Total	13	11	11	12

All programs with first-time NCLEX® candidate success rates of 75 percent or less within a calendar year submitted plans of corrective action, as required by rule. For programs below minimum standard for two consecutive calendar years, the Board conducted an on-site survey to determine progress on the previously submitted plan. Following the survey, revised plans of corrective action were submitted as required by rule. An on-site survey for compliance with all applicable rules and for the implementation of the revised plan of corrective action was required for the program below minimum standard for three consecutive calendar years.

**Summary of New Rules Related to Nursing Education and Credentialing**

New program approval rules were promulgated in 2011. These rules require all programs to hold national accreditation or accreditation candidacy. All MN approved nursing programs either achieved candidacy or accreditation by June 1, 2018. Other key elements, such as compliance with submission of a designated minimum data set and meeting identified NCLEX® first-time success rates, continue as elements of regulatory oversight.

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$13,285,603	\$11,029,345
July 1, 2014 – June 30, 2016	\$13,260,405	\$10,358,110
July 1, 2012 – June 30, 2014	\$11,552,309	\$9,374,288
July 1, 2010 – June 30, 2012	\$10,854,823	\$8,483,257
July 1, 2008 – June 30, 2010	\$10,913,694	\$8,872,707
July 1, 2006 – June 30, 2008	\$10,032,253	\$7,310,384

### **Fees by Type**

Type of fee	Fee
APRN Initial Licensure	\$105
RN and LPN Licensure by examination	\$105
RN and LPN Re-examination	\$60
RN and LPN Licensure by endorsement	\$105
RN, LPN and APRN Registration renewal	\$85
RN, LPN and APRN Re-registration	\$105
RN and LPN Border State Registry	\$50
Public Health Nurse certification	\$30
Replacement license certificate	\$20
Verification of licensure status	\$20
Verification of examination scores	\$20
Copy of microfilmed licensure application materials	\$20
Nursing business registration initial application	\$100
Nursing business registration annual application	\$25
Practicing without APRN, RN and LPN current registration	Two times the amount of current registration renewal fee (\$85) for any part of the first calendar month, plus the current registration renewal fee (\$85) for any part of any subsequent month up to 24 months.
Practicing without current APRN certification	\$200 for the first month or any part of month and \$100 for each subsequent month or part thereof.
Auto verification service subscription	Fee is set according to sliding scale based on number of records included in the subscription, from \$100 for 1-100 records to \$1,000 for a subscription consisting of over 5,000 records.
Data requests	One cent per record included in the file, plus a \$5 file creation fee.

**The mission of the Board of Occupational Therapy is to protect the public through effective licensure and enforcement of the statutes and rules governing the practice of occupational therapy to reasonably ensure a standard of competent and ethical practice.**

### **Report of the Executive Director**

The Minnesota Board of Occupational Therapy Practice had an intense first six months of operations. The Board came into existence following legislative approval on January 1, 2018. As such, the Board and the Minnesota Department of Health entered into a six-month interagency agreement to support the Board's mission of public protection, effective licensing operations, and statutory enforcement. Enforcement and complaint management transitioned to the Complaint Resolution Committee of the Board in late January. The hiring committee worked diligently to fill the executive director position effective March 6, 2018. The Executive Director, in collaboration with other Health Licensing Board Staff and the Administrative Services Unit, worked diligently to transition all Board responsibilities effective April 19, 2018, more than two months earlier than projected.

The Board and its staff strive to ensure it fulfills its mission through:

- Timely initial license processing for both occupational therapy (OT) and occupational therapy assistant (OTA) applicants;
- Timely renewing of licenses for OT's and OTAs;
- Responding to complaints and taking action in a timely manner on disciplinary or corrective actions as required by statute;
- Providing timely, accurate information about licensing requirements and standards of practice to licensees, applicants, and other interested persons and agencies;
- Ensuring applicant qualifications are in alignment with statutory requirements; and
- Providing good customer service, ensuring correspondence is responded to in an efficient and positive manner

To meet these needs staff are routinely called upon to develop new policies and procedures and to ensure data management systems accurately reflect licensing expectations. The Board collaborates closely with groups of health licensing boards in developing and maintaining its licensing system and database.

The Board is committed to the effective transition of all occupational therapy practice responsibilities and as such, continues to work to ensure due diligence, transparency, and rightsizing of the agencies policies, procedures, and budgets.

Board members have demonstrated tremendous commitment and service to the people of the State of Minnesota by their willingness to be a part of the inaugural Minnesota Board of Occupational Therapy Practice. It has not been an easy job but they continue to learn and grow as a Board. They have much work ahead of them to establish a strategic vision and plan that aligns with the Boards mission of protecting the public through effective licensure and enforcement of the statutes and rules governing the practice of occupational therapy to reasonably ensure a standard of competent and ethical practice.

Christina Bourland, MHA, OTR/L  
Executive Director  
Minnesota Board of Occupational Therapy Practice  
612-548-2179  
<https://mn.gov/boards/occupational-therapy/>

## **GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

### **Board Members Serving During the Period 7/1/2016—6/30/2018**

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Mary Bartzan, Occupational Therapist	Wayzata	Active	January 1, 2018		January 7, 2019
Christina Bourland, Occupational Therapist	Minneapolis	Resigned*	*		*
Lynnette Buckley, Occupational Therapy Assistant	Bloomington	Active	January 1, 2018		January 1, 2019
Ann Clark, Occupational Therapist	Duluth	Active	January 1, 2018		January 6, 2020
Donna Coughlin, Occupational Therapy Assistant	Rochester	Active	January 1, 2018		January 6, 2020
Chris Harbaugh, Occupational Therapist	Big Lake	Active	January 1, 2018		January 3, 2022
Laura McGrath, Public Member, Licensed Healthcare Provider	Rochester	Active	January 1, 2018		January 6, 2020
Samantha Olsen, Occupational Therapist	Cleveland	Active	January 1, 2018		January 4, 2021
Kim Pettman, Public Member	Sauk Rapids	Active	January 1, 2018		January 7, 2019
Erin Staum (Kearn), Occupational Therapy Assistant	Oakdale	Active	January 1, 2018		January 4, 2021
Vacant, Occupational Therapist Member					
Vacant, Public Member					

\*Christina Bourland was appointed to the Board, attended the initial Board planning meetings that occurred prior to the appointment date of January 1, 2018; and resigned from the Board on December 20, 2017 in order to apply for the executive director position.

Board membership is comprised of the following Governor appointed members: five licensed occupational therapists, three licensed occupational therapy assistants, one public member who is a licensed health care provider, and two public members who have received or have a family member who has received occupational therapy services. The occupational therapy practitioners must represent various practice areas and settings and at least two must be employed outside of the Twin Cities seven county metropolitan area. The Board is currently scheduled to meet four times per year with the Complaint Resolution Committee meeting more often as needed. The Board currently has two standing committees: The Executive Committee and the Complaint Resolution Committee.

### **Board Staff and Office Location**

Christina Bourland, Executive Director  
Molly Cox, Licensing and Administrative Specialist  
(Vacant) Staff position

Minnesota Board of Occupational Therapy Practice  
University Park Plaza Building

2829 University Avenue SE, Suite 415  
 Minneapolis, MN 55414  
 Phone: 612-548-2179  
 Fax: NONE  
 Email: occupational.therapy@state.mn.us  
<https://mn.gov/boards/occupational-therapy/>

## **CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 5149

NOTE: Reported numbers include information provided by the Minnesota Department of Health, Health Occupations Program and transferred to the Board April 13, 2018. All historical data is with the Department of Health, Health Occupations Program (MDH).

### **Number and Type of Credentials Issued or Renewed**

License Type	Total Number of persons licensed or registered as of June 30, 2018	Total Number of persons licensed or registered as of June 30, 2016	Total Number of persons licensed or registered as of June 30, 2014	Total Number of persons licensed or registered as of June 30, 2012	Total Number of persons licensed or registered as of June 30, 2010	Total Number of persons licensed or registered as of June 30, 2008
Occupational Therapist	3913	N/A	N/A	N/A	N/A	N/A
Occupational Therapist Assistant	1236	N/A	N/A	N/A	N/A	N/A
<b>TOTAL OF ALL LICENSE TYPES</b>	<b>5149</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

### **Historical Renewal Data by Biennium\***

NOTE: All figures represent business conducted by the MN Board of Occupational Therapy Practice between April 17, 2018 and June 30, 2018. All other historical Occupational Therapy Data will be reported by MDH.

April 17, 2018-June 30, 2018

Type of License/Credential	Number of New Licenses*	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Occupational Therapist	94	585	98.5%
Occupational Therapy Assistant	31	2	0%
<b>TOTAL</b>	<b>125</b>	<b>587</b>	

## **COMPLAINT ACTIVITY – MINN.STAT. §214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	1*	5*

\*This number reflects cases transferred from MDH that were closed by the Board AND cases opened and closed by the Board.

### **Number of and age of complaints open at the end of the period**

Number of Complaints Open as of June 30, 2018*	Age of Complaints Open as of June 30, 2018
0	<one year
3	>one year

\*These numbers reflects cases opened by MDH and transferred to the Board as active cases.

### **Types of Complaints Received During Biennium\***

Basis of complaints received	Number of complaints alleging this basis
Actions by another jurisdiction	
Incompetency / unethical conduct	1
Unprofessional conduct	1
Impairment	
Non-jurisdictional	
Failure to comply with CE requirement	
Conviction of a felony/fraud element	
Practice after license expired	
Sexual misconduct/boundaries	
Miscellaneous	

\*ONLY cases opened by the Board are reported here. All other cases reported to the Department of Health will be reported by that agency. Some complaints allege more than one basis.

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
April 19, 2018 – June 30, 2018*	\$100,897.59	\$221,909.12

\*Total Receipts and Total Disbursements reflects ONLY activity conducted by the Board from the end of the interagency agreement (April 19, 2018) to June 30, 2018 and does not reflect MDH data.

### **Fees by Type**

Type of fee	Fee
Initial License- OT	\$145.00
Initial License-OTA	\$80.00
Biennial Renewal- OT	\$145.00

Biennial Renewal-OTA	\$80.00
Criminal Background Check	\$32.00
Duplicate License	\$25.00
Temporary License	\$50.00
Verification to institutions	\$10.00
Verification to Another State	\$25.00
Course Approval after lapse of Licensure	\$96.00
Limited License	\$96.00
Penalty Fees	Varies

**The mission of the Minnesota Board of Optometry is promoting public interest in receiving quality optometric health care from competent licensed optometrists; protecting the public by ensuring that all licensed optometrists meet the educational and practical requirements specified in law; and protecting the public by setting standards for quality optometric health care.**

## **Report of the Executive Director**

**July 1, 2016 – June 30, 2018**

The mission of the Board is public protection by striving to ensure Minnesota citizens receive quality optometric care from competent optometrists. Public protection through licensure and regulation underlies every activity and all functions of the Board.

The Board continues collaborative efforts for shared services between the group of seven small health licensing boards to leverage limited resources and uses the Administrative Services Unit (ASU) effectively for greater efficiency.

The Board website ([www.optometryboard.state.mn.us](http://www.optometryboard.state.mn.us)) provides ready access to online Annual License Renewals, online address/phone change, online reporting of continuing education, information about the status of individual licensees, complaint forms, and optometry statutes and rules.

The Board completed an extensive rewrite of all statutes in 2014-2015 with the Governor signing the statute revisions in May, 2015. From those statute revisions, the Board completed rulemaking on July 11, 2018. The Board is well represented at a national level with one Minnesota licensed optometrist representing Minnesota on the Executive Board and Dr. O'Neill also currently serves as the Secretary for the eight seat national board of directors of optometry, known as the Association of Regulatory Boards of Optometry (ARBO). The Board saw increased complaints this past biennium related to contact lens prescriptions and provided education to Minnesota optometrists on meeting federal and state laws.

The Board staff consists of 0.875 FTE employees in the positions of Executive Director and Office Administrative Specialist. The Board continues to provide high quality, customer focused, efficient, and cost effective services. Board members are commended for exceptional dedication, (as a collective board membership, only two individual absences occurred in 56 meeting opportunities) to meet the increasing demands optometric/consumer education and to continue to provide service excellence.

Randy Snyder  
Executive Director  
Minnesota Board of Optometry  
651-201-2762  
[Optometry.board@state.mn.us](mailto:Optometry.board@state.mn.us)

**GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

**Board Members Serving During the Period 7/1/2016—6/30/2018**

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Patrick O’Neill	Northfield	Optometrist	June, 2011	June, 2015	Term ends 1/2019
John Muellerleile	Owatonna	Optometrist	June, 2011	June, 2015	Term ends 1/2019
Michelle Falk	Woodbury	Optometrist	November, 2010	June, 2018	Term ends 1/2022
Kari Slotten	Apple Valley	Public	February, 2014	June, 2015	Term ends 1/2019
Don Sipola, OD	Virginia	Optometrist	March, 2012	June, 2016	Term ends 1/2020
Ron Czerepak	North St. Paul	Public	March, 2015	June, 2017	Term ends 1/2021
Eric Bailey,	St. Cloud	Optometrist	March, 2017	NA	Term ends 1/2021

**Board Staff and Office Location**

Randy Snyder, Executive Director  
 Anna Hartsel, Office and Administrative Specialist, Senior

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 University Park Plaza Building  
 2829 University Avenue SE, Suite 403  
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 Website: <http://www.mn.gov/boards/optometry/>

**CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 2,344

**Historical Renewal Data by Biennium**

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Optometrist	94	2250	95%

## July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Optometrist	86	2194	90%

## July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Optometrist	95	2063	89%

## July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Optometrist	80	1999	54%

## July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Optometrist	61	2007	48%

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	33	30
July 1, 2014-June 30, 2016	28	18

### **Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
22	<one year
11	>one year

### **Types of Complaints**

Basis of complaint	Number of complaints alleging this basis from 2016–2018*	Number of complaints alleging this basis from 2014-2016*
Unprofessional conduct	10	15
Non-jurisdictional	8	3
Medical Records	15	3

Sexual Misconduct	0	3
Miscellaneous	0	4

\*Some complaints allege more than one basis

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$ 312,142	\$ 412,488
July 1, 2014 – June 30, 2016	\$ 289,146	\$ 300,353
July 1, 2012 – June 30, 2014	\$ 253,311	\$ 228,686
July 1, 2010 – June 30, 2012	\$ 237,672	\$ 230,977
July 1, 2008 – June 30, 2010	\$ 237,598	\$ 232,555

### **Fees by Type**

Type of Fee	Fee
Professional Corporation	\$100 initial report \$25 annual report
Licensure Application	\$160
Annual License Renewal	\$135
Late Penalty Fee	\$75
Duplicate/Replacement card	\$10
CE Provider Application	\$45
Emeritus Registration	\$10
Endorsement Application	\$160
Reinstatement Application	Varies
Replacement of Initial License Certificate	\$12

**The Minnesota Board of Pharmacy exists to promote, preserve, and protect the public health, safety, and welfare by fostering the safe distribution of pharmaceuticals and the provision of quality pharmaceutical care to the citizens of Minnesota.**

## **Report of the Executive Director**

**July 1, 2016 – June 30, 2018**

### ***Major functions of the Board:***

#### Setting educational and examination standards for initial and continuing licensure:

- Set licensure and internship requirements through the rules process.
- Review academic programs to determine if they meet requirements.
- Develop the state's jurisprudence examination to determine candidate knowledge of Minnesota statutes and rules governing pharmacy practice.
- Review continuing education programs submitted by sponsors and individuals to determine if they meet requirements.
- Review individual applicant and licensee documentation of completion of requirements for initial and continuing licensure.

#### Conducting inspections of all pharmacies, drug wholesalers, drug manufacturers and controlled substance researchers in the state.

- Inspect all pharmacies located in the state of Minnesota to assure compliance with all statutes and rules relating to prescription drug dispensing and the provision of pharmaceutical care.
- Inspect all wholesalers located in the state of Minnesota to assure compliance with all statutes and rules relating to the storage and distribution of prescription and non-prescription drugs.
- Inspect all manufacturers located in the state of Minnesota to assure compliance with Current Good Manufacturing Practices.
- Inspect all controlled drug researchers located in the state of Minnesota to assure compliance with state and federal controlled substance statutes and regulations.

#### Responding to public and agency inquiries, complaints, and reports regarding licensure and conduct of applicants, registrants, and licensees.

- Accept complaints and reports from the public and health care providers and regulators.
- Decide whether a complaint or inquiry is jurisdictional and, if so, whether and what type of action to pursue to resolve the matter.
- Refer inquiries and complaints to other investigative, regulatory, or assisting agencies, as necessary.
- Respond to complainants and agency reports by informing the complainants/agencies of action taken to resolve their complaints, while observing provisions of the data practices act regarding the legal status of data obtained during the course of an investigation and disciplinary proceeding.

#### Setting standards of practice and conduct for licensees and pursuing educational or disciplinary action with licensees, to ensure that standards are met.

- Set standards of conduct and a basis for disciplinary action through the rules process.
- Seek information directly from the licensee and obtain evidence and relevant information from other agencies in response to complaints or inquiries.
- Hold conferences with licensees to identify their role and responsibility in a matter under investigation.
- Provide applicant and licensee education to improve practice and prevent recurrence of problems.

- Obtain voluntary agreement for disciplinary action or pursue disciplinary action through a due process, contested case hearing; defend disciplinary action in court if necessary.
- Referring cases, where appropriate, to the Health Professionals Services Program.

#### Administering the State's Prescription Monitoring Program (PMP)

- Electronically collect data, on a daily basis, concerning controlled substance prescriptions from approximately 1,600 dispensers. (7.4 million prescriptions reported annually).
- Process applications from prescribers and pharmacists who want to access the PMP database through a secure Internet link. Such users can register online but sometimes need assistance.
- Assist other Board staff in ensuring that pharmacists who are required by law to register for an account actually sign up for and maintain an account.
- Work with the National Association of Boards of Pharmacies and other States to enable interstate sharing of PMP data.
- Cluster (i.e. link) profiles thought to be for a single individual who uses multiple names or addresses in an attempt to hide "doctor-shopping" behavior. (Doctor shopping involves getting prescriptions from multiple prescribers in a short period of time and having them filled at multiple pharmacies).
- Work with pharmacies to ensure the accuracy of the data that is submitted.
- Evaluate the data for the purposes of identifying individuals who may be engaged in doctor-shopping. Controlled Substance Insight Alerts are sent to the prescribers and pharmacies who have provided treatment to such individuals.
- Work with the Board's IT vendors to improve processes for the PMP.
- Make presentations to professional groups interested in learning about the PMP.
- Take part in regional and national meetings in order to collaborate with partners from other states and the federal government.
- Consult with the PMP Advisory Task Force concerning certain issues that are defined in statutes.

#### Provision of technical assistance to elected public officials, other state agencies, federal agencies and units of local government.

- Respond to requests from legislators for technical assistance concerning the practice of pharmacy, the distribution of pharmaceuticals, drug abuse and other related issues.
- Work with other state and federal agencies on issues concerning the practice of pharmacy, the distribution and disposal of pharmaceuticals, drug abuse, and other health care policy areas.
- Serve as consultants to licensees and registrants who have questions concerning practice standards, statutes, and rules.
- Respond to requests from the public for information about the practice of pharmacy and related topics.

#### ***Emerging issues regarding the regulation of the practice of pharmacy:***

- Manufacturers and software developers continue to develop new devices and programs that automate pharmacy dispensing processes. These devices have been substantially changing how pharmacy is practiced and how drugs are dispensed to patients. The Board devotes a significant amount of resources to evaluating this new technology to ensure that it does not pose a threat to patients.
- Pharmacies continue to expand their offering of services such as immunizations and medication therapy management. This trend should result in improved public health by increasing the number of individuals who are immunized against various diseases and by helping to reduce adverse drug reactions and other medication-related problems. However, if these services are performed incorrectly, there can be a detrimental impact on patients.
- Abuse of prescription drugs, particularly opioids, continues to be a significant problem. The Board continues to work with other state agencies to address this issue – as part of the State Opioid Oversight

Project (SOOP). The SOOP was formed after several state agencies, including the Board, participated in a National Governor’s Association Policy Academy on prescription drug abuse. As mentioned above, the Board implemented and administers the Prescription Monitoring Program, which is a tool that can be used to prevent “doctor-shopping” - which is one source of illegitimately used prescription drugs. In addition, the Board developed the legislation that allows pharmacies to collect unwanted pharmaceuticals – which is another source. The Board has also worked on legislation to increase access to naloxone, an opioid antagonist used to treat life-threatening opioid overdoses. Board staff provided a significant amount of technical assistance to legislators and their staff concerning this issue – for example, developing the specifics for the proposal that would charge opioid manufacturers a fee based on the volume of their products shipped into Minnesota. These legislative efforts will likely continue during the next biennium.

- The abuse of synthetic, "designer" drugs also continues to be a problem. These drugs can be extremely dangerous and their abuse has caused several deaths in Minnesota. Hundreds of other individuals have experienced significant adverse reactions after abusing these drugs, with many requiring treatment in emergency rooms. The Board has worked closely with legislators to make sure that these drugs are listed in Schedule I of the State's schedules of controlled substances. In addition, the Board is empowered to engage in the expedited rule-making process for the purpose of placing additional substances into Schedule I. A disturbing trend has emerged over the past couple of years – with very potent and dangerous synthetic opioid products being illegally sold. A single use of some of these drugs can cause a fatal overdose. The Board used recently enacted authority to temporarily place a number of synthetic opioids into Schedule I, and will ask the Legislature to permanently place them in Schedule I during the 2019 Session.
- Over time, the Board has been involved with Minnesota Department of Health initiatives related to ensuring that the public has access to primary health care services, given a projected shortage of primary care health providers. The Board supports the concept that licensed health care professionals should be allowed to practice up to the level of their education and training. The Board most likely will continue to work with groups interested in expanding the scope of practice for pharmacists (for example, allowing pharmacists to directly prescribe nicotine-replacement therapy products, travel medications, naloxone and, perhaps, contraceptives).

Cody Wiberg, Pharm.D., M.S., R.Ph.  
 Executive Director  
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 (651)201-2825

## **GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

### **Board Members Serving During the Period 7/1/2016—6/30/2018**

<b>Name</b>	<b>Location</b>	<b>Appointment Status</b>	<b>Appointment Date</b>	<b>Reappointment Date (if applicable)</b>	<b>Term Expiration Date</b>
Stuart Williams	Minneapolis	Public member	07/2011	06/2015	01/2019
Rabih Nahas	Orono	Pharmacist	02/2013	01/2017	01/2021
Kurt Henn	Wabasha	Pharmacist	06/2015	n/a	01/2019
Joseph Stanek	Plymouth	Pharmacist	08/2015	01/2016	01/2020
Andrew Behm	Edina	Pharmacist	01/2016	01/2017	01/2021
James Bialke	Minneapolis	Public member	01/2016	01/2018	01/2022
Samantha Schirmer	Andover	Public member	01/2016	n/a	01/2019

Mary Phipps	St. Cloud	Pharmacist	01/2016	n/a	01/2020
Stacey Jassey	Maple Grove	Pharmacist	01/2018	n/a	01/2022
Laura Schwartzwald	Brainerd	Pharmacist	01/2010	01/2014	01/2018

**Board Staff and Office Location**

Cody Wiberg, Executive Director  
 Beth Ferguson, Deputy Director  
 Candice Fleming, Surveyor\*  
 Leslie Kotek, Surveyor\*  
 Michele Mattila, Surveyor  
 Karen Schreiner, Surveyor\*  
 Steven Huff, Surveyor  
 Timothy Litsey, Surveyor  
 Ame Carlson, Surveyor  
 Sarah Favour, Surveyor  
 Jilly Phillips, Surveyor  
 Aaron Patterson, Surveyor  
 Brian Park, Legal Analyst  
 Patricia Eggers, State Program Administrator Supervisor\*  
 Lamar Niemczycki, State Program Administrator Supervisor\*  
 Jennifer Fischer, Office and Administrative Specialist Senior  
 Colette Zelinsky, Office and Administrative Specialist Intermediate  
 Sharon Hollinrake, Office and Administrative Specialist  
 Toni Ahoe, Office and Administrative Specialist  
 Judith Little, Office and Administrative Specialist  
 Cindy Rigdon, Office and Administrative Specialist\*  
 Antonio Jones, Office and Administrative Specialist\*  
 Mary Lorene Thompson, Office Specialist  
 Barbara Carter, State Program Administrator Coordinator  
 Shannon Whitman, State Program Administrator  
 Maddie Kiley, Office and Administrative Specialist, Intermediate  
 \*No longer employed by Board.

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**CREDENTIALS ISSUED ORE RENEWED – MINN. STAT. §214,07, SUBD. 1B(1)**

Total number of persons licensed or registered as of June 30, 2018: 21,151  
 Total number of facilities licensed or registered as of June 30, 2018: 4,308  
 Total number of PMP users registered as of June 30, 2018: 21,427

**Number and Type of Credentials Issued or Renewed**

License Type	Total number of persons licensed or registered as of June 30, 2018	Total Number of persons licensed or registered as of June 30, 2016	Total Number of persons licensed or registered as of June 30, 2014	Total Number of persons licensed or registered as of June 30, 2012	Total Number of persons licensed or registered as of June 30, 2010	Total Number of persons licensed or registered as of June 30, 2008
Active Pharmacists	8,911	8,620	8,057	7,727	7,356	6,724
Inactive Pharmacists	118	96	139	103	81	61
Emeritus Pharmacists	117	98	159	142	109	90
Pharmacy Technicians	9,874	10,760	9,887	9,041	8,552	8,114
Pharmacy Wholesalers	1,996	2,176	2,062	1,804	1,701	1,669
Pharmacy Manufacturers	1,406	1,234	1,274	1,146	1,067	974
Medical Gas Distributors	790	614	533	507	401	322
Controlled Substance Researchers	116	119	100	86	68	47
Interns	15	17	15	339	498	387
Preceptors	1,228	1,680	1,792	1,476	498	1,166
Prescription Monitoring Program Users	1,888	2,003	1,824	1,604	1,456	NA
	21,427*	21,536	14,072	8,015	1,537	NA
<b>TOTAL OF ALL LICENSE TYPES</b>	<b>47,886</b>	<b>48,953</b>	<b>39,914</b>	<b>31,990</b>	<b>23,324</b>	<b>19,554</b>

\*Represents active accounts only. Previous years' numbers represented registered accounts, which included accounts that were not active.

**Historical Renewal Data by Biennium**

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Pharmacists	954	8,929	8,393 (94%)
Pharmacy Technicians	5,135	8,465	6,772 (80%)
Pharmacies	NA	2,082	0
Wholesalers	NA	1,667	0
Manufacturers	NA	912	0
Medical Gas Distributors	NA	116	0
Controlled Substance	NA	15	0

Researchers			
Interns	NA	n/a	
Prescription Monitoring Program Users			
TOTAL			

\*Board of Pharmacy licenses and registrations are renewed annually. These numbers are for FY 2018. NA = not available.

July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses*	Number of Credentials Renewed Online (# and percent)
Pharmacists	1044	8581	7987 (93%)
Pharmacy Technicians	5041	8676	6845 (78%)
Pharmacies	511	2166	0
Wholesalers	269	1171	0
Manufacturers	201	592	0
Medical Gas Distributors	42	109	0
Controlled Substance Researchers	9	15	0
Interns	NA	NA	0
Prescription Monitoring Program Users	NA	NA	0
TOTAL	7117	21,310	17,063 (80%)

\*Board of Pharmacy licenses and registrations are renewed annually. These numbers are for FY 2016.

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses*	Number of Credentials Renewed Online (# and percent)
Pharmacists	869	8544	7177 (84%)
Pharmacy Technicians	4395	10,531	7582 (72%)
Pharmacies	NA	2331	0
Wholesalers	NA	1436	0
Manufacturers	NA	649	0
Medical Gas Distributors	NA	107	0
Controlled Substance Researchers	NA	19	0
Interns	NA	NA	0
Prescription Monitoring Program Users	NA	NA	0
TOTAL	NA	23,617	14,759 (63%)

\*Board of Pharmacy licenses and registrations are renewed annually. These numbers are for FY 2014.

July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses*	Number of Credentials Renewed Online (# and percent)
Pharmacists	685	7959	7322

Pharmacy Technicians	3957	10,378	7784
Pharmacies	NA	1855	0
Wholesalers	NA	1170	0
Manufacturers	NA	512	0
Medical Gas Distributors	NA	95	0
Controlled Substance Researchers	NA	31	0
Interns	NA	NA	0
Prescription Monitoring Program Users	NA	NA	0
<b>TOTAL</b>	<b>NA</b>	<b>22,000</b>	<b>15,106 (69%)</b>

\*Board of Pharmacy licenses and registrations are renewed annually. These numbers are for FY 2012.

**July 1, 2008-June 30, 2010**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses*	Number of Credentials Renewed Online (# and percent)
Pharmacists	738	7564	6035 (93%)
Pharmacy Technicians	3328	8618	6464 (75%)
Pharmacies	NA	1706	0
Wholesalers	NA	1075	0
Manufacturers	NA	408	0
Medical Gas Distributors	NA	71	0
Controlled Substance Researchers	NA	503	0
Interns	NA	NA	0
Prescription Monitoring Program Users	NA	NA	0
<b>TOTAL</b>	<b>NA</b>	<b>19,945</b>	<b>12,499 (63%)</b>

\*Board of Pharmacy licenses and registrations are renewed annually. These numbers are for FY 2010.

## **COMPLAINT ACTIVITY – MINN. STAT. 214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	318	324
July 1, 2014-June 30, 2016	410	423
July 1, 2012-June 30, 2014	366	253
July 1, 2010-June 30, 2012	220	248
July 1, 2008-June 30, 2010	190	149

### **Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
56	<one year
37	>one year

Complaints open for over one year are either complicated cases that are still being investigated (most often involving out-of-state compounding pharmacies) or cases for which the Board is engaged in the due process procedures required to take disciplinary action.

### Types of Complaints

Basis for complaints	Number of complaints alleging this basis 2016-2018*	Number of complaints alleging this basis 2014-2016*
Billing Issues/Fraudulent Billing	5	11
Child Support	0	1
Dispensing outdated drugs	1	0
Dispensing Error	46	55
Dispensing without Authorization	3	15
Chemical Dependency/Diversion	29	30
Failure to Counsel	2	6
Failure to Maintain Patient Confidentiality	4	2
Kickbacks	2	2
Other	29	76
Physical/Mental Impairment	1	4
Failure to renew registration on time	0	86
Practicing without a license	23	0
Unprofessional Conduct	173	121
Welfare Fraud	0	1

\*Some complaints allege more than one basis

## RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)

### Total Receipts and Disbursements by Biennium

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$6,381,234	\$6,367,383
July 1, 2014 – June 30, 2016	\$5,525,140	\$5,476,855
July 1, 2012 – June 30, 2014	\$4,819,355	\$4,605,139
July 1, 2010 – June 30, 2012	\$3,876,439	\$3,513,874
July 1, 2008 – June 30, 2010	\$3,150,817	\$3,105,018
July 1, 2006 – June 30, 2008	\$3,058,694	\$2,785,065

### Fees by Type

Type of fee	Fee
Intern Affidavit	\$20
New Technician	\$37.50
Manufacturer Licensed Pharmacy	\$150
Manufacturer Medical Gas	\$185

Manufacturer Prescription	\$235
Wholesaler Licensed Pharmacy	\$150
Wholesaler Medical Gas	\$185
Pharmacy Renewal	\$145
Pharmacy Late Fee	\$72.50
Pharmacist In Arrears	Varies
Pharmacist Eligibility Application	\$145
Pharmacist Original Licensure	\$145
Pharmacist Reciprocity	\$240
Intern Registration	\$37.50
Pharmacy Renewal	\$225
Pharmacy Late	\$112.50
Pharmacy In Arrears	Varies
Wholesaler Non-Prescription	\$210
Wholesaler Late	Varies
Wholesaler In Arrears	Varies
Manufacturer Non-Prescription	\$210
Manufacturer Late	Varies
Manufacturer In Arrears	Varies
Corporation Fee	\$125 or \$75
Drug Researcher	\$75
Drug Researcher Late Fee	\$37.50
Medical Gas Distributor License	\$110
Medical Gas Distributor Late	\$55
Duplicate License (Small)	\$20
Duplicate Certificate (Large)	\$30
Proceedings Costs	Varies
Service Charge	Varies
Technician Renewal	\$37.50
Technician Late	\$18.75
New Pharmacy License	\$225
Wholesaler Prescription	\$235
Credit Card Clearing	Varies
Private Grants	Varies
Federal Grants	Varies

**The mission of the Board of Physical Therapy is to ensure that Minnesota citizens receive appropriate physical therapy services from competent physical therapists and physical therapist assistants.**

### **Report of the Executive Director**

#### **July 1, 2016—June 30, 2018**

The mission of the Board is to provide public protection by striving to ensure Minnesota citizens receive quality physical therapy services from competent physical therapists and physical therapist assistants. Public protection through licensure and regulation underlies every activity and all functions of the Board. The major functions of the Board are to ensure that applicants met the standards for licensure; ensure that licensees meet the standards for license renewal; identify licensees who fail to maintain minimum standards for the provision of safe and quality care, and when warranted to provide appropriate disciplinary or corrective action; and provide information and education to the public.

During this biennium, Executive Director, Marshall Shragg, MPH, announced his retirement. The Board appointed a search committee to take on the process of selecting a candidate for the Executive Director position. In September 2016, the Board hired Erin DeTomaso, who previously served as the Board's Assistant Executive Director.

The Board and staff have successfully met remarkable challenges during this biennium. The number of licensees and complexity of complaint cases and investigations have continued to steadily increase. New graduate applicants continue to test on four fixed dates each year. The Board continued to develop a comprehensive database, which streamlines online processes for initial licensure, renewals and criminal background checks.

The Board completed the rulemaking process for continuing competence activities, which updated continuing education rules and provided a framework for implementation of a jurisprudence examination. Continuing competence remains an important focus for the Board.

The Board works cooperatively with other health regulatory boards to leverage development costs and resources to advance and maintain an integrated licensing and regulatory system, online services, and database. The boards have successfully worked together for over 15 years to provide an extremely functional, cost effective, and efficient electronic regulatory services for use by citizens, consumers, licensees, applicants, and Board staff.

The Board consistently provides high quality, customer focused, efficient, and cost-effective services. Board members and staff are to be commended for their exceptional dedication and hard work to meet the increasing demands while continuing to provide public protection and service excellence.

Erin DeTomaso  
Executive Director  
Minnesota Board of Physical Therapy  
612-627-5406  
[Physical.therapy@state.mn.us](mailto:Physical.therapy@state.mn.us)

## GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)

### Board Members Serving During the Period 7/1/2016—6/30/2018

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Christopher Adams, PTA	Plymouth, MN	Professional Member	6/20/2011	6/24/2015	1/7/2019
Linda Gustafson, PT	Minnetonka, MN	Professional Member	3/5/2009	6/20/2011; 6/24/2015	1/7/2019
Julia McDonald, PTA	Otsego, MN	Professional Member	3/26/2014	6/18/2018	1/3/2022
Kimberly McGarry, PT	Rochester, MN	Professional Member	4/7/2013	4/18/2017	1/1/2021
Samantha Mohn-Johnsen, PT	Duluth, MN	Professional Member	6/24/2015		1/7/2019
Debra Newel	St. Paul, MN	Public Member	10/19/2009	6/20/2011; 6/24/2015	1/7/2019
Kathy Polhamus	North St. Paul, MN	Public Member	9/4/2007	5/5/2010; 3/26/2014; 6/18/2018	1/3/2022
Steven Scherger, PT	Andover, MN	Professional Member	6/24/2015		1/7/2019
Debra Sellheim, PT	Maplewood, MN	Professional Member	5/5/2010	3/26/2014; 6/18/2018	1/3/2022
Neel Shah, MD	Rochester, MN	Professional Member	6/24/2017		1/4/2021

### Board Staff and Office Location

Erin DeTomaso, Executive Director  
Mollie Brucher, Assistant Executive Director  
Elena Jacobs, Office Specialist

Minnesota Board of Physical Therapy  
University Park Plaza Building  
2829 University Avenue SE, Suite 420  
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Phone: 612-627-5406  
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Website: <http://mn.gov/boards/physical-therapy/>

## CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)

Total Number of persons licensed or registered as of June 30, 2018: 7,437

### Number and Type of Credentials Issued or Renewed

License Type	Total Number of persons licensed or registered as of June 30, 2018	Total Number of persons licensed or registered as of June 30, 2016	Total Number of persons licensed or registered as of June 30, 2014	Total Number of persons licensed or registered as of June 30, 2012	Total Number of persons licensed or registered as of June 30, 2010	Total Number of persons licensed or registered as of June 30, 2008
Physical Therapist	5,613	5,145	4,715	4,344	NA	NA
Physical Therapist Assistant	1,824	1,698	1,585	1,455	NA	NA
<b>TOTAL OF ALL LICENSE TYPES</b>	<b>7,437</b>	<b>6,843</b>	<b>6,300</b>	<b>5,799</b>	<b>5,422</b>	<b>4,670</b>

### Historical Renewal Data by Biennium

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Physical Therapist	872	11,472	N/A
Physical Therapist Assistant	285	3,815	N/A
<b>TOTAL</b>	<b>1,157</b>	<b>15,287</b>	<b>98.8</b>

July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Physical Therapist	747	9772	N/A
Physical Therapist Assistant	251	3265	N/A
<b>TOTAL</b>	<b>998</b>	<b>13,037</b>	<b>(94%)</b>

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Physical Therapist	655	N/A	N/A
Physical Therapist Assistant	242	N/A	N/A
<b>TOTAL</b>	<b>897</b>	<b>12,417</b>	<b>(93%)</b>

July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (percent)
Physical Therapist	488	N/A	N/A
Physical Therapist Assistant	173	N/A	N/A
TOTAL	661	11,094	(92%)

July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Physical Therapist	452	N/A	N/A
Physical Therapist Assistant	497	N/A	N/A
TOTAL	949	10,385	(90%)

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	92	85
July 1, 2014-June 30, 2016	101	88
July 1, 2012-June 30, 2014	80	77
July 1, 2010-June 30, 2012	94	64
July 1, 2008-June 30, 2010	104	79

### **Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
7	<one year: 7
	>one year: 0

### **Types of Complaints Received During Biennium**

Basis of complaints	Number of complaints alleging this basis received 2016-2018*	Number of complaints alleging this basis received 2014-2016*
Actions by another jurisdiction	2	2
Incompetency / unethical conduct	15	9
Unprofessional conduct	11	50
Impairment (Including Conviction of DUI/DWI/OUI/OWI)	24	11
Protected Terms	10	0
Failure to comply with CE requirement	3	1
Conviction of a felony/fraud element	12	10
Practice after license expired	8	5
Sexual misconduct/boundaries	2	3

Miscellaneous	3	10
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\*Some complaints allege more than one basis.

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$1,353,929	\$867,222
July 1, 2014 – June 30, 2016	\$1,230,305	\$973,881
July 1, 2012 – June 30, 2014	\$1,095,715	\$880,670
July 1, 2010 – June 30, 2012	\$977,302	\$694,558
July 1, 2008 – June 30, 2010	\$876,935	\$747,775
July 1, 2006 – June 30, 2008	\$828,155	\$562,095

### **Fees by Type**

Type of fee	Fee
PT and PTA Annual License Renewal	\$60.00
PT and PTA Late Fee for Annual Renewal	\$20.00
PT and PTA Initial Application	\$100.00
PT and PTA Examination	\$50.00
PT and PTA Temporary Permit Fee	\$25.00
PT and PTA Duplicate License	\$20.00
PT and PTA Certification of Licensure	\$25.00
Continuing Education Course Review	\$100.00

**The mission of the Board of Podiatric Medicine is to protect the public by extending the privilege to practice to qualified applicants and investigating complaints relating to the competency or behavior of individual licensees or registrants.**

### **Report of the Executive Director**

**July 1, 2016—June 30, 2018**

**It has been a very busy biennium!**

The mission of the Board of Podiatric Medicine is to protect the public by: extending the privilege to practice to qualified applicants and investigating complaints relating to the competency or behavior of individual licensees or registrants.

There are currently 272 licensed Doctors of Podiatric Medicine (DPM) in Minnesota, including 18 temporary permits. Temporary permits are issued to DPM participating in one of the four Minnesota residency programs being offered. In the past several years, six of our new licensees completed their residency program in Minnesota and chose to practice here!

The Board received new administrative responsibilities from the legislature for the oversight of the following new licensee types - prosthetists, orthotists, pedorthists, prosthetist orthotists, assistants, and fitters. It required the Board to create an Orthotics, Pedorthics, and Prosthetics Advisory Council and meet by November 1, 2016 with full licensure to be completed by January 1, 2018.

We are committed to the advancement of offering more and better online services to licensees and the public. Online initial applications were first offered to the new license types in September of 2017 and are now available to DPM applicants also. The new license types completed 83% of their applications online with the new system. The Board completed 1,116 license verifications in FY18, with 99% of them completed online.

The Board implemented criminal background checks (CBC) for new applicants starting in 2017, and worked with state and federal agencies to ensure that they are in compliance with all applicable requirements. The new license types were able to complete their CBC at the first offsite offering at their annual association meeting.

The Board members continue to provide high quality, customer focused, efficient, and cost effective services. They are to be commended for their exceptional dedication, time commitment and hard work that is required to serve on a State Board.

Ruth Grendahl  
Executive Director  
Board of Podiatric Medicine  
612-548-2175  
ruth.grendahl@state.mn.us

**GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

**Board Members Serving During the Period 7/1/2016—6/30/2018**

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Nicole Bauerly, DPM	Brooklyn Park	Active	10/29/2012	3/5/2017	1/4/2021
Kimberly Bobbitt, DPM	St. Paul	Active	4/13/2015	N/A	1/7/2019
Schelli McCabe, DPM	St. Peter	Inactive	7/7/2006		1/1/2018
James Nack, DPM	Madison Lake	Active	4/12/2004	1/13/2016	1/6/2020
Stephen Powless, DPM	Edina	Active	4/24/1995	4/13/2015	1/7/2019
Margaret Schreiner	Eagan	Active	2/9/2013	1/9/2017	1/9/2021
Judith Swanholm	St. Paul	Active	3/20/2007	7/1/2018	1/3/2022

**Board Staff and Office Location**

Ruth Grendahl, Executive Director

Minnesota Board of Podiatric Medicine  
 University Park Plaza Building  
 2829 University Avenue SE, Suite 430  
 Minneapolis, MN 55414  
 Phone: 612-548-2175  
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 Email: [podiatric.medicine@state.mn.us](mailto:podiatric.medicine@state.mn.us)  
 Website: <http://mn.gov/health-licensing-boards/podiatric-medicine>

## **CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 565

### **Number and Type of Credential Issued or Renewed**

License Type	Total Number of persons licensed or registered as of June 30, 2018	Total Number of persons licensed or registered as of June 30, 2016	Total Number of persons licensed or registered as of June 30, 2014	Total Number of persons licensed or registered as of June 30, 2012	Total Number of persons licensed or registered as of June 30, 2010
DPM—Doctor of Podiatric Medicine	254	246	238	224	207
DPM Temporary Permits	18	17	21	15	15
<i>Orthotists</i>	97				
<i>Prosthetists</i>	35				
<i>Prosthetist Orthotists</i>	73				
<i>Pedorthists</i>	49				
<i>Fitters</i>	26				
<i>Prosthetist Assistants</i>	4				
<i>Orthotist Assistants</i>	9				
<b>TOTAL OF ALL LICENSE TYPES</b>	565	263	259	239	222

### **Historical Renewal Data by Biennium**

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
DPM – Doctor of Podiatric Medicine	26	242	87 – 60% July 1, 2017-June 30, 2018
Temporary Permits	14	18	8
Orthotists	97		N/A
Prosthetists	35		N/A
Prosthetist Orthotists	73		N/A
Pedorthists	49		N/A
Fitters	26		N/A
Prosthetist Assistants	4		N/A
Orthotist Assistants	9		N/A
TOTAL	333	260	

## July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses 7/1/14 through 6/30/16	Number of Renewed Licenses 7/1/15 through 6/30/16*	Number of Credentials Renewed Online (# and percent)
DPM – Doctor of Podiatric Medicine	21	239	137	50
Temporary Permits	14	20	10	7
TOTAL	35	259	147	57 (39%)

\*FY16 – first year online renewals were available

## July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
DPM – Doctor of Podiatric Medicine	29	231	
Temporary Permits	16	20	
TOTAL	45	251	0

## July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
DPM – Doctor of Podiatric Medicine	25	205	
Temporary Permits	10	20	
TOTAL	35	225	0

## July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
DPM – Doctor of Podiatric Medicine	16	194	
Temporary Permits	10	20	
TOTAL	26	214	0

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	11	12
July 1, 2014-June 30, 2016	10	6
July 1, 2012-June 30, 2014	13	30
July 1, 2010-June 30, 2012	31	20
July 1, 2008-June 30, 2010	19	28

**Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
2	<one year: 1
	>one year: 1

**Types of Complaints Received**

Basis for Complaint	Number of complaints alleging this basis from 2016 – 2018*
153.19 (7) (11)	6
Violation of Professional Firms Act	1
Malpractice Reports	3
Billing Issue	1

\*Some complaints allege more than one basis.

**RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

**Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$380,486	\$230,626
July 1, 2014 – June 30, 2016	\$222,170	\$186,535
July 1, 2012 – June 30, 2014	\$207,640	\$181,393
July 1, 2010 – June 30, 2012	\$202,988	\$158,188
July 1, 2008 – June 30, 2010	\$185,149	\$158,326

**Fees by Type**

Type of fee	Fee
License Application	\$600
License Renewal	\$600
Temporary Permit - Annual	\$250
Reinstatement	\$650
License Verification	\$30
Professional Firms – Annual	\$25
Miscellaneous	\$25

**The mission of the Board of Psychology is to protect the public through licensure, regulation, and education to promote access to safe, competent, and ethical psychology service.**

### **Report of the Executive Director**

#### **July 1, 2016—June 30, 2018**

This biennium, the Minnesota Board of Psychology (Board) focused on technology, simplification, increased educational offerings, and stakeholder engagement to achieve its mission, which promotes access to safe, competent and ethical psychological services in Minnesota. The Board continues to focus on technology to streamline processes. The Board continued to refine online services for all applications and agency processes. During the last biennium 96.5% of licensees renewed their license online and 100% of initial license applications are completed online, reducing the need for storage space, paper usage, and resources spent scanning and disposing of documents.

The Board meets ten times per year. On alternating months one of the Board's two Complaint Resolution Committees meets to manage complaints, investigations, and discipline with the assistance of staff and the Attorney General's Office.

In addition, the Board focused on simplifying the licensure process, and providing additional transparency by communicating licensure processes to stakeholder and streamlining the licensure review process. The Board further developed its educational programming and offered approximately 16 free continuing education (CE) activities between 2016 and 2018. In 2018, the Board's annual conference highlighted the importance of psychologists practicing self-care in order to manage provider impairment. As the Board advances public protection through licensure, regulation, and education for the benefit of the public, we invite you to join us by sharing feedback, attending a meeting, participating in our open public processes as we work to make access to safe, competent, and ethical psychological services a reality for all Minnesota citizens.

Samuel S. Sands  
Executive Director  
Minnesota Board of Psychology  
612-548-2100  
Psychology.board@state.mn.us

## GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)

### Board Members Serving During the Period 7/1/2016—6/30/2018

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Scott Fischer, Ph.D, LP	Mahtomedi, MN	Doctoral Member	6/30/2012	8/28/2016	1/6/2020
Jack Rusinoff, MA, LP	St. Paul, MN	Masters Member	6/28/2016		1/6/2020
Jennifer Robbins, JD	Bloomington, MN	Public Member	6/28/2015		1/7/2019
Jessica Gourneau, Ph.D, LP	St. Paul, MN	Doctoral Member	3/28/17		1/7/2019
Robin McLeod, Ph.D, LP	Woodbury, MN	Training Program Member	3/28/17		1/6/2020
Devon Gilchrist, MSW	Minneapolis, MN	Public Member	6/13/2017		1/4/2021
Salina Renninger, Ph.D, LP	Falcon Heights, MN	Training Program Member	3/6/2018		1/3/2022
Jill Idrizow	Stillwater, MN	Public Member	3/6/2018		1/3/2022
Michael Brunner, Ph.D, LP	St. Paul, MN	Doctoral Member	3/6/2018		1/7/2019
Stephen Walden, Ph.D, LP	Minneapolis, MN	Doctoral Member	3/6/2018		1/3/2022
Anne Williams-Wengerd, MA, LP	Minneapolis, MN	Masters Member	6/28/15		1/7/2019
Amelia Versland, Ph.D, LP	Hastings, MN	Doctoral Member	5/7/2014	6/28/2015	1/7/2019
Roger Boughton, Ed.D	Austin, MN	Public Member	11/10/2013		1/2/2017
Raja David, Psy.D, LP	St. Paul, MN	Doctoral Member	6/30/2011	6/28/2015	1/7/2019

### Current Board Members

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Scott Fischer, Ph.D, LP	Mahtomedi, MN	Doctoral Member	6/30/2012	8/28/2016	1/6/2020
Jack Rusinoff, MA, LP	St. Paul, MN	Masters Member	6/28/2016		1/6/2020
Jennifer Robbins, JD	Bloomington, MN	Public Member	6/28/2015		1/7/2019
Jessica Gourneau, Ph.D, LP	St. Paul, MN	Doctoral Member	3/28/17		1/7/2019
Robin McLeod, Ph.D, LP	Woodbury, MN	Training Program Member	3/28/17		1/6/2020
Devon Gilchrist, MSW	Minneapolis, MN	Public Member	6/13/2017		1/4/2021
Salina Renninger, Ph.D, LP	Falcon Heights, MN	Training Program Member	3/6/2018		1/3/2022
Jill Idrizow	Stillwater, MN	Public Member	3/6/2018		1/3/2022
Michael Brunner, Ph.D, LP	St. Paul, MN	Doctoral Member	3/6/2018		1/7/2019
Stephen Walden, Ph.D, LP	Minneapolis, MN	Doctoral Member	3/6/2018		1/3/2022

### Board Staff and Office Location

Staff Members Serving During the Period 7/1/2016 – 06/30/2018:

Samuel Sands, Executive Director,  
 Angelina M. Barnes, Executive Director, Executive Secretary  
 Leo Campero, Assistant Executive Director, State Program Administrator Supervisor  
 Rachael Kolles, Office Manager, Management Analyst I  
 Scott W. Payne, Compliance Director, Investigator Senior  
 Joshua Bramley, Compliance Specialist, Customer Service Support Specialist Intermediate  
 Kelly Finn-Searles, Continuing Education and Renewals, State Program Administrator  
 Joe Abboud, Licensure Lead, Office & Administrative Specialist Principal  
 Jonathan Hillman, Front Desk Support, Office & Administrative Specialist  
 Stephanie Nevilles, Office Administrative Specialist Intermediate,

Current Staff Members :

Samuel Sands, Executive Director, Executive Secretary, Scott W. Payne, Compliance Director, Investigator Senior  
 Joshua Bramley, Compliance Specialist, Customer Service Support Specialist Intermediate  
 Kelly Finn-Searles, Continuing Education and Renewals, State Program Administrator  
 Joe Abboud, Licensure Lead, Office & Administrative Specialist Principal  
 Jonathan Hillman, Front Desk Support, Office & Administrative Specialist  
 Stephanie Nevilles, Office Administrative Assistant, Office Specialist

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 Website: <http://mn.gov/boards/psychology/>

## **CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 3,783

### **Number and Type of Credentials Issued or Renewed**

License Type	Total Number of persons licensed or registered as of June 30, 2018	Total Number of persons licensed or registered as of June 30, 2016	Total Number of persons licensed or registered as of June 30, 2014	Total Number of persons licensed or registered as of June 30, 2012	Total Number of persons licensed or registered as of June 30, 2010	Total Number of persons licensed or registered as of June 30, 2008
Psychologist	3,783	3,835	3,768	3,789	3,471	3,863
TOTAL OF ALL LICENSE TYPES		3,835	3,768	3,789	3,471	3,863

### **Historical Renewal Data by Biennium**

**July 1, 2016-June 30, 2018**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Psychologist	265	3,364	3248 (97%) online renewals
TOTAL	265	3,364	

**July 1, 2014-June 30, 2016**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Psychologist	233	3,564	1537 (67%) online renewals did not start until July 1, 2015
TOTAL	233	3,564	

**July 1, 2012-June 30, 2014**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Psychologist	272	3595	0
TOTAL	272	3595	0

**July 1, 2010-June 30, 2012**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Psychologist	228	3527	0
TOTAL	228	3527	0

**July 1, 2008-June 30, 2010**

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Psychologist	333	3449	0
TOTAL	333	3449	0

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	296	306
July 1, 2014-June 30, 2016	444	308
July 1, 2012-June 30, 2014	249	208
July 1, 2010-June 30, 2012	272	266
July 1, 2008-June 30, 2010	261	261

**Number of and age of complaints open at the end of the period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
61	<one year
22	>one year

**Types of Complaints Received During Biennium**

Basis for Complaint	Number of complaints alleging this basis received in 2016-2018*	Number of complaints alleging this basis received 2014-2016*
Engaged in unprofessional conduct	186	158
Failure to limit practice areas to areas of competence	37	74
Conclusions and reports violations including: failure to base assessments on procedures sufficient to substantiate conclusions, to include information required in a report, to properly administer and/or interpret psychological reports.	42	72
Violated a statute or rule, or order the board is empowered to enforce relating to the practice of psychology including: reporting the abuse of minors/vulnerable adults, professional firms, CE audit, discipline in another jurisdiction, licensure and renewal.	38	53
Exploited the professional relationship with a current client	9	40
Provided psychological services while in a multiple relationship.	13	40
Engaged in conduct likely to deceive or defraud the public or the board including public statements of a false or misleading nature or misrepresenting the nature of services.	53	33
Failure to safeguard private client information	20	30
Failure to properly maintain and provide access to client records including failure to provide the client bill of rights and failure to obtain informed consent.	33	51
Failure to provide qualifying supervision or failure to practice psychology under qualifying supervision.	42	49
Engaged in misconduct with a supervisee including exploitation or misuse of the professional relationship, sexual behavior, or failure to protect the welfare of a supervisee.	8	45
Provided psychological services with impaired objectivity or bias	19	42
Engaged in the practice of psychology without a license	29	25
Engaged in sexual behavior with a client or former client (reasonably interpreted or sexual contact)	13	19
Inability to offer psychological services with reasonable skill and safety due to a mental or physical impairment.	14	12
Other (failure to make clear the prescriber, failure to coordinate care, failure to resolve organizational conflicts, failure to terminate a client in a manner that minimizes harm)	11	10

\*Some complaints allege more than one violation.

**RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**
**Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$2,325,992	\$2,153,429
July 1, 2014 – June 30, 2016	\$2,333,818	\$1,578,771
July 1, 2012 – June 30, 2014	\$2,228,169	\$1,589,309
July 1, 2010 – June 30, 2012	\$2,158,324	\$1,530,711
July 1, 2008 – June 30, 2010	\$2,276,735	\$1,385,298
July 1, 2006 – June 30, 2008	\$2,306,517	\$1,284,745

**Fees by Type**

Type of fee	Fee
Licensed Psychologist Renewal	\$500.00
Licensed Psychologist Renewal Late Fee	\$250.00
Professional Responsibility Examination	53\$150.00
Examination for the Professional Practice of Psychology	\$150.00
Licensed Psychologist for Licensure	\$500.00
Convert Master's to Doctoral LP Licensure	\$150.00
Guest Licensure	\$150.00
Verification of Licensure	\$20.00
Professional Firm — Registration	\$100.00
Professional Firm — Annual Report	\$25.00
Continuing Education Sponsor	\$80.00
EBC Fee—FBI	\$17.00
CBC Fee—BCA	\$15.00
Emeritus Registration	\$150.00
Licensed Psychologist Relicensure	\$500.00

**The mission of the Minnesota Board of Social Work is to ensure the residents of Minnesota quality social work services by establishing and enforcing professional standards.**

## **Report of the Executive Director**

**July 1, 2016-June 30, 2018**

The Board of Social Work's public safety mission creates the foundation for the Board's work. Fifteen volunteer Board Members, including five public members, provide oversight to make certain we meet the needs of citizens and promote a diverse and qualified workforce. Currently, the Board has a staff of 12.6 FTEs serving 15,226 licensees. Annually, Staff process over 2,000 applications for licensure, over 6,000 applications for license renewal, and over 400 complaints. The demand for our services has grown in response to a significant increase in the number of applicants, licensees, and complaints. Core services provided include 1) licensing qualified social workers, 2) investigating and resolving complaints when services do not meet standards, and 3) providing outreach and education.

Over the past biennium the Board's Strategic Plan has guided our work and set outcome-based priorities and results, to promote efficient and accountable services, as we carry out our mission. We work collaboratively with state and federal agencies to monitor state, national and international issues, and to respond effectively to emerging, social work practice, and regulatory issues. The following priorities serve to highlight results and current initiatives:

- **Complaint resolution process improvement:** The Compliance Review Ad-Hoc Committee was created by the Board as part of its longstanding commitment to its public safety mission and continuous process improvement. The Committee was charged to consider transparency, accountability, cost savings, and efficiencies in its review of the Board's complaint resolution process. From early 2015 to early 2017, the committee created over 40 recommendations to enhance the process, which are being implemented.
- **Customer-driven technology and digital business processes:** The Board deployed a new database system and online services in December 2016 following two years of work. Positive results include 1) increased data accuracy and security, 2) greater efficiencies and streamlined business operations, 3) paperless records, and 4) enhanced and new online services for applicants, licensees, and licensing supervisors.
- **Expanded education and outreach and new communication strategies:** In September 2018, the Board deployed new communications strategies including the GovDelivery Service, a digital communications platform which allows the Board to connect with stakeholders on a large scale. In addition, changes to the Board's website improved navigation for users. The Board is committed to be responsive, better engage our customers and stakeholders, and improve access to important information concerning social work regulation and practice in Minnesota. The Board will also develop an online jurisprudence exam by late 2019, and online educational modules to provide easy access to free training opportunities for licensees and applicants.
- **Emerging social work license mobility and portability:** License mobility is a national priority as physical boundaries diminish, populations become more mobile, and technology in social work practice evolves as an accepted method for service delivery. We are working with the Association of Social Work Boards (ASWB) and other social work licensing boards across the US and Canada to explore and improve license mobility.
- **"Deep dive" of the Board's Practice Act:** Review of the Board's Practice Act (MS 148E) is underway in 2018 and 2019 to ensure relevant regulation, including licensure mobility and workforce issues, and to create operational efficiencies where possible.

In closing, while many strategic plan outcomes and successes have been executed, there is much exciting work to do. It is my privilege to serve the Board, and Minnesotans, as Executive Director. Thanks to Board Members for their countless hours of volunteer service, expertise, leadership, and passion, and to our extremely competent

Board Staff, who are committed to carrying out the Board’s mission of protecting the public and serving the residents of Minnesota. We must also recognize the critical work provided by licensed social workers as they serve individuals, families, and communities in need.

Kate Zacher-Pate, LSW  
 Executive Director  
 Minnesota Board of Social Work  
 612-617-2110  
 social.work@state.mn.us

## **GENERAL INFORMATION – MINN. STAT. §214.07, SUBD. 1B(5)**

### **Board Members Serving During the Period 7/1/2016—6/30/2018**

<b>Name</b>	<b>Location</b>	<b>Appointment Status</b>	<b>Appointment Date</b>	<b>Reappointment Date (if applicable)</b>	<b>Term Expiration Date</b>
Emily Bastian, LICSW	Minneapolis, MN	Professional Member	6/2016		Resignation Date: 10/2017
Sarah Bello, LISW	Minneapolis, MN	Professional Member	6/2017		Resignation Date: 10/2017
Thomas Brooks	Brooklyn Park, MN	Public Member	11/2016		1/2017
Larene Broome	St. Paul, MN	Public Member	1/2015		Resignation Date: 8/2016
Jason Collins, LSW	Willmar, MN	Professional Member	6/2014		1/2018
Laurie Dahley, LISW	Vergas, MN	Professional Member	6/2015		1/2017
Donna Ennis, LSW	Superior, WI	Professional Member	6/2013	6/2017	1/2021
Jill Grover, LISW	Hudson, WI	Professional Member	6/2015	6/2016	1/2020
Angela Hirsch, LICSW	Minneapolis, MN	Professional Member	4/2008	6/2011; 6/2015	1/2019
Rosemary Kassekert	St. Paul, MN	Public Member	7/2005	3/2009; 6/2013	1/2017
Kathy Lombardi, LICSW	St. Paul, MN	Professional Member	6/2014	7/2018	1/2022
Susan McGeehan, LSW	Minneapolis, MN	Professional Member	6/2014		1/2018
Laura McGrath	Rochester, MN	Public Member	6/2017		1/2021
Kenneth Middlebrooks	Plymouth, MN	Public Member	7/2003	8/2007; 6/2011; 6/2015	1/2019
Carol Payne, LSW	Clear Lake, MN	Professional Member	3/2009	6/2013; 6/2017	1/2021
Ruth Richardson	Eagan, MN	Public Member	3/2009	6/2013	1/2017
Lori Thompson, LSW	Brainerd, MN	Professional Member	6/2016		1/2020
Mary Weaver	Underwood, MN	Public Member	10/2014	6/2017	1/2021
Shawn Yates	Ada, MN	Public Member	6/2017		1/2021

**Board Staff and Office Location****Former Staff Members Serving During the Period 7/1/2016 — 6/30/2018:**

Sheryl McNair, LICSW, State Program Administrator Supervisor Principal  
Correin Sherwood, Office and Administrative Specialist Intermediate  
Jodi White, Office and Administrative Specialist Intermediate

**Current Staff Members:**

Kate Zacher-Pate, LSW, Executive Director  
Heather Conley, LICSW, State Program Administrator Senior  
Tralana Davis, Office and Administrative Specialist Intermediate  
Melissa Franzen, Office and Administrative Specialist Intermediate  
Megan Gallagher, Investigator Senior  
Laura Kahle-Burbey, Office and Administrative Specialist  
Michelle Kramer-Prevost, LISW, State Program Administrator Supervisor Principal  
Kate Manley, Office and Administrative Specialist Intermediate  
Lori Moua, Office and Administrative Specialist  
Connie Oberle, Office Services Supervisor 2  
Sherry Thompson, Office and Administrative Specialist  
Colleen Vossen, Office and Administrative Specialist Intermediate

Minnesota Board of Social Work  
University Park Plaza Building  
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Minneapolis, MN 55414  
Phone: 612-627-2100  
FAX: 612-617-2103  
Email: [social.work@state.mn.us](mailto:social.work@state.mn.us)  
Website: <http://mn.gov/health-licensing-boards/social-work/>

## **CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

- Total Number of persons licensed or registered as of June 30, 2018: 15,366

### **Number and Type of Credentials Issued or Renewed**

<b>Total Number of Persons Licensed or Registered by Biennium</b>						
<b>License Type</b>	<b>As of June 30, 2018</b>	<b>As of June 30, 2016</b>	<b>As of June 30, 2014</b>	<b>As of June 30, 2012</b>	<b>As of June 30, 2010</b>	<b>As of June 30, 2008</b>
Licensed Social Worker (LSW)	6192	6110	5814	5724	5785	5194
Licensed Graduate Social Worker (LGSW)	2747	2339	2000	1658	1576	1291
Licensed Independent Social Worker (LISW)	766	782	787	768	793	697
Licensed Independent Clinical Social Worker (LICSW)	5661	5198	4746	4450	4044	3357
<b>TOTAL</b>	<b>15,366</b>	<b>14,429</b>	<b>13,347</b>	<b>12,600</b>	<b>12,198</b>	<b>10,539</b>

### **Historical Renewal Data by Biennium**

<b>July 1, 2016-June 30, 2018</b>			
<b>Type of License/Credential</b>	<b>Number of New Licenses</b>	<b>Number of Renewed Licenses</b>	<b>Number of Credentials Renewed Online (# and percent)</b>
Licensed Social Worker (LSW)	973	4927	4399 (89%)
Licensed Graduate Social Worker (LGSW)	1260	1978	1787 (90%)
Licensed Independent Social Worker (LISW)	47	566	493 (87%)
Licensed Independent Clinical Social Worker (LICSW)	746	4607	4196 (91%)
<b>TOTAL</b>	<b>3026</b>	<b>12,078</b>	<b>10,875 (90%)</b>

July 1, 2014-June 30, 2016			
Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)*
Licensed Social Worker (LSW)	1164	4643	-
Licensed Graduate Social Worker (LGSW)	1143	1643	-
Licensed Independent Social Worker (LISW)	85	591	-
Licensed Independent Clinical Social Worker (LICSW)	693	4243	-
<b>TOTAL</b>	<b>3085</b>	<b>11,120</b>	<b>9674 (87%)</b>

\*Data by license type unavailable for this period

July 1, 2012-June 30, 2014			
Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)*
Licensed Social Worker (LSW)	920	4443	-
Licensed Graduate Social Worker (LGSW)	971	1337	-
Licensed Independent Social Worker (LISW)	89	577	-
Licensed Independent Clinical Social Worker (LICSW)	529	3926	-
<b>TOTAL</b>	<b>2509</b>	<b>10,283</b>	<b>8124 (79%)</b>

\*Data by license type unavailable for this period

July 1, 2010-June 30, 2012			
Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)*
Licensed Social Worker (LSW)	777	4804	-
Licensed Graduate Social Worker (LGSW)	874	1130	-
Licensed Independent Social Worker (LISW)	68	618	-
Licensed Independent Clinical Social Worker (LICSW)	612	3571	-
<b>TOTAL</b>	<b>2331</b>	<b>10,123</b>	<b>7339 (72.5%)</b>

\*Data by license type unavailable for this period

July 1, 2008-June 30, 2010			
Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)*
Licensed Social Worker (LSW)	698	4567	-
Licensed Graduate Social Worker (LGSW)	639	1025	-
Licensed Independent Social Worker (LISW)	53	654	-
Licensed Independent Clinical Social Worker (LICSW)	519	3334	-
<b>TOTAL</b>	<b>1909</b>	<b>9580</b>	<b>5030 (53%)</b>

\*Data by license type unavailable for this period

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBD. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	773	626
July 1, 2014-June 30, 2016	775	598
July 1, 2012-June 30, 2014	298	339
July 1, 2010-June 30, 2012	310	282
July 1, 2008-June 30, 2010	229	245

### **Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
247	<one year: 142
	>one year: 105

**Types of Complaints Received During Biennium**

Basis for Complaints**†	Number of complaints alleging this basis*		
	December 9, 2016 – June 30, 2018	July 1, 2016 – December 8, 2016	July 1, 2014 – June 30, 2016
Boundaries	52	9	44
<i>Competence/Harmful Conduct</i>	46	-	-
Confidentiality	36	6	24
<i>Criminal Conviction</i>	54	-	-
Failure to Report	10	2	5
<i>Fee/Payment Issue/Fraudulent Billing</i>	32	3	17
<i>Fraudulent Application</i>	3	-	-
Human Services/Revenue Violation	6	1	7
Impairment	105	22	88
<i>Improper Termination</i>	6	-	-
<i>Non-compliance with Licensing Requirements</i>	73	-	/
<u>Licensure</u>	-	19	79
<u>Non-Jurisdictional</u>	-	15	37
Other	100	2	14
<i>Recordkeeping</i>	36	-	-
<u>Practice Issue</u>		50	259
Sexual Conduct or Harassment	20	2	14
Unlicensed Practice/Misrepresentation	64	44	181
<i>Unprofessional Conduct</i>	206	-	-
Violation of Board Order	9	0	6

\*On December 9, 2016, the Board transitioned to a new database. The new database contains additional complaint codes allowing for more descriptive data related to the basis for complaints. Because the database change occurred during the FY2017 – FY2018 biennium, basis for complaint data is grouped by date to represent complaints entered in the previous database and complaints entered in the current database.

\*\*Bases for complaints in *italics* are unique to the new database, therefore data for these bases do not exist prior to December 9, 2016. Bases which are underlined are not currently included in the new database but did exist in the previous database, therefore data for these bases do not exist after December 9, 2016.

†Some complaints allege more than one basis.

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

<b>Biennium</b>	<b>Total Receipts</b>	<b>Total Disbursements</b>
July 1, 2016 – June 30, 2018	\$2,758,415	\$2,931,578
July 1, 2014 – June 30, 2016	\$2,559,693	\$2,593,148
July 1, 2012 – June 30, 2014	\$2,324,527	\$2,363,353
July 1, 2010 – June 30, 2012	\$2,107,134	\$2,163,090
July 1, 2008 – June 30, 2010	\$2,073,517	\$2,095,367
July 1, 2006 – June 30, 2008	\$2,069,236	\$1,952,499

### **Fees by Type**

<b>Type of fee</b>	<b>Fee</b>
Licensure by Endorsement Application	\$85.00
LSW, LGSW, LISW, LICSW Application	\$45.00
Temporary License	\$50.00
LSW License, Renewal, and Temporary Leave	\$81.00 (24 month fee)
LGSW License, Renewal, and Temporary Leave	\$144.00 (24 month fee)
LISW License, Renewal, and Temporary Leave	\$216.00 (24 month fee)
LICSW License, Renewal, and Temporary Leave	\$238.50 (24 month fee)
Late Renewal Fee	1/4 Renewal Fee
Emeritus Active License	1/2 Renewal Fee
Emeritus Inactive License	\$43.20
Duplicate License Certificate	\$30.00
Duplicate License Card	\$10.00
License Verification	\$15.00

**The mission of the Minnesota Board of Veterinary Medicine is to promote, preserve, and protect the health, safety, and welfare of the public and animals through the effective control and regulation of the practice of veterinary medicine.**

### **Report of the Executive Director**

#### **July 1, 2016—June 30, 2018**

The Board of Veterinary Medicine exists to regulate the practice of veterinary medicine in the State of Minnesota. Regulation is necessary to protect the health, safety, and welfare of Minnesota's animals and citizens. The Board has 7 members appointed by the Governor: 5 veterinarians and 2 public members. The full Board meets 3 times per year and convenes special board meetings when required. The Board has 5 Complaint Review Committees, each comprised of two Board members. A Board member may serve on more than one Committee. These include two Small Animal Complaint Review Committees, one Large Animal Complaint Review Committee, an Impaired Veterinarian Complaint Review Committee and a Continuing Education Review and Audit Failure Committee. The Committees function primarily through secure communication means, including State e-mail and Sharepoint sites, and meet as needed for conferences with licensees.

#### **Board Regulatory and Outreach Activities:**

- Setting educational and examination requirements for initial licensure for veterinarians
- Issuing veterinary licenses and permits to qualified individuals
- Setting requirements for license renewals and administering the renewal process
- Setting minimum standards of veterinary practice in Board statutes and rules
- Responding to inquiries, complaints and reports regarding applicants and licensees
- Investigating complaints of alleged violations of statutes and rules, holding educational and disciplinary conferences with licensees and applicants, taking disciplinary or corrective action when appropriate against practitioners who fail to meet minimum standards of practice, and reporting public actions to national databanks
- Maintaining a website that provides information to the public about license status, complaints and discipline, including a list of disciplinary and corrective actions taken by the Board
- Offering online services from the Board's website, including downloadable forms for complaints, continuing education program approval requests, professional firm registration and reports, license application, verification, and renewal as well as links to the full text of public disciplinary and corrective orders the Board has adopted against licensed professionals and unlicensed practitioners of veterinary medicine
- Reviewing and approving continuing education activities
- Distributing an e-newsletter with timely regulatory updates for licensees and the public
- Providing information about licensure requirements and standards of practice to applicants, licensees, and other interested parties. Board staff gave yearly licensure presentations to applicants as well as ethical practice interactive presentations to veterinary students in the biennium ending June 30, 2018.
- Actively engaging with the Minnesota Veterinary Medical Association to address questions pertaining to Statutes and Rules of the Board of Veterinary Medicine and the Board of Pharmacy
- Presenting regulatory insights via staff participation in the Minnesota Veterinary Medical Association's Annual Conference on multiple topics, including strategies to diminish the risk of using animals to illicitly obtain controlled substances from veterinarians, telemedicine, drug compounding and non-profit veterinary professional firms.
- Collaborating with other regulatory agencies, including the Minnesota Board of Animal Health, Minnesota Board of Pharmacy, Minnesota Prescription Monitoring Program Advisory Task Force, USDA-APHIS, and Drug Enforcement Administration in resolution of issues with overlapping areas of regulatory oversight.
- Actively participating in Minnesota's One Health Antibiotic Stewardship Collaborative
- Actively participating in the American Association of Veterinary State Boards' annual meeting and committees

**Legislative Activities:**

The Board of Veterinary Medicine supported legislation to grant civil immunity to veterinarians who report animal cruelty to humane agents or law enforcement. Veterinarians are mandated by statute to report animal cruelty. This legislation did not reach the floor.

**Staffing:**

The Board is staffed with two full-time equivalent employees: executive director and a state program administrator. Beyond the increase in licensees, there has been a significant increase in the number and scope of complaints. This has been taxing for the staff and Board members. There has consequently been an increase in time needed for complaint resolution as well as increased legal and Board member expenses. The increased expenses as well as rising costs from other government agencies highlight the need for the Board's request to receive a base budget increase in spending authority in the next biennium (FY20 and ongoing).

Julia Wilson, DVM  
 Diplomate, American College of Veterinary Internal Medicine  
 Executive Director  
 Minnesota Board of Veterinary Medicine  
 651-201-2844  
 Vet.med@state.mn.us

## **GENERAL INFORMATION – MINN. STAT. § 214.07, SUBD. 1B(5)**

### **Board Members Serving During the Period 7/1/2016—6/30/2018**

Name	Location	Appointment Status	Appointment Date	Reappointment Date (if applicable)	Term Expiration Date
Barbara Fischley, DVM	North Branch, MN	Professional Member	3/2/2014	3/2/2014	6/29/2018
Jody Grote	Richfield, MN	Public Member	5/4/2016		1/6/2020
Amy Kizer, DVM	Savage, MN	Professional Member	6/24/2015		1/1/2019
Mary Olson, DVM	Mora, MN	Professional Member	3/2/2014	1/23/2018	1/1/2022
David Richter	Montgomery, MN	Public Member	4/2/2013	1/2017	1/1/2021
Steven Shadwick, DVM	Maplewood, MN	Professional Member	6/29/2018		1/1/2022
Ron Swiggum, DVM	St. Charles, MN	Professional Member	6/30/2011	1/5/2016	1/4/2020
Michelle Vaughn, DVM	Richfield, MN	Professional Member	6/30/2011	1/6/2015	1/5/2019

**Board Staff and Office Location**

Dr. Julia Wilson, Executive Director  
 Andrea Rasmussen, State Program Administrator

Minnesota Board of Veterinary Medicine  
 University Park Plaza Building  
 2829 University Avenue SE, Suite 401  
 Minneapolis, MN 55414  
 Phone: 651-201-2844  
 FAX: 651-201-2842  
 Email: vet.med@state.mn.us  
 Website: <http://mn.gov/boards/veterinary-medicine/>

**CREDENTIALS ISSUED OR RENEWED – MINN. STAT. §214.07, SUBD. 1B(1)**

Total Number of persons licensed or registered as of June 30, 2018: 5,977

**Number and Type of Credentials Issued or Renewed**

License Type	Total Number of persons licensed or registered as of June 30, 2018	Total Number of persons licensed or registered as of June 30, 2016	Total Number of persons licensed or registered as of June 30, 2014	Total Number of persons licensed or registered as of June 30, 2012	Total Number of persons licensed or registered as of June 30, 2010	Total Number of persons licensed or registered as of June 30, 2008
Veterinarian	3,413	3,330	3,249	3,182	3,114	NA
<b>TOTAL OF ALL LICENSE TYPES</b>	<b>3,413</b>	<b>3,330</b>	<b>3,249</b>	<b>3,182</b>	<b>3,114</b>	<b>NA</b>

**Historical Renewal Data by Biennium**

July 1, 2016-June 30, 2018

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Veterinarian	365	3,471	2,812
<b>TOTAL</b>	<b>365</b>	<b>3,471</b>	<b>2,812 (81%)</b>

July 1, 2014-June 30, 2016

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Veterinarian	346	3212	2687
<b>TOTAL</b>	<b>346</b>	<b>3212</b>	<b>2687 (84%)</b>

July 1, 2012-June 30, 2014

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Veterinarian	330	3121	2705
TOTAL	330	3121	2705 (87%)

## July 1, 2010-June 30, 2012

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Veterinarian	255	2927	2429
TOTAL	255	2927	2429 (83%)

## July 1, 2008-June 30, 2010

Type of License/Credential	Number of New Licenses	Number of Renewed Licenses	Number of Credentials Renewed Online (# and percent)
Veterinarian	276	2874	2278
TOTAL	276	2874	2278 (80%)

## **COMPLAINT ACTIVITY – MINN. STAT. §214.07, SUBDS. 1B(2), (3)**

### **Complaints Received and Closed by Biennium**

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	197	169
July 1, 2014-June 30, 2016	175	143
July 1, 2012-June 30, 2014	148	114
July 1, 2010-June 30, 2012	145	132
July 1, 2008-June 30, 2010	148	111

### **Number of and Age of Complaints Open at the End of the Period**

Number of Complaints Open as of June 30, 2018	Age of Complaints Open as of June 30, 2018
42	<one year: 29
	>one year: 13

### **Types of Complaints Received During Biennium**

Basis for complaints	Number of complaints alleging this basis received 2016-18**	Number of complaints alleging this basis received 2014-16*
Incompetence	83	58
Unprofessional Conduct	68	46
Criminal Conviction	11	15
Unlicensed Practice	20	23

Disregard Health, Wellness, or Safety	14	0
Mental Health	0	2
Sanitation	7	0
Inadequate Continuing Education Hours	18	20

\*Some complaints allege more than one basis.

## **RECEIPTS, DISBURSEMENTS & MAJOR FEES – MINN. STAT §214.07, 1B(4)**

### **Total Receipts and Disbursements by Biennium**

Biennium	Total Receipts	Total Disbursements
July 1, 2016 – June 30, 2018	\$400,004	\$352,392
July 1, 2014 – June 30, 2016	\$374,573	\$227,482
July 1, 2012 – June 30, 2014	\$353,399	\$199,451
July 1, 2010 – June 30, 2012	\$341,215	\$178,495
July 1, 2008 – June 30, 2010	\$324,525	\$169,494

### **Fees by Type**

Type of fee	Fee
Jurisprudence Examination	\$50
Application	\$50
Initial License	\$200
Criminal Background Check	\$32.00
Biennial Active License Renewal	\$200
Biennial Inactive License Renewal	\$100
Temporary Permit	\$50
Late fee (Inactive renewal)	\$50
Late fee (Active renewal)	\$100
Professional Firm Registration	\$100
Professional Firm Annual Report	\$25
Duplicate License	\$10
Mailing List	\$100
CE Sponsor Approval	\$50
License Verification	\$25

**The Board of Cosmetology’s core mission is to constantly strive to serve and care for our licensees, applicants, and the public by being committed to public protection, superior service, excellence, and continuous improvement. While encouraging industry development, the board is most dedicated to public protection and believes that leading with a vision and making sound decisions results in quality outcomes and successful operations.**

### **About this Report**

The Minnesota Board of Cosmetology presents this report in response to Minnesota Statute 214.07, as required each even-numbered year. Specific requirements of the report are included within the body of the report as well as linearly and conclusively in the Appendix on page 17. As required to be disclosed by Minnesota Statute [3.197](#) this report cost approximately \$708.20 to prepare.

### **Executive Director’s Introduction**

Cosmetologists, estheticians, nail technicians, and eyelash technicians provide services to Minnesotans of all ages, locations, and lifestyles. Services are provided in a variety of locations, such as salons, schools, nursing homes, and private residences and are often a way for people to care for themselves, express their individuality, or meet cosmetic needs. The board of Cosmetology is fully committed to its statutory obligation to protect the public’s health and welfare by regulating and ensuring safe practice of cosmetology related services. Each Minnesotan should be protected when receiving a cosmetology service – no matter the reason for the service or where the service is provided.

The Board of Cosmetology regulates cosmetology practice through the following service areas:

- Licensing – Review and approve credentials of cosmetologists, estheticians, nail technicians, eyelash technicians, salon managers, instructors, salons and schools
- Education – Assure cosmetology programs meet minimum competency and prepare graduates to practice cosmetology related services safely and competently
- Complaint Resolution – Investigate complaints and take disciplinary action against licensees, including remedial education to ensure minimum competency is met
- Cosmetology Standards – Evaluate laws and rules related to cosmetology and determine how to reduce barriers; provide opportunities and make adjustments to changes minimum standards and updates in public protection
- Outreach – Host a variety of in-person and electronic forums and provide informational bulletins to engage stakeholders in Board matters

The Board of Cosmetology has had the ability to grow over the past biennium that has included adding staff for all functions of the Board, with the focus being on inspections and compliance. The board also moved offices in November of 2016 and has been able to greatly increase the ability to host town halls, task forces and staff trainings. The remainder of this report will

highlight the great work that has been performed by the Board and staff on behalf of the State of Minnesota.

The Board of Cosmetology and the staff are sincerely committed to public protection, superior service, excellence, and continuous improvement. In addition, the board values being responsive and collaborating with all stakeholders to provide the best possible outcomes to the citizens and licensees in the State of Minnesota.

Gina Fast, J.D.  
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[mn.gov/boards/cosmetology](http://mn.gov/boards/cosmetology)

### **Agency Overview**

The Minnesota Board of Cosmetology is the state agency dedicated to protecting the health and safety of the citizens and visitors of the State of Minnesota by regulating the practice of cosmetology. The people of the state are served by the licensing of the practice of cosmetology due to risks posed to the public related to infection control and the use of chemicals, implements, apparatuses, and other applicants requiring special skills and education. The board's purview includes several professions – cosmetologists, estheticians, nail technicians, eyelash technicians, hair braiders, and instructors – with a licensee population of over 32,700. In addition, the board has oversight over cosmetology salons, schools, and education providers, including inspections for over 5,200 salons and 33 schools across the state.

### **Purpose**

The board's mission and values are exemplified in its everyday work. From assisting license applicants and promoting proper infection control upon inspections and requiring remedial education for those who need it and reducing unnecessary barriers in rule, the board aims to serve its licensees and the public dutifully.

### **Board Members**

The board itself is comprised of seven members; six members hold various cosmetology-related licenses and one is a public member. They serve four-year, staggered terms and are appointed by the governor. Table 1 shows a roster of board members over the recent biennium.

In the 2016-2018 biennium, the board hosted 10 public, full board meetings. In addition, there were 19 board committee meetings hosted by the Rules Committee and Complaint Committee. In total, board members are estimated to have spent approximately 660 hours on board meeting and committee duties.

**Table 1. Board Member Roster**

Board Member	Seat	Appointment	Term End	Occupation	Residence
<b>Rhonda Besel</b>	Cosmetologist	June 2015	January 2019	Cosmetologist Instructor and Public School Manager	Austin
<b>Kurt Deile</b>	Public Member	December 2008 June 2011	January 2019	Attorney	Anoka
<b>Jodi Friendshuh</b>	Nail Technician	June 2015	January 2019	Nail Technician	Buffalo
<b>Chelsey Anderson</b>	Esthetician	October 2014 March 2018	January 2022	Esthetician	St. Joseph
<b>Stephen Adams</b>	Cosmetologist	March 2016	January 2020	Cosmetologist and Salon Owner	Minneapolis
<b>Donna Dungy</b>	Private School Instructor	March 2018	January 2022	Cosmetologist Instructor	Inver Grove Heights
<b><i>Vacant as of 9/1</i></b>	Public School Instructor				
<b>Former Members</b>					
<b>Nicki Dixson</b>	Private School Instructor	October 2014	January 2018	Cosmetologist Instructor	Minneapolis (Former)
<b>Mary Finnegan</b>	Public School Instructor	July 2009 October 2014	January 2018	Cosmetologist Instructor	Brainerd

### Board Staff

The agency is comprised of five divisions, including Licensing, Inspections, Compliance, Policy, and Administrative. Board staff totals 26 employees ranging across nine classifications and four labor contracts. Table 2 below shows a roster of board employees as of June 30, 2018.

Board leadership aims to recruit and retain a diverse employee base. Being appropriately mindful of varying characteristics, qualifications, and attributes, the board aims to accurately represent the people of Minnesota, especially those it licenses and directly serves. Board staff span multiple generations, cultures, races, and backgrounds. Our staff each bring unique and valuable perspectives to the board’s work – including through their work history. Not only is the team comprised of licensed cosmetology-related practitioners, but also former building and equipment inspectors, customer service professionals, educators, law enforcement personnel, and paralegals.

**Table 2. Board Staff as of June 30, 2018**

Name	Classification	Working Title
Gina Fast	Executive Secretary	Executive Director
Diane DelaBarre	State Program Administrator Supervisor Senior	Senior Operations Manager
Catrina Mairose	State Program Administrator Supervisor Senior	Chief of Staff
Tami Thein	Office & Administrative Specialist	Assistant to the Executive Director
Lene Kiser	State Program Administrator Supervisor	Compliance Division Manager
Carly Ogletree	Investigator	Investigator
Lindsey Sames	Investigator	Investigator
Rin Fowler	Investigator	Investigator
Rachael Bower	Investigator	Investigator
Andrew Reding	State Program Administrator Supervisor	Inspections Division Manager
Tim Hoepfner	State Program Administrator Intermediate	Investigative Inspector
Frank Weiland	Law Compliance Representative 2	Field Inspector
Michael Hentges	Law Compliance Representative 1	Field Inspector
Michael Watts	Law Compliance Representative 1	Field Inspector
Raeoun Jacobson	Law Compliance Representative 1	Field Inspector
Josh Luhmann-Woodbury	Law Compliance Representative 1	Field Inspector
Adam Harmon	Law Compliance Representative 1	Field Inspector
Danielle Curtis	Law Compliance Representative 1	Field Inspector
Jenna Bohl	State Program Administrator Supervisor	Licensing Division Manager
Kim Stitzel	Office & Administrative Specialist Intermediate	Licensing Specialist
Missy Riste	Office & Administrative Specialist Intermediate	Licensing Specialist
Myriah Myers	Office & Administrative Specialist Intermediate	Licensing Specialist
Sharon Johnson	Office & Administrative Specialist Intermediate	Licensing Specialist

Alex Herbert	State Program Administrator Intermediate	School Liaison
Rebecca Gaspard	State Program Administrator Intermediate	Rules Analyst
Cori Omundson	Office & Administrative Specialist	Leadership Team Assistant

Staff trainings for the board’s 26 AFSME, MMA, and MAPE staff have increased by 150% in the recent biennium. This serves to support individual employees’ engagement, encourage team collaboration, and provide improved services to licensees and the public. Examples of staff training include customer service, engagement analysis and motivation, personal and office safety, sexual harassment, and infection control training. Notably, in the board’s employee engagement analysis, 95% of staff were engaged or highly engaged, as compared with 51% of all workers.

### Licensing

The Licensing Division is responsible for verifying credentials and ensuring each applicant has met prerequisite training, competence, insurance, and continuing education requirements to practice cosmetology or to operate a cosmetology salon or school. This division is responsible for assisting and servicing all licensees and applicants the board regulates. Additionally, this division reviews, approves, and audits continuing education curriculum and courses for practitioners.

This biennium, the licensing division:

- Reduced application processing time by 79%.
- Successfully implemented an expedited application process in 2016, processing in five business days or less.
- Made three initial applications available to be completed online with in-house verification. Five more are expected to launch in 2018.
- Created three new eyelash technician licenses in 2017 and managed a time-sensitive grandfathering process.
- Created three new advanced practice esthetician licenses, with another grandfathering process launching in the fall of 2018.
- Eliminated the unnecessary restriction of salon licenses being issued by type and distributed 5000 new salon licenses, therefore removing the burdensome requirement for some establishments to hold more than one license.

### **Number of Licenses**

The Licensing Division manages the issuance of 15 types of licenses, two types of permits, and one type of registration, across five main practice areas (cosmetology, esthiology, nail technology, eyelash technology, and hair braiding). Specific education and testing requirements vary by type and each type of license can be obtained in a number of ways – either through

initial education in Minnesota, initial education outside of Minnesota, licensure in another state, or renewal.

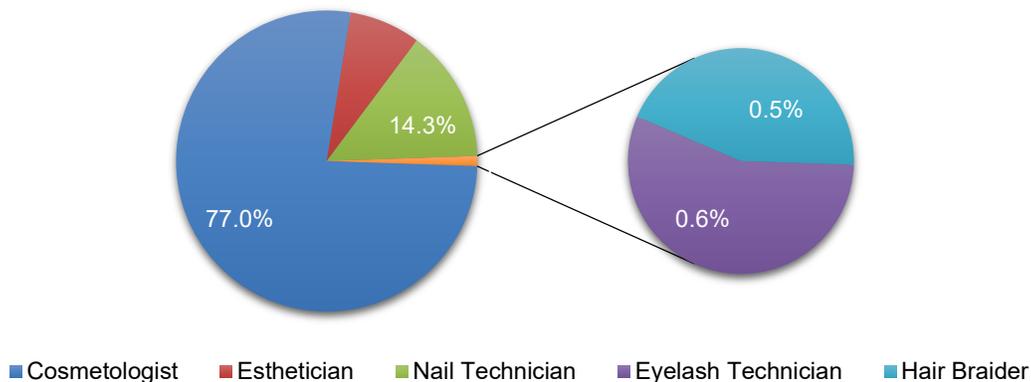
While multi-tasking with walk-in constituents, callers, and emails, dedicated Licensing Specialists issued an average of 55 licenses per business day and 3,540 licenses the second quarter of 2018. The licensee population is currently 38,582, with 5,304 of those licensees being salons and 33,278 being practitioners. Table 3 below shows the total number of licensees as of June 30, 2018.

**Table 3. Total Number of Licensees as of June 30, 2018**

<b>Type of License, Permit, or Registration</b>	<b>Number</b>
Cosmetologist Operator	11,006
Esthetician Operator	1,901
Nail Technician Operator	3,104
Eyelash Technician Operator	127
<b>Total Operator</b>	<b>16,138</b>
Cosmetologist Salon Manager	13,890
Esthetician Salon Manager	575
Nail Technician Salon Manager	1,507
Eyelash Technician Salon Manager	67
<b>Total Salon Manager</b>	<b>16,039</b>
Cosmetologist Instructor	315
Esthetician Instructor	23
Nail Technician Instructor	1
Eyelash Technician Instructor	
<b>Total Instructor</b>	<b>339</b>
School	32
Salon	5,304
<b>Total Establishments</b>	<b>5,336</b>
Cosmetology School Manager	82
Homebound Service Permit	458
Special Event Permit	37
Hair Braiding Registration	153
<b>Total Permits and Registrations</b>	<b>730</b>
<b>Total of All Types</b>	<b>38,582</b>

In line with historical trends, cosmetologists make up the majority of licensees at 77%, with nail technicians at 14.3% and estheticians at 7.7% of the licensee population. Within the biennium, Minnesota has seen increases in the number of hair braiders (91%), estheticians (14%) and nail technicians (1%) and a decrease in cosmetologists (-4%). Eyelash technicians, the board's newest category of licenses, are becoming licensed as anticipated in the 2016 legislative session, with 194 practitioners licensed in fiscal year 2018.

**Licensees by Practice Area**  
As of June 30, 2018



**Continuing Education**

Between 2017 and 2018, board staff have reviewed and approved 155 unique continuing education courses related to cosmetology, business practices, health and safety, infection control, and other topics. These courses are offered to practitioners online and in-person throughout Minnesota. The 109 providers of these courses are professional associations, schools, salons, and businesses of all sizes. Through thorough assistance by our staff, and approval of their courses, their continuing education improves the safety and quality of cosmetology services in Minnesota.

The Licensing Division is also responsible for auditing continuing education course completion as required for license renewal. From January 2017 to June 2018, staff audited 5% of all practitioner license renewals requiring continuing education and found that 11.9% of audits resulted in fraudulent or incomplete continuing education course completion. Upon discovery of a fraudulent or faulty submission, practitioners were generally required to fulfill their continuing education requirements and pay a penalty.

**Examinations**

While the board itself does not directly administer exams, it works closely on the development and administration of written examinations required for licensure. PSI Services, LLC, the board’s contracted testing vendor manages the examination process – from evaluating psychometrically valid and subject matter expert reviewed exam items, to operating exam locations throughout the nation and reporting passing scores to the board for license applicants.

All licensure exams are offered in English, Vietnamese, and Spanish. Beginning September 1, 2018, an enhanced feature will be introduced for all foreign language exams that provides an option for the exam candidate to view the English-language version of each question during their foreign language exam. The board anticipates this having a positive impact on schools and exam candidates.

Exam candidates are able to test several days per week, at varying times, at the following locations in Minnesota: Edina, Duluth, Lake Elmo, Mankato, Moorhead, Rochester, St. Cloud, Thief River Falls, and Woodbury. The board recognizes that applicants may seek Minnesota licensure from states all across the nation. Reasons for this include an applicant soon moving to Minnesota, or an applicant that has recently relocated. In fact, 5.9% of all practitioners licensed in the recent biennium list residences outside of Minnesota. To accommodate upcoming residents or practitioners of Minnesota from other states, the board offers all written exams in all 50 states.

**Examination Disclosures**

Minnesota Statute [214.07](#) requires the disclosure of the number of persons examined by the board in the recent biennium with the persons subdivided into age categories, sex, and states of residency. The board does not collect or receive data on all persons examined by the testing vendor and is unable to provide age categories, sex, and states of residency of those individuals and unable to provide the number of persons not licensed after taking examinations. The board only collects specific demographic data that is necessary for licensure (address, date of birth, education, etc.), and only collects this data on license applicants and licensees. Per Minnesota’s Data Practice Act, the board must not collect data that is unnecessary to the licensing process (Minn. Stat. 13.05).

Statute also requires disclosure of the number of persons licensed or registered by the board after taking required examinations, with the persons subdivided by age categories, sex, and states of residence. This information is provided below, as available, for the time period of July 1, 2016 to June 30, 2018.

**Age Categories** – List 1, below, counts the number of licenses issued in the biennium by age category. This data shows all initial licenses issued, which can only be acquired after passing at least one exam. Note that individuals may have been issued more than one license and each license is accounted for in this list.

<b>Age</b>	<b>Cosmetologist Practitioners</b>	<b>Esthetician Practitioners</b>	<b>Nail Technician Practitioners</b>	<b>Eyelash Technician Practitioners</b>	<b>Instructors</b>	<b>School Managers</b>
18 - 20	247	93	18	7	0	0
21 - 25	932	225	106	22	8	0
26 - 30	483	149	99	47	17	1
31 - 35	286	714	90	37	17	2
36 - 40	161	65	52	27	13	2
41 - 45	88	45	46	22	8	4

46 - 50	63	24	20	14	7	1
51 - 55	27	27	13	8	6	1
56 - 60	20	8	7	7	0	1
61 - 65	6	7	3	1	1	0
66+	5	3	0	1	0	0
<b>Total</b>	2318	1360	454	193	77	12

**Sex/Gender Categories** – In accordance with Minnesota Statute [13.05](#), the board does not collect data that is not necessary for the licensure process. As such, the board does not collect sex or gender and there is no data available for the number of persons licensed or registered subdivided by sex or gender.

**State of Residence** – List 2, to the right, counts the number of persons initially licensed in the biennium after taking required

exams, subdivided by state of residency. A person cannot be licensed without passing the required examinations; this list represents all individuals who have been licensed in the biennium, and thus, passed exams.

**Individuals Not Taking Examinations Who Were Licensed** – Minn. Stat. 214.07 requires disclosure of the number of persons not taking required examinations who were licensed or registered; the board has not licensed any individual this biennium who has not taken required exams.

**Individuals Denied Licensing or Registration** – Minn. Stat. 214.07 also requires the number of persons who were denied licensing or registration with the reason for denial, subdivided by age categories, sex, and states of residency. The board has not denied a license or registration within the biennium; the board makes every effort to assist applicants to meet licensing requirements.

**List 2. Persons Licensed in the Biennium, by State of Residence**

State	Count	State	Count
AL	1	ND	35
AZ	4	NJ	1
CA	5	NM	3
CO	4	OH	2
FL	1	PA	1
GA	2	SC	1
IA	15	SD	15
IL	6	TN	1
IN	1	TX	4
LA	1	VA	2
MN	3743	WA	4
MO	1	WI	122
MT	1	WY	1

**Inspections**

The Inspections Division is responsible to inspect licensed salons and schools to ensure establishments are demonstrating proper infection control as well as minimum practice standards. The board takes an education-first approach to inspections, utilizing them as teaching moments for salons, schools, practitioners, and instructors. Inspectors meet face-to-

face with the board's licensees to identify any deficiencies in health and safety practices, answer questions, and educate on laws and rules. Further, they act as a resource for educational materials, providing up to seven types upon inspection.

This biennium, the Inspections Division:

- Grew from three Field Inspectors to seven Field Inspectors and one Investigative Inspector.
- Increased the number of inspections performed within the past year by 133% (2016 Q3 to 2018 Q2).
- Increased the number of inspections completed per quarter by 174% (2016 Q3 to 2018 Q2).
- Implemented utilization of a language line to assist foreign-language speakers upon inspection and reduce language barriers.
- Implemented administrative penalties found on inspection for 11 various violations, with fines ranging from \$100 to \$500 per fine.

### **Number of Inspections**

The division is responsible for inspecting the state's over 5,300 licensed salons and 33 licensed schools, as well as unlicensed establishments that are not in compliance with state law. The division is comprised of eight inspectors, each performing up to eight inspections per day, resulting in the team performing approximately 1,400 inspections each quarter (2018 Q2 – Q3).

The board aims to visit each licensed salon at least every 24 months. At the close of fiscal year 2018, 63% of salons had been inspected within the past 12 months. Resulting from an increase in staffing levels, the Inspections Division is well on its way to meet this goal in the next biennium. Graph 2 below shows the increase in inspections throughout the recent biennium.

**Graph 2. Inspections by Quarter**  
FY17-FY18



**Technological Advancements**

In April 2018, the division implemented new inspections software that transitioned inspections from being administered on-site through paper checklists to a mobile application. This greatly reduced administrative time in manually transferring data to the board’s database, thus increasing time spent inspecting. Now, inspectors are able to instantly upload photos, notes, and violations relating to the inspection and the data is automatically retained. Further, inspection reports can be immediately emailed to the recipient, as can Orders to Comply be emailed and completed online by the salon. In the coming months, the board also plans to release an online inspection report look-up for the public and practitioners, as well as the ability to pay penalties online. The division anticipates this change will result in an increase of at least 373 salon inspections per year.

**Compliance**

The Compliance Division is responsible for investigating public-filed complaints on salons, schools, and practitioners, and for generating complaints when violations of Minnesota statutes and rules are found upon inspection or license application review. The division achieves resolution of complaint cases that include significant rule or law violations through remedial education and civil penalties, and by educating licensees throughout the complaint process.

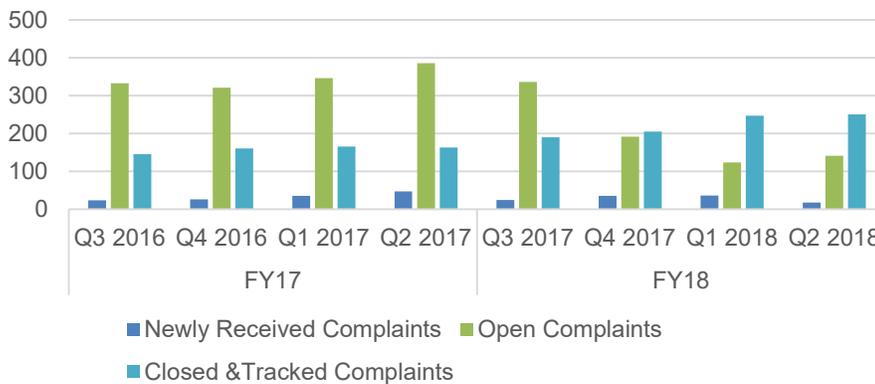
Compliance staff create action plans with licensees when less serious concerns exist, but the licensee needs additional oversight. Further, they audit continuing education providers and will soon conduct salon professional liability insurance audits. This division also manages licensure holds, revocations, and suspensions due to delinquent taxes or child support, as required by the Minnesota Department of Revenue or other Minnesota statute.

**Complaint Volume**

In the recent biennium, the division received a total of 243 new complaints and is in constant rotation of opening new cases, monitoring current cases, closing cases, and tracking closed cases that have outstanding penalty payments. Graph 3 shows the number of complaints received, open, and tracked throughout the recent biennium. The numbers of open complaints and closed or tracked complaints each show a sample of the volume at a set moment in time at the close of each quarter to represent regular volume of work.

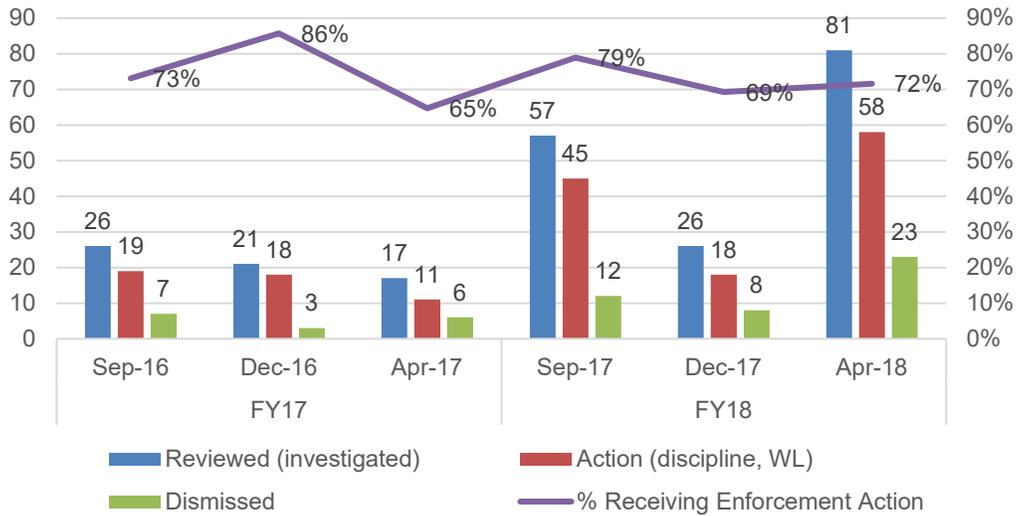
A keen eye may notice a significant reduction in open complaints between quarters 3 and 4 of 2017. This is the result of increased staffing levels in the Compliance Division, which increased from one Investigator to three Investigators. This increase, and the assistance of a newly hired Office and Administrative Specialist, the division was able to close outstanding cases and create a trajectory to investigate and close complaint cases more rapidly.

**Graph 3. Complaints Received, Open, and Tracked**  
FY17-FY18



The Compliance Division is responsible to present open cases to the board’s Complaint Committee for final resolution, as Minnesota statute does not allow delegation of this duty. For the biennium, the Complaint Committee reviewed an average of 38 cases per quarter, with approximately 74% of those receiving enforcement action in the form of a warning letter or formal discipline (cease and desist order, settlement agreement, civil penalty, remedial education, etc.). Graph 4 shows the volume of cases (complaints) presented to the Complaint Committee in the recent biennium.

**Graph 4. Cases Presented to Complaint Committee**



Apart from the volume of cases presented in the chart above, the Complaint Committee reviewed an accumulated volume of 204 complaints in December of 2017. These complaints were received when caseload exceeded staffing levels in the 2014 - 2016 biennium.

**Required Action Disclosures**

Minnesota Statute 214.07 requires disclosure of the number of persons previously licensed or registered by the board whose licenses or registrations were revoked, suspended, or otherwise altered. This table only includes board action on license statuses; it does not include voluntary renewal, retirement status, or expiration of licenses.

**Table 4. Board Action on License Statuses**

	Licenses	Reason
<i>Revocation</i>	61	Delinquent taxes; revoked as required by Minn. Stat. 270C.72
<i>Suspension</i>	40	Delinquent child support; suspended as required by Minn. Stat. 518A.66
<i>Hold</i>	32	Insufficient payment; placed on hold as required by Minn. Stat. 155A
<i>Forwarded</i>	7	Outside of the board’s jurisdiction and forwarded to other agencies

**Policy**

The Policy Division is responsible for analyzing and renovating statutes, rules, and policies with the goal of simplifying processes and reducing unnecessary barriers while maintaining public

protection and industry standards. This division also manages all school-related topics and outreach, including mass notices, town halls, relationships with stakeholders, and other events.

This division manages all rule dockets, including five rulemaking processes in the past four years that resulted in over 600 rule changes. Part of these processes included hosting large outreach events that bring stakeholder input on regulatory topics needing to be addressed, including 19 events within the biennium.

To garner engagement with the licensee population and the public, the board has also increased social media efforts in recent years. Through visually appealing, easy to read, and interesting infographics and flyers, licensees across the state are provided with essential information. In the recent biennium, staff have engaged with thousands of social media users through over 70 Facebook posts.

### Rulemaking

Table 5 below outlines the rules proposed or adopted during the recent biennium, with links to the Revisor’s webpage for each. All current rules may be found at the Revisor’s website ([www.revisor.mn.gov](http://www.revisor.mn.gov)) as Minnesota Rules [Chapter 2105](#) and [Chapter 2110](#).

Docket Name	Rule Topic	Revisor Number	Action
<b>Major Rules Overhaul</b>	Licensure and practice for cosmetologists, estheticians, nail technicians and salon and school operations.	<a href="#">R-04258</a>	Adopted
<b>Mobile Salon Rules</b>	Licensing, physical requirements, inspections, and compliance of mobile salons.	<a href="#">R-04343</a>	Adopted
<b>Eyelash Extension Rules</b>	Licensure, curriculum, practice, and salon licensing requirements for the provision of eyelash extension services.	<a href="#">R-04479</a>	Adopted
<b>Advanced Practice Esthetics Rules</b>	Licensure, curriculum, and practice requirements for the advanced practice esthetician license, cosmetologists, and estheticians.	<a href="#">R-04342</a>	Adopted

**Table 5. List of rules proposed and adopted.**

**Major Rules Overhaul** – In September of 2016, the board completed a multi-year rules overhaul related to individual practitioners and salon licenses, resulting in more than 500 rule changes to rule chapters that had not been appropriately updated in 30 years. Highlights of the major rules overhaul include:

- Repealed of overly restrictive or obsolete rules
- Removal of barriers to licensees returning to work after a lapse in practice
- Replacement of work experience requirement for renewal with continuing education credits
- Clarified requirements for license application, transfer, and renewal
- Reorganized and simplified rules for better licensee and administrative use
- Approved use of electronic records, textbooks, and other related technological advancements
- Inclusion of new salon business formats, such as suite-style salons
- Pathway for new licensees to become independent contractors without a salon manager license
- Implemented infection control standards across all license fields
- Amended rules that were inconsistent with federal and state requirements (ADA compliance, OSHA, fire code, labor law, etc.)

**Mobile Salon Rules** – After legislation enacted a new mobile salon license, the board developed rules for mobile salon licensing and operation in 2017. These rules included operating standards for mobile salons safety standards related to potable water, gas-fired combustion engines, propane tanks, and wastewater disposal.

**Eyelash Extension Rules** – Eyelash extension rules were created in response to the legislative initiative to create a new limited license for eyelash technicians. In an effort to reach unlicensed persons providing eyelash extension services, the board implemented a significant outreach campaign which included research to find potential eyelash extension service providers and their salons, regular email notices and reminders, a webinar, and social media posts that reached upwards of 15,000 people. These rules were adopted in late 2017 and include:

- Curriculum, testing, and licensing requirements for eyelash technicians
- Option to become licensed as an operator or salon manager
- Single salon licensing to eliminate the need for multiple salon licenses for one establishment
- Infection control standards specific to the practice of eyelash technicians
- Grandfathering requirements

**Advanced Practice Esthetic Rules** – The board completed rule development for advanced practice esthetics, a new licensure field, in the fall of 2018. The board established an advisory committee with representatives from esthetics, medical, and dermatological communities. The

focus of this group was to clarify the line between advanced practice esthetics and cosmetic medical practice, the scope of practice for the basic esthetician license and the scope of practice for the new advanced practice esthetician license.

This rule docket includes:

- Curriculum, testing, and licensing requirements
- Operating standards for sterilization of tools and equipment
- Grandfathering options for currently licensed practitioners
- Scope of practice

### **Schools**

The Policy Division includes the role of School Liaison, who offers support to all cosmetology schools and course providers. The liaison reviews curricula for the 1550-hour cosmetology, 600-hour esthiology, 350-hour nail technology, and 38-hour eyelash technology training programs. Simultaneously, this position is responsible for reviewing and auditing student time records, enrollment contracts, test content and pass rates, and various other items.

Working closely with school owners, instructors, managers, and staff, the school liaison aims to identify and rectify educational issues under the board's jurisdiction. This includes noncompliance of schools as well as updating of written and practical examinations. The board works dutifully to maintain accurate, efficient, and reasonable exams for students and licensees.

### **Administrative Division**

The administrative division is responsible for all technology initiatives supporting each division, budget and spending plans, purchasing, general office management, and comprehensive personnel services. The division requires compliance with state policies and procedures and ensures funds paid by licensees are used in a manner appropriate for the statutory mission of the board.

The board utilizes an operational structure that empowers divisional managers with significant latitude to make decisions, implement the statutory mission, and provide stakeholders with the regulatory services they expect. The transformation of this regulatory board into an appropriately funded and staffed organization has greatly benefitted Minnesota's cosmetology practitioners and businesses. The scope of services provided by the board has increased to match the growth, innovation, and demand of Minnesota's thriving beauty industry.

### **Technology Management**

In 2018, the administrative division has managed 45 technology projects from defining scope, specification validation, testing, and launching. The annual technology investments to enhance databases and create efficiencies through workflows is over \$200,000. The administrative division collaborates with a workflow system vendor, a database vendor, and MN.IT to assess the needs of all divisions and increase efficiencies.

Projects of note include:

- Creating two new license categories in the licensing database, which include six distinct license structures with many more license application requirements and software rules
- Designing an interactive process for time-off requests, which is a workflow system automatically forwarding tasks to supervisors and employees, as well as automatically notifying all staff of the day's leaves, increasing audit efficiency, and enhancing reports and analysis
- The mobile inspection application and resulting outcomes of interactive inspection checklists, convenient licensee notifications, and the coming public inspection report online database
- Upcoming automated process for the labor and time intensive continuing education course review and audits
- Upcoming workflow processes for enhanced efficiency related to complaint cases, resolution, monitoring, and reporting

**Appendix: Required Disclosures**

Minnesota Statute 214.07 requires the Minnesota Board of Cosmetology to prepare a report containing the information listed below. These disclosures are outlined below.

**A. A general statement of board activities.**

The Minnesota Board of Cosmetology is a statewide agency dedicated to protecting the health and safety of the citizens and visitors of the State of Minnesota by regulating the practice of cosmetology. The people of the state are served by the licensing of the practice of cosmetology due to risks posed to the public related to infection control and the use of chemicals, implements, apparatuses, and other applicants requiring special skills and education. The board’s purview includes several professions – cosmetologists, estheticians, nail technicians, eyelash technicians, hair braiders, and instructors – with a licensee population of over 32,700. In addition, the board has oversight over cosmetology-related salons and schools, including inspections for over 5,200 salons and 33 schools across the state.

**B. The number of meetings and approximate total number of hours spent by all board members in meetings and on other board activities.**

In the recent biennium, board members spent approximately 660 hours on board meetings and related activities. There were a total of 10 board meetings, 11 rules committee meetings, and 8 complaint committee meetings.

**C. The receipts and disbursements of board funds.**

Fiscal Year	Total Receipts	Total Expenses
2016	\$2,589,665.44	\$1,322,190.56
2017	\$2,579,077.37	\$3,589,423.04
2018	\$2,679,786.53	\$2,234,355.81

**D. The names of board members and their addresses, occupations, and dates of appointment and reappointment to the board.**

Board Member	Seat	Appointment Dates	Occupation	Residence
Rhonda Besel	Cosmetologist	June 2015	Cosmetologist Instructor and Public School Manager	Austin

Kurt Deile	Public Member	December 2008 June 2011	Attorney	Anoka
Jodi Friendshuh	Nail Technician	June 2015	Nail Technician	Buffalo
Chelsey Anderson	Esthetician	October 2014 March 2018	Esthetician	St. Joseph
Stephen Adams	Cosmetologist	March 2016	Cosmetologist and Salon Owner	Minneapolis
Donna Dungy	Private School Instructor	March 2018	Cosmetologist Instructor	Inver Grove Heights
<b>Past Board Members:</b>				
Nicki Dixson	Private School Instructor	October 2014	Cosmetologist Instructor	Minneapolis
Mary Finnegan	Public School Instructor	July 2009 October 2014	Cosmetologist Instructor	Brainerd

**E. The names and job classification of board employees.**

As of June 30, 2018.

<b>Name</b>	<b>Classification</b>	<b>Working Title</b>
Gina Fast	Executive Secretary	Executive Director
Diane DelaBarre	State Program Administrator Supervisor Senior	Senior Operations Manager
Catrina Mairose	State Program Administrator Supervisor Senior	Chief of Staff
Tami Thein	Office & Administrative Specialist	Assistant to the Executive Director
Lene Kiser	State Program Administrator Supervisor	Compliance Division Manager
Carly Ogletree	Investigator	Investigator
Lindsey Sames	Investigator	Investigator
Rin Fowler	Investigator	Investigator
Rachael Bower	Investigator	Investigator
Andrew Reding	State Program Administrator Supervisor	Inspections Division Manager

Tim Hoepfner	State Program Administrator Intermediate	Investigative Inspector
Frank Weiland	Law Compliance Rep 2	Field Inspector
Michael Hentges	Law Compliance Rep 1	Field Inspector
Michael Watts	Law Compliance Rep 1	Field Inspector
Raeoun Jacobson	Law Compliance Rep 1	Field Inspector
Josh Luhmann-Woodbury	Law Compliance Rep 1	Field Inspector
Adam Harmon	Law Compliance Rep 1	Field Inspector
Danielle Curtis	Law Compliance Rep 1	Field Inspector
Jenna Bohl	State Program Administrator Supervisor	Licensing Division Manager
Kim Stitzel	Office & Administrative Specialist Intermediate	Licensing Specialist
Missy Riste	Office & Administrative Specialist Intermediate	Licensing Specialist
Myriah Myers	Office & Administrative Specialist Intermediate	Licensing Specialist
Sharon Johnson	Office & Administrative Specialist Intermediate	Licensing Specialist
Alex Herbert	State Program Administrator Intermediate	School Liaison
Rebecca Gaspard	State Program Administrator Intermediate	Rules Analyst
Cori Omundson	Office & Administrative Specialist	Leadership Team Assistant

**F. A brief summary of board rules proposed or adopted during the reporting period with appropriate citations to the State Register and published rules.**

All current rules may be found at the Revisor's website ([www.revisor.mn.gov/rules/](http://www.revisor.mn.gov/rules/)) as Minnesota [Rules Chapter 2105](#) and [Chapter 2110](#).

Docket Name	Rule Topic	Revisor Number	Action
Major Rules Overhaul	Licensure and practice for cosmetologists, estheticians, nail technicians and salon and school	<a href="#">R-04258</a>	Adopted

	operations.		
Mobile Salon Rules	Licensing, physical requirements, inspections, and compliance of mobile salons.	<a href="#">R-04343</a>	Adopted
Advanced Practice Esthetics Rules	Licensure, curriculum, and practice requirements for the advanced practice esthetician license, cosmetologists, and estheticians.	<a href="#">R-04342</a>	Approved and pending adoption
Eyelash Extension Rules	Licensure, curriculum, practice, and salon licensing requirements for the provision of eyelash extension services.	<a href="#">R-04479</a>	Adopted

**G. The number of persons having each type of license and registration issued by the board.**

As of June 30, 2018.

<b>License Types</b>	<b>2018</b>
Cosmetologist Operator	11,006
Esthetician Operator	1,901
Nail Technician Operator	3,104
Eyelash Technician Operator	127
<b>Total Operator</b>	<b>16,138</b>
Cosmetologist Salon Manager	13,890
Esthetician Salon Manager	575
Nail Technician Salon Manager	1,507
Eyelash Technician Salon Manager	67
<b>Total Salon Manager</b>	<b>16,039</b>
<b>Total Salon</b>	<b>5,304</b>
Cosmetologist Instructor	315

Esthetician Instructor	23
Nail Technician Instructor	1
Eyelash Technician Instructor	
<b>Total Instructor</b>	<b>339</b>
Cosmetology School Manager	82
Cosmetology School	32
Homebound Service Permit	458
Special Event Permit	37
Hair Braiding Registration	153
<b>Total Permits and Registrations</b>	<b>648</b>
<b>Total of All Types</b>	<b>38,582</b>

**H. The locations and dates of the administrations of examinations by the board.**

The board itself does not directly administer exams. All required written examinations are administered through the board’s contracted testing vendor, PSI Services. Examinations are offered several days per week at the following locations in Minnesota\*:

- Edina
- Duluth
- Lake Elmo
- Mankato
- Moorhead
- Rochester
- St. Cloud
- Thief River Falls
- Woodbury

\*Additional exam locations are available outside of Minnesota.

**I. The number of persons examined by the board with the persons subdivided into groups showing age categories, sex, and states of residency.**

It is not necessary for the board itself to collect or retain data on all people taking required exams, it is only necessary for the board to retain data on individuals who pass exams and apply for licensure.

In accordance with Minnesota Statute [13.05](#), subd. 3, the board’s “collection and storage of all data on individuals and the use and dissemination of private and confidential data on individuals shall be limited to that necessary for the administration and management of programs specifically authorized by the legislature or local governing body or mandated by the federal government.”

**J. The number of persons licensed or registered by the board after taking the examinations referred to in clause (h) with the persons subdivided by age categories, sex, and states of residency.**

List 1, below, counts the number of licenses issued in the biennium by age category. This data shows all initial licenses issued, which can only be acquired after passing at least one exam. Note that individuals may have been issued more than one license and each license is accounted for in this list.

**List 1. Licenses Issued, by Age Categories**

Age	Cosmetologist Practitioners	Esthetician Practitioners	Nail Technician Practitioners	Eyelash Technician Practitioners	Instructors	School Managers
18 - 20	247	93	18	7	0	0
21 - 25	932	225	106	22	8	0
26 - 30	483	149	99	47	17	1
31 - 35	286	714	90	37	17	2
36 - 40	161	65	52	27	13	2
41 - 45	88	45	46	22	8	4
46 - 50	63	24	20	14	7	1
51 - 55	27	27	13	8	6	1
56 - 60	20	8	7	7	0	1
61 - 65	6	7	3	1	1	0
66+	5	3	0	1	0	0
Total	2318	1360	454	193	77	12

List 2, below, counts the number of persons licensed in the biennium after taking required exams, subdivided by state of residency. A person cannot be licensed without passing the required examinations; this list represents all individuals who have been licensed in the biennium, and thus, passed exams.

**List 2. Persons Licensed in the Biennium, by State**

State	Count	State	Count	State	Count	State	Count
AL	1	IN	1	OH	2	WI	122
AZ	4	LA	1	PA	1	WY	1
CA	5	MN	3743	SC	1	<b>Total</b>	<b>3980</b>
CO	4	MO	1	SD	15		
FL	1	MT	1	TN	1		
GA	2	ND	35	TX	4		
IA	15	NJ	1	VA	2		
IL	6	NM	3	WA	4		

The board does not collect, retain, or request data on applicant or licensee sex or gender, as it is not necessary for the licensing process. In accordance with Minnesota Statute [13.05](#), subd. 3, the board’s “collection and storage of all data on individuals and the use and dissemination of private and confidential data on individuals shall be limited to that necessary for the administration and management of programs specifically authorized by the legislature or local governing body or mandated by the federal government.”

**K. The number of persons not licensed or registered by the board after taking the examinations referred to in clause (h) with the persons subdivided by age categories, sex, and states of residency.**

As noted in Part I, the board does not collect data on individuals taking examinations. As such, it does not have data on the number of persons not licensed after taking examinations.

**L. The number of persons not taking the examinations referred to in clause (h) who were licensed or registered by the board or who were denied licensing or registration with the reasons for the licensing or registration or denial thereof and with the persons subdivided by age categories, sex, and states of residency.**

The board has not licensed any individuals who have not taken the required exams. Further, the board has not denied licensing any applicants; the board makes every attempt to assist applicants in successfully becoming licensed.

**M. The number of persons previously licensed or registered by the board whose licenses or registrations were revoked, suspended, or otherwise altered in status with brief statements of the reasons for the revocation, suspension or alteration.**

In the recent biennium:

- 61 licenses were revoked due to delinquent taxes, as required by Minn. Stat. 270C.72.
- 40 licenses were suspended due to delinquent child support payments, as required by Minn. Stat. 518A.66.
- 32 licenses were placed on hold due to insufficient payment (i.e. uncollected checks).

**N. The number of written and oral complaints and other communications received by the executive director or executive secretary of the board, a board member, or any other person performing services for the board (1) which allege or imply a violation of a statute or rule which the board is empowered to enforce and (2) which are forwarded to other agencies as required by section 214.10.**

The board received 243 complaints in the recent biennium which allege or imply a violation of statute or rule which the board is empowered to enforce. Of these, 7 were forwarded to other agencies. None of these complaints were under the jurisdiction of both the board and another agency.

**O. A summary, by specific category, of the substance of the complaints and communications referred to in clause (n) and, for each specific category, the responses or dispositions thereof pursuant to section 214.10 or 214.11.**

Category of Complaint	Number	Disposition
Licensing	134	Civil penalty and/or Cease and Desist Order and/or warning letter for substantiated violations. Dismissal for unsubstantiated complaints.
Infection Control	81	Civil penalty and infection control course and/or consumer alert notice, or warning letter for substantiated violations. Dismissal for unsubstantiated complaints.
Licensing/Infection Control	78	Civil penalty and/or infection control course and/or consumer alert notices for substantiated violations. May also issue a Cease and Desist Order for unlicensed individuals/salons. Dismissal

		for unsubstantiated complaints.
Technical/Other	24	Civil penalty or warning letter or public letter of reprimand for substantiated violations. Dismissal for unsubstantiated and/or non-jurisdictional complaints.

**P. Any other objective information which the board members believe will be useful in reviewing board activities.**

**The mission of the Minnesota Department of Health (MDH) is to protect, maintain, and improve the health of all Minnesotans.**

### **Program Structure**

The Office of Unlicensed Complementary and Alternative Health Care Practices (OCAP) exists within the Minnesota Department of Health. The Office is administered by the Health Occupations Program (HOP) within the Health Regulation Division (HRD). HOP investigators, administrative staff, and management share OCAP responsibilities and balance them with the other occupational programs HOP administers.

OCAP advances MDH's mission by protecting consumers and prospective consumers of complementary and alternative health care practices (CAP). It accomplishes this by investigating complaints and taking disciplinary actions against practitioners of complementary and alternative health, providing information to the public about CAP, and informing practitioners about their obligations under the law.

### **OCAP Staff and Office Location**

Catherine Dittberner Lloyd, Manager  
Barbara Damchik-Dykes, Assistant Manager

Minnesota Department of Health  
85 East Seventh Street  
Suite 220  
P.O. Box 64882  
St. Paul, Minnesota 55164-0882  
Telephone: 651 201-3731  
Email: [Health.HOP@state.mn.us](mailto:Health.HOP@state.mn.us)  
Website: <http://www.health.state.mn.us/divs/hpsc/hop/ocap/index.html>

### **Scope**

Complementary and alternative health practices encompass a broad domain of healing, methods, and treatments. Massage therapy is the practice about which OCAP receives the most complaints. However, CAP also include practices that are less common but fairly well known, such as aroma therapy and homeopathy, as well as lesser-known practices such as nondiagnostic iridology. CAP also encompasses folk practices and practices associated with specific cultures, such as ayurveda and traditional Asian

practices. Minnesota Statutes, Section 146A.01, subd. 4(a) provides a nonexclusive list of healing methods and treatments included within CAP.

**2016 to 2018 Biennium**

Budget

CAP practitioners are not licensed; instead, the Department regulates this activity by investigating complaints against practitioners and imposing discipline, when appropriate. As such, there are no licensure fees collected to fund the program. Operating funds are supplied by the General Fund.

<b><u>EXPENDITURES:</u></b>	<b>SFY17</b>	<b>SFY18</b>
Salaries/Fringe MDH staff - Full Time	59,509.16	63,558.43
Salaries/Fringe staff - Part Time	0	0
<b>SUBTOTAL PAYROLL:</b>	<b>59,509.16</b>	<b>63,558.43</b>
Supplies	670.42	201.50
Attorney General Cost	1522.20	2855.80
Other Non-Payroll	2069.42	2304.23
<b>SUBTOTAL NONPAYROLL:</b>	<b>4262.04</b>	<b>5361.53</b>
<b>TOTAL EXPENDITURES:</b>	<b>63,771.20</b>	<b>68,919.96</b>

Activities

OCAP’s activities include operating as a clearinghouse to provide information to the public and practitioners and investigating and taking action on complaints against CAP practitioners. Inquiries are documented contacts rather than complaints. Because CAP practitioners are unlicensed, the number of practitioners of any particular complementary or alternative modality is not known.

Complaints, Investigations, Enforcement

OCAP conducts investigations and takes disciplinary action on practitioner’s right to practice when appropriate. OCAP disciplinary actions may be referred to the Attorney General’s Office if a practitioner requests a contested case hearing in response to a proposed disciplinary action. The initial question for any investigation is whether OCAP has jurisdiction. The answer to this question is often less obvious for CAP practitioners than for other regulated individuals. Licensed practitioners often incorporate CAP into their practice; in those instances, the licensing board has jurisdiction over the practitioner.

Practices that span disciplines and/or regulatory agencies can also pose difficulties. OCAP encounters inquiries and complaints about activities taking place in medi-spas. For each of these, OCAP must determine whether the practice is purely cosmetic or whether it is also undertaken to improve health, in which case it would fall under the jurisdiction of MDH. Some of these cases involve the use of medical devices, a complex area of law governed by the federal Food and Drug Administration. If a procedure is undertaken for reasons of health, OCAP staff will research, analyze, and apply federal regulations relating to medical devices.

The following table summarizes the numbers of complaints and enforcement actions from FY10 through FY18.

Biennium	Total Number of Complaints Received	Total Number of Complaints Closed
July 1, 2016-June 30, 2018	15	37
July 1, 2014-June 30, 2016	23	29
July 1, 2012-June 30, 2014	14	2
July 1, 2010-June 30, 2012	23	61

For the biennium ending in FY18, OCAP staff completely eliminated the backlog of open investigations. Thirty-seven investigations were concluded, while the office took in 15 complaints. At the end of FY18, there were only two open investigations, which had been open for an average of 35 days. Massage therapists have been the subject of multiple complaints of sexual conduct with a client. Given the very small number of complaints in this program area, it is difficult to analyze trends or to draw valid conclusions from the scant data. While CAP practitioners are not required to register and MDH does not have data on the number of CAP practitioners, based on the best information available, massage therapists constitute the largest single group of CAP practitioners and, therefore, the most likely subjects of complaints and disciplinary actions.

Number of Complaints Open as of June 30, 2018	Average Age of Complaints Open as of June 30, 2018
2	35 days

The majority of OCAP complaints are related to the practice of massage therapy, specifically, sexual contact with a client. For the current biennium, eight disciplinary actions were taken regarding complementary and alternative practice. Of those eight actions, six were related to inappropriate sexual contact with a client. Five of the six

practitioners were charged with felony counts of criminal sexual conduct. Other practice types included discipline related to nutritional supplements and client harm.

### Open Investigations

As of the close of FY19, OCAP has only 2 open investigations. The backlog of investigations has been eliminated. The number of complaints in OCAP has decreased over the last biennium; it is unclear whether this is a trend that will continue or merely a short-term variance.

OCAP staff takes its mission to protect the public seriously and is always considering methods to improve efficiency and outcomes. The backlog has been eliminated; the public is better protected through timely investigation and resolution of complaints. As the data is analyzed and significant trends or changes in data are noted, the OCAP will continue to evaluate its processes and strive for excellence in producing results that benefit public safety and consumers of the complementary and alternative practices.