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Governor  
State of Missouri

Jane A. Rackers, Division Director  
DIVISION OF PROFESSIONAL REGISTRATION

Department of Insurance  
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and Professional Registration  
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STATE COMMITTEE FOR SOCIAL WORKERS  
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Tom Reichard  
Executive Director

**Meeting Notice**  
**September 18, 2014**  
**10:00 a.m.**

**State Committee for Social Workers**  
**Division of Professional Registration**  
**3605 Missouri Boulevard**  
**Jefferson City, Missouri**

Notification of special needs as addressed by the Americans with Disabilities Act should be forwarded to the State Committee for Social Workers, 3605 Missouri Blvd, Jefferson City, MO 65102 or by calling (573) 751-0885 to ensure available accommodations. The text telephone for the hearing impaired is (800) 735-2966.

Except to the extent disclosure is otherwise required by law, the State Committee for Social Workers is authorized to close meetings, records and votes, to the extent they relate to the following: Chapter 610.021 subsections (1), (3), (5), (7), (13), (14), and Chapter 324.001.8 and 324.001.9 RSMo.

The State Committee for Social Workers may go into closed session at any time during the meeting. If the meeting is closed, the appropriate section will be announced to the public with the motion and vote recorded in open session minutes.

*TENTATIVE AGENDA*  
**OPEN SESSION**  
**September 18, 2014**  
**10:00 a.m.**

**State Committee for Social Workers**  
**Division of Professional Registration**  
**3605 Missouri Boulevard**  
**Jefferson City, MO**

- I. Call to Order
- II. Roll Call
- III. Approval of Agenda
- IV. Introduction of Guests
- V. Approval of Minutes
  - June 19, 2014
  - June 20, 2014
- VI. Executive Director Report
  - Board Totals
  - Border State Mobility
  - Annual Supervision Progress Reports
  - Continuing Education Audit
  - ASWB Fall Meeting
- VII. Rules Discussion
- VIII. Continuing Education Course from National Society of Health Coaches
- IX. **CLOSED SESSION-** Closed session as per Section 610.021 Subsection (1) for the purpose of discussion of confidential or privileged communication between this agency and its attorney; Section 610.021 Subsection (14) and Section 324.001.8 for the purpose of discussing applicants for licensure. Closed under Sections 610.021 for the purpose of reviewing and approving the closed minutes of one or more previous meetings. Closed under Sections 610.021(14) and 324.001.8, RSMo, for the purpose of discussing investigative reports and/or complaints.
- X. Adjournment

**Open Minutes  
June 19, 2014**

**State Committee for Social Workers  
Holiday Inn Columbia East  
915 Port Way  
Columbia, MO 65201**

**Members Present**

M. Jenise Comer, Chairperson  
Terri Marty, Secretary  
Kathie Miller  
Laura Neal  
Ellen Burkemper  
Sharon Sorrell

**Staff Present**

Tom Reichard, Executive Director  
Elizabeth Willard, Processing Technician II  
Sharon Euler, Legal Counsel

**Guests Present**

Ron Smith, Attorney General's Office  
Stephen Doerhoff, Attorney General's Office  
Tamitha Overly, NASW-Missouri Chapter  
Steve Franklin, Missouri Society for Clinical Social Work (via conference call)

**Call to Order- M. Jenise Comer, Chairperson**

The State Committee for Social Workers' open session meeting was called to order by M. Jenise Comer, chairperson, at 10:08 a.m. on June 19, 2014 at the Holiday Inn Columbia East, 915 Port Way, Columbia, MO 65201.

**Approval of Agenda**

A motion was made by Terri Marty and seconded by Kathie Miller to approve the open session agenda. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

**Approval of Minutes**

**December 12, 2013**

A motion was made by Sharon Sorrell and seconded by Kathie Miller to approve the December 12, 2013 open minutes. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### March 31, 2014 Mail Ballot

A motion was made by Laura Neal and seconded by Terri Marty to approve the March 31, 2013 mail ballot open minutes. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### NASW- Missouri Chapter Update

Ms. Price spoke to the Committee regarding legislation that passed during the 2014 legislative session and legislation they will be working on for next year.

Ms. Price also informed the Committee that the NASW will be meeting in September to make a recommendation on the organizational structure of NASW. Thirty-six chapters will no longer exist as they are now. The Missouri Chapter has put in a bid to consume the Alaska Chapter.

### Closed Meeting

A motion was made by Terri Marty and seconded by Kathie Miller to move to closed session as per Section 610.021 Subsection (1) for the purpose of discussion of confidential or privileged communication between this agency and its attorney; Section 610.021 Subsection (14) and Section 324.001.8 for the purpose of discussing applicants for licensure. Closed under Sections 610.021 for the purpose of reviewing and approving the closed minutes of one or more previous meetings. Closed under Sections 610.021(14) and 324.001.8, RSMo, for the purpose of discussing investigative reports and/or complaints. By roll call vote, Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### Open Session

The Committee reconvened in open session at 11:04 a.m. on June 19, 2014.

### Disciplinary Hearing- Michael Armstrong

A disciplinary hearing was conducted on June 19, 2014 at 11:17 a.m. for Mr. Michael Armstrong, case number 09-1531 SW. Mr. Armstrong was not present. Roll call was taken by Ms. Comer, all members were present and no member recused themselves. Ms. Comer stated the Committee will issue an order when the committee has completed deliberations and a copy of the order will be mailed to Mr. Armstrong.

### Disciplinary Hearing- Theresa Schilling

A disciplinary hearing was conducted on June 19, 2014 at 11:48 a.m. for Ms. Theresa Schilling, case number 13-0692 SW. Ms. Schilling was not present. Roll call was taken by Ms. Comer, all members were present and no member recused themselves. Ms. Comer stated the Committee will issue an order when the committee has completed deliberations and a copy of the order will be mailed to Ms. Schilling.

### **Closed Meeting**

A motion was made by Laura Neal and seconded by Terri Marty to move to closed session as per Section 610.021 Subsection (1) for the purpose of discussion of confidential or privileged communication between this agency and its attorney; Section 610.021 Subsection (14) and Section 324.001.8 for the purpose of discussing applicants for licensure. Closed under Sections 610.021 for the purpose of reviewing and approving the closed minutes of one or more previous meetings. Closed under Sections 610.021(14) and 324.001.8, RSMo, for the purpose of discussing investigative reports and/or complaints. By roll call vote, Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### **Open Session**

The Committee reconvened in open session at 5:30 p.m. on June 19, 2014.

### **Adjournment**

A motion was made by Kathie Miller and seconded by Laura Neal to adjourn the meeting. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

The meeting was adjourned at 5:31 p.m. on June 19, 2014.

**Open Minutes  
June 20, 2014**

**State Committee for Social Workers  
Holiday Inn Columbia East  
915 Port Way  
Columbia, MO 65201**

**Members Present**

M. Jenise Comer, Chairperson  
Terri Marty, Secretary  
Kathie Miller  
Laura Neal  
Ellen Burkemper  
Sharon Sorrell

**Staff Present**

Tom Reichard, Executive Director  
Elizabeth Willard, Processing Technician II  
Sharon Euler, Legal Counsel

**Guests Present**

Tamitha Overly, NASW-Missouri Chapter  
Steve Franklin, Missouri Society for Clinical Social Work (via conference call)

**Call to Order- M. Jenise Comer, Chairperson**

The State Committee for Social Workers' open session meeting was called to order by M. Jenise Comer, chairperson, at 9:01 a.m. on June 20, 2014 at the Holiday Inn Columbia East, 915 Port Way, Columbia, MO 65201.

**Approval of Agenda**

A motion was made by Terri Marty and seconded by Kathie Miller to approve the open session agenda. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

**Officer Elections**

**Chairperson**

A motion was made by Terri Marty and seconded by Kathie Miller to nominate M. Jenise Comer for chairperson. Ms. Comer declined the nomination. A motion was made by Terri Marty and seconded by Kathie Miller to nominate Ellen Burkemper as chairperson. As no other nominations were received, a motion was made by Kathie Miller and seconded by Terri Marty to elect Ms. Burkemper by acclamation. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### Secretary

A motion was made by Kathie Miller and seconded by Ellen Burkemper to nominate Terri Marty for secretary. As no other nominations were received, a motion was made by M. Jenise Comer and seconded by Kathie Miller to elect Ms. Marty by acclamation. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### Executive Director Report

Tom Reichard, Executive Director informed the Committee that there are currently 6994 total active licensees, 1131 active LMSWs, 5217 active LCSWs, 1 active LAMSW, 50 active LBSWs, 8 active LBSW-IPs, 587 under clinical supervision, and 311 total inactive licensees.

Mr. Reichard also stated that renewals will be going out July 1, 2014 and that twenty-five percent were being audited. Individuals not selected for an audit would receive a postcard to allow online renewal. He informed the Committee that he has also sent letters out to the remaining individuals who were approved for supervision under the old regulations giving them until December 31, 2014 to complete the licensure process or they would need to begin again under current regulations. .

### ASWB Pass Rates

The Committee reviewed the pass rates provided by ASWB for Missouri social work programs.

### Updated Progress Reports

A motion was made by Ellen Burkemper and seconded by Terri Marty to make the following additions to the Annual Supervision Progress Report Forms: add "Respect for and attention to all aspects of diversity" to all levels, add "Effective Written Communication Skills (documentation, recording the process and progress associated with clients)" to the CSW and AMSW forms and replace "Documentation" with the same on the BSW-IP form, and bold the instructions related to providing comments. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### Use of Alias

The Committee advised staff to inform the licensee that his issue is not one the Committee can advise him on and that he should contact the hotline for their requirements.

### Workplace Supervision

The Committee advised staff to inform the individual that supervision provided by the employer is not prohibited by the regulations.

### Continuing Education Courses

The Committee discussed using consultation and practice hours as part of continuing education hours and clarified that the regulations to not allow for practice hours as acceptable continuing education. They also discussed the use of post-tests and evaluations as part of continuing education courses.

### Rules Discussion

#### Senate Bill 808

A motion was made by Laura Neal and seconded by Ellen Burkemper to place the wording "4000+ Hours Supervised Experience" on the licenses of those that have completed 4000 or more hours of supervision when they become licensed. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### Military Rules

A motion was made by Terri Marty and seconded by Laura Neal to adopt the proposed rules and have them brought back to the Committee for approval after they are modified with the social work terminology. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### Application Notarization

A motion was made by Laura Neal and seconded by Terri Marty to remove the notarization requirement from 20 CSR 2263-2.050. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

### Reinstatement Requirements

The Committee requested that Mr. Reichard and Ms. Euler work on language for reinstatements and bring back to the Committee for approval.

### E-Therapy

The Committee advised staff that, per statutes and regulations, licensees should be licensed in both the state they are located and where the client is located.

### Reciprocity with Border States

The Committee directed Mr. Reichard to network and discuss with border states (Arkansas, Kansas, Kentucky, Oklahoma, Tennessee, Illinois, Nebraska, and Iowa) the possibility of establishing regional reciprocity.

### Other

Provisional Licenses: The Committee authorized Mr. Reichard to proceed with removing the remaining language in the regulations regarding provisional licenses as there is no longer any remaining.

Closing Applications: The Committee authorized Mr. Reichard to develop language for a rule to authorize ending process on incomplete files after one year.

LMSW Continuing Education: The Committee requested that Mr. Reichard check with border states to see if they exempt LMSWs under clinical supervision from continuing education requirements.

Supervision Backdating: The Committee advised staff to inform the licensee that the rules do not allow for backdating supervision and they will not propose a rule change at this time.

#### **FARB Attorney Survey**

The Committee discussed the survey put out by FARB to evaluate the relationship between boards and their attorneys.

#### **Future Meeting Dates**

The Committee tentatively scheduled meetings for April 2, 2015 and June 11-12, 2015.

#### **Closed Meeting**

A motion was made by Terri Marty and seconded by Kathie Miller to move to closed session as per Section 610.021 Subsection (1) for the purpose of discussion of confidential or privileged communication between this agency and its attorney; Section 610.021 Subsection (14) and Section 324.001.8 for the purpose of discussing applicants for licensure. Closed under Sections 610.021 for the purpose of reviewing and approving the closed minutes of one or more previous meetings. Closed under Sections 610.021(14) and 324.001.8, RSMo, for the purpose of discussing investigative reports and/or complaints. By roll call vote, Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

#### **Open Session**

The Committee reconvened in open session at 3:27 p.m. on June 27, 2014.

#### **Adjournment**

A motion was made by Terri Marty and seconded by Kathie Miller to adjourn the meeting. Ms. Comer, Ms. Marty, Ms. Miller, Ms. Neal, Ms. Burkemper, and Ms. Sorrell voted in favor of the motion.

The meeting was adjourned at 3:33 p.m. on June 20, 2014.

## Executive Director Report

- I. Board Totals
- II. Border State Mobility
- III. Annual Supervision Progress Reports
- IV. Continuing Education Audit
- V. ASWB Fall Meeting

Add the following language to the following rules:

20 CSR 2263-2.045

20 CSR 2263-2.050

20 CSR 2263-2.060

Any applicant for licensure must complete all requirements for licensure within 1 year from the date the Committee first receives the application form.

If an applicant fails to complete the requirements for licensure within the 1 year application window, then the applicant must begin the application process again. The applicant must submit a new application, all applicable fees, and must submit and comply with all other requirements as set forth in statute and rule for a complete and officially filed application. The applicant must complete this new application within 1 year from the date the Committee receives the new application form. The applicant may make a written request to the Committee to transfer to the new application file the previously submitted transcripts, any still valid test scores and any other current and valid information submitted as part of the application process. Any fingerprint and/or other background check(s) required for licensure must be completed again for the new application.

DRAFT

**Title 20—DEPARTMENT OF INSURANCE, FINANCIAL INSTITUTIONS AND  
PROFESSIONAL REGISTRATION  
Division 2263—State Committee for Social Workers  
Chapter 2—Licensure Requirements**

**PROPOSED RULE**

**20 CSR 2263-2.092 Military Training to Meet Requirements for Licensure**

*PURPOSE: This rule requires the Committee to accept evidence of military education, training or service to be applied toward the requirements for licensure.*

(1) Any applicant for licensure may, as part of the evidence of meeting the requisite educational and/or training requirements for licensure, submit evidence of military experience as a member of the military.

(2) The committee shall review the evidence submitted and, if appropriate, make additional inquiry of the applicant to determine the scope and duties of the military experience to determine whether the military experience shall be counted towards the qualifications for licensure.

(3) In its review of the military experience, the committee shall evaluate the content and nature of the military experience to determine whether that military experience shall count towards the education, training or service requirements for licensure. The committee shall construe liberally the military experience in determining whether it will count towards the education, training or service requirements for licensure.

(4) “Active duty” shall mean full time duty in the active military service of the United States or the State of Missouri as defined in Section 101(a)(5), Title 10 of the U.S. Code and Section 41.030, RSMo.

(5) “Military experience” shall mean education, training or service completed by an applicant while a member of the military.

(6) “Military” shall mean the United States armed forces or reserves, the national guard of any state, the military reserves of any state, or the naval militia of any state.

*Authority: Section 324.007, and 337.627, RSMo. Original rule filed ---.*

*PUBLIC COST: This proposed rule will cost state agencies approximately three dollars (\$3) biennially for the life of the rule. It is anticipated that the costs will recur for the life of the rule, may vary with inflation and are expected to increase at the rate projected by the Legislative Oversight Committee.*

*PRIVATE COST: This proposed rule will cost private entities approximately one dollar and five cents (\$1.05) biennially for the life of the rule. It is anticipated that the costs will recur for the life of the rule, may vary with inflation and are expected to increase at the rate projected by the Legislative Oversight Committee.*

*NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed amendment with the State Committee for Social Workers, PO Box 1335, Jefferson City, Missouri 65102, via facsimile at (573)526-3489, or via email at [lcsw@pr.mo.gov](mailto:lcsw@pr.mo.gov). To be considered, comments must be received within thirty (30) days after publication of this notice in the Missouri Register. No public hearing is scheduled.*

**Title 20—DEPARTMENT OF INSURANCE, FINANCIAL INSTITUTIONS AND  
PROFESSIONAL REGISTRATION  
Division 2263—State Committee for Social Workers  
Chapter 2—Licensure Requirements**

**PROPOSED RULE**

**20 CSR 2263-2.094 Issuance of Temporary Courtesy License to Nonresident Military Spouse**

*PURPOSE: This rule states the requirements and procedures for a nonresident spouse of an active duty member of the military who is transferred to this state in the course of the member's military duty to obtain a temporary courtesy license to practice for one hundred eighty (180) days.*

(1) The committee shall grant a temporary courtesy license without meeting further requirements for licensure to a "nonresident military spouse" as defined in § 324.008.1, RSMo who provides the committee the following:

- (A) A completed application form;
- (B) A non-refundable application fee, as established by the committee pursuant to rule, made payable to the State Committee for Social Workers;
- (C) Verification sent directly to the committee from the state, district or territory from where the applicant holds a current and active licensing verifying that the applicant holds a current and active license;
- (D) Proof that the applicant has been engaged in active practice in the state, district or territory of the United States in which the applicant is currently licensed for at least (2) years in the five (5) years immediately preceding this application;
- (E) Verification sent directly to committee from each state, district or territory of the United States in which the applicant has ever been licensed verifying that:
  - 1. The applicant is, or was at the time of licensure, in good standing;
  - 2. The applicant has not committed an act in any jurisdiction where the applicant has or had a license that would have constituted grounds for the refusal, suspension, or revocation of a license or certificate to practice at the time the act was committed; and
  - 3. The applicant has not been disciplined by a licensing or credentialing entity in another jurisdiction and is not the subject of an unresolved complaint, review procedure or disciplinary proceeding by a licensing or credentialing entity in another jurisdiction.
- (F) If the committee is unable to determine if the licensing requirements of the state, district or territory in which the applicant is currently licensed are equivalent to Missouri's licensing requirements, the applicant shall submit documentation regarding the licensing requirements equivalency;
- (G) Such additional information as the committee may request to determine eligibility for a temporary courtesy license.

(2) Any temporary courtesy license issued pursuant to this rule shall be valid for one hundred eighty (180) days from the date of issuance and may be extended for another one hundred eighty (180) days upon submission of a written request by the holder of the temporary courtesy license.

(3) If a nonresident military spouse seeks full licensure in this state during the time while the temporary courtesy license is valid, he or she may request full licensure by filing a written request with the committee. Any fees paid for a temporary courtesy license shall be credited towards the application fees due for full licensure.

*Authority: Sections 324.008 and 337.627 RSMo. Original rule filed [REDACTED].*

*PUBLIC COST: This proposed rule will cost state agencies approximately nine dollars and thirty-eight cents (\$9.38) annually for the life of the rule. It is anticipated that the costs will recur for the life of the rule, may vary with inflation and are expected to increase at the rate projected by the Legislative Oversight Committee.*

*PRIVATE COST: This proposed rule will cost private entities approximately one hundred seventy dollars and forty cents (\$170.40) annually for the life of the rule. It is anticipated that the costs will recur for the life of the rule, may vary with inflation and are expected to increase at the rate projected by the Legislative Oversight Committee.*

*NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed amendment with the State Committee for Social Workers, PO Box 1335, Jefferson City, Missouri 65102, via facsimile at (573)526-3489, or via email at [lcsw@pr.mo.gov](mailto:lcsw@pr.mo.gov). To be considered, comments must be received within thirty (30) days after publication of this notice in the Missouri Register. No public hearing is scheduled.*

**Title 20—DEPARTMENT OF INSURANCE, FINANCIAL INSTITUTIONS AND  
PROFESSIONAL REGISTRATION  
Division 2263—State Committee for Social Workers  
Chapter 2—Licensure Requirements**

**PROPOSED RULE**

**20 CSR 2263-2.093 Renewal of Licenses for Military Members**

*PURPOSE: This rule sets forth the procedure for renewal of a license held by a licensee on active military duty and for discipline of a license held by a licensee on active military duty.*

(1) Any licensee who holds a current license, certificate or registration and is a member of any United States or State of Missouri military, including any reserve members and any member of the United States Public Health Service, who is engaged in the active duty in the military service of the United States or the State of Missouri and who is engaged in the performance of active duty in the military service of the United States in a military conflict in which reserve components have been called to active duty for any period of more than thirty (30) days and who have had any license, registration or certification lapse while performing this military service, may renew/reinstate such license, registration or certification without penalty by:

(A) Filing with the committee a Notice of Active Military Duty on a form provided by the Committee or by written communication accepted by the committee that shall be signed and dated by the Licensee and shall contain the Licensee's name, address, the type of license and license number of the Licensee, the date of active duty activation, and shall be accompanied by a copy of the Licensee's active duty orders or other evidence sufficient for the committee to determine the dates of active military duty by Licensee; and

(B) Such Notice of Active Military Duty shall be filed with the committee along with the request for license reinstatement no later than sixty (60) days of completion of the active duty military service.

(2) Upon filing the Notice of Active Military Duty, the committee shall reinstate Licensee's license with no further requirements, retroactive to the last renewal.

(3) If, at the time of activation, Licensee's license, registration or certification was subject to discipline, the disciplinary period shall be stayed during the time of Licensee's active duty military service and shall be reinstated at the time the license, registration or certification is reinstated. However, if the conditions of the discipline require the Licensee to take any action or meet any obligations, Licensee shall have at least one hundred eighty (180) days after the end of his or her active military duty to take those actions or fulfill those obligations.

(4) If during the time Licensee is on active military duty, the committee desires to pursue any disciplinary or administrative action against any license, registration or certification of the Licensee, the committee shall stay any such action until at least sixty (60) days after the end of the active military duty.

(5) Active military duty shall mean full time duty in the active military service of the United States or the State of Missouri as defined in Section 101(a)(5), Title 10 of the U.S. Code and Section 41.030, RSMo.

*Authority: Sections 41.950 and 337.627, RSMo. Original rule filed .*

*PUBLIC COST: This proposed rule will cost state agencies approximately six dollars (\$6) biennially for the life of the rule. It is anticipated that the costs will recur for the life of the rule, may vary with inflation and are expected to increase at the rate projected by the Legislative Oversight Committee.*

*PRIVATE COST: This proposed rule will cost private entities approximately two hundred twenty-one dollars and thirty-eight cents (\$221.38) biennially for the life of the rule. It is anticipated that the costs will recur for the life of the rule, may vary with inflation and are expected to increase at the rate projected by the Legislative Oversight Committee.*

*NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed amendment with the State Committee for Social Workers, PO Box 1335, Jefferson City, Missouri 65102, via facsimile at (573)526-3489, or via email at [lcsw@pr.mo.gov](mailto:lcsw@pr.mo.gov). To be considered, comments must be received within thirty (30) days after publication of this notice in the Missouri Register. No public hearing is scheduled.*



Dear NSHC Member:

Welcome to the Society!

By purchasing *Evidence-based Health Coaching for Healthcare Providers, 3<sup>rd</sup> Edition*, you are on your way to exploring a whole new dimension and mindset that will prepare you to engage individuals very differently to achieve their optimal state of health, wellness, and self-management of chronic conditions! Evidence-based health coaching is a very different approach for most healthcare professionals, and it is also new to most who work in the healthcare field. We commend you for recognizing the potential it holds as you strive to enhance the self-management skills and to guide behavior change in individuals to improve health outcomes which have been difficult to attain in the past. If you are a credentialed clinician or practitioner who is interested in health coach certification or you simply want to enhance your education and skills in health coaching, we believe you will benefit tremendously from this guided, independent self-study.

Upon completion of the program, we encourage licensed and credentialed clinicians and practitioners (see website for listing) to validate your newly attained health coaching knowledge and skills by taking the *National Society of Health Coaches* online certification exam and skills competency. While NSHC certification is optional, we encourage you to become certified, as certification is recognized as a higher level of expertise and may position you for new opportunities in the future!

For unlicensed individuals who are studying the program to gain new health coaching knowledge and skills, you will be given the opportunity to take the online NSHC Post Test. Upon passing, you will be prompted to view and print your *NSHC Certificate of Completion* online.

We wish you every success as you move from traditional methods of patient/client engagement and health teaching to using the exciting, new strategies of evidence-based health coaching! Visit our website often for newly added articles, resources, tools, and our motivational interviewing Skills Practice area!

See the manual for important information about NSHC's exclusive Members Only Email Listserv and Special Product Discounts. The NSHC Jobs Board and Member Registry are coming soon. Go to website: [www.nshcoa.com](http://www.nshcoa.com).

Sincerely,  
***National Society of Health Coaches***

**National Society of Health Coaches**  
*Advancing the Use of Evidence-based Health Coaching in Clinical Practice*

# Preface

Chronic conditions, world-wide, are on the increase. The World Health Organization's (WHO) Global Report (2010), *Innovative Care for Chronic Conditions: Building Blocks for Action*, states all countries could improve health care across the globe by moving our focus from acute episodic care to that of chronic conditions. The report goes on to say by 2020 not only will chronic conditions be the leading cause of disability throughout the world, but will also be the most expensive to manage in both high- and low-income countries alike.

WHO suggests there must be an accompanying paradigm shift regarding how practitioners view the role of the patient and a change in the way the patient manages him or herself. The healthcare provider must have evidence-based skills that include behavior change techniques, advanced communication skills, patient education and counseling skills to meet the demand. The patient or client must move from being a passive recipient of healthcare to one who has a central role and responsibility for being actively engaged in lifestyle change.

In the United States alone, congestive heart failure, diabetes, hypertension and the like, affect approximately 30% of our population. Chronic disease, responsible for seven out of every ten U.S. deaths per year, has become the number one cause of both morbidity and mortality, and accounts for three fourths of all healthcare expenditures (Lorig, 2000). The U.S. pays more for healthcare, yet our re-hospitalization and emergency room use has reached a disturbing plateau.

Americans continue to engage in at-risk health behaviors. Approximately 36% of the nation's populations are obese (Centers for Disease Control, CDC, 2012) and 20.8% continue to smoke tobacco cigarettes (Adult Cigarette Smoking, 2009). Also some startling findings estimate that 30-60% do not adhere to treatment plans as ordered (Cramer, 2002) while as many as 50% do not take medications as prescribed (Haynes, MacDonald & Garg, 2002), with medication non-compliance costing \$290 billion annually (NEHI, 2009). It seems our current model of assisting individuals to maintain optimal health and of caring for those with chronic conditions is due for change.

Teaching individuals how to prevent health problems and to care for themselves has been a cornerstone of health care for a number of years. Nurses and therapists teach patients, pharmacists teach retail customers, occupational health nurses teach employees, and case managers teach members. Is the information given by healthcare providers making a huge difference? It doesn't appear so. Chronic conditions and resulting healthcare costs continue to escalate. Have the people we teach changed? Not particularly. New study findings indicate the health teaching methods we use could likely be contributing to the problem.

Most chronic condition care and treatment decisions do not involve physicians or other healthcare providers. Instead, it's estimated that 95-99% of chronic condition care is guided by the individual with the condition (Funnell, 2007). Funnell also states that on a day-to-day basis, an individual is in charge of his/her own health-making decisions that have a tremendous impact on healthcare outcomes, cost, and quality of life. With this said, it seems prudent to turn our focus toward implementing new "self-management" strategies that engage, support, and guide the patient, member, employee, or consumer to set goals and to improve the self-management of his/her own health and wellness, health risk, and chronic health conditions. By helping these individuals to discover their own ambivalence to health behavior change, it is the individual's agenda, not the health care provider's, which must become the primary focus. Our health care system to date has not always

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functioned with the client at the center. We, as health care professionals, say we place the client at the center.....but do we? Traditional approaches to patient care have recognized the healthcare provider as the expert, giving facts and "do's and don'ts" to achieve optimal health and wellness. It's a "do these things" approach to health teaching. Consequently, healthcare providers teach information important to managing a condition or disease, expecting an individual to comply with our teaching.

*Self-care is the practice of activities that individuals personally initiate and perform on their own behalf in maintaining life, health, and well-being (Orem, 1971).* In order for individuals to independently initiate and perform activities related to their health on a day-to-day basis, which may in turn affect health, wellness, hospitalization and emergent care use, they must be equipped with the skills to self-assess, with the knowledge of appropriate action based on their self-assessment, and more importantly, how this information is integrated into the social context of their lives. With this in mind, clinicians must be ready to embrace a new approach to patient engagement and a new mindset when educating and guiding individuals and their family members--one in which the individual's needs are truly the core of the agenda.

Identifying client needs with respect to self-management requires clinicians to ascertain more than a willingness to learn. Instead, it requires identifying underlying issues and concerns that derail the client from changing unhealthy behavior and achieving the outcomes desired.

Clinicians must be equipped with the tools and skill set to assist persons to not only discover ambivalence or fears to change, but also in setting realistic, obtainable, and safe goals. In addition, clinicians need coaching skills necessary to guide clients to stay on track to meet their goals in order to achieve the ultimate desired outcomes. The use of evidence-based health coaching strategies and techniques is being heralded as an exciting, new way that healthcare providers can impact an individual's ability to discover ambivalence toward health behavior change, to define related goals, and to identify obstacles that thwart health behavior change. The National Society of Health Coaches brings you *Evidence-based Health Coaching for Healthcare Providers, 3rd Edition*, a premier education and training program developed by clinicians for clinicians and practitioners.

Recognizing that clinicians and allied healthcare providers possess fundamental communication and health teaching skills through their education, experience and expertise, the authors developed this training manual especially for these users. The goal of this program is to afford users new strategies and interventions called *Evidence-based Health Coaching (EBHC)®* to actively engage clients in improved self-management skills and to assist clients to self-discover their own ambivalence toward needed health behavior change, thereby increasing the likelihood of change to improve quality outcomes and to lower healthcare costs.

*Melinda Huffman, BSN, MSN, CCNS, CHC*  
*Colleen Miller, RN, BS, CSBC, CHC*

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**Willard, Elizabeth**

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**From:** [REDACTED]  
**Sent:** Friday, July 25, 2014 10:47 AM  
**To:** Willard, Elizabeth  
**Cc:** [REDACTED]  
**Subject:** RE: Continuing Education Course

Dear Elizabeth, Thanks for contacting the ASWB ACE program with your question. **The National Society of Health Coaches** is not approved by the ASWB ACE program.

The course, *Evidence-based Health Coaching for Healthcare Providers, 3'd Edition*, and *the National Society of Health Coaches online certification exam and skills competency* are also not approved by the ASWB ACE program.

ACE has not received an application for approval from either the organization or for any courses offered by the organization.

I found the statement below pertaining to CE credits on the organization's website.

**Continuing Education** contact hours and credits are provided complimentary of the NSHC. Continuing education contact hours (CEs) for program study are granted for Nursing through Scully Health Management, Inc., an approved provider of CEs for nursing through the CA, FL and DE Boards of Nursing. Totals are 28.2 CEs/ 33.8 CEs for states recognizing a 60 min contact hour and 50 minute contact hour respectively. Continuing education credits (CECs) in the amount of 28.2 CECs are granted to all other licensed and credentialed clinicians and practitioners through the American College of Sports Medicine (ACSM). \*Individuals are responsible for submitting this CEC certificate to other professional certifying body(ies) for their recertification requirements.

The ASWB ACE program does not approve CE courses after a course has been attended.

Elizabeth, please don't hesitate to contact me if you need more information.

Sincerely,  
Jennifer Ward, Coordinator  
Approved Continuing Education Program

[REDACTED]

---

**From:** Info  
**Sent:** Friday, July 25, 2014 10:43 AM  
**To:** J Ward  
**Subject:** FW: Continuing Education Course

ASWB  
1-800-225-6880

---

**From:** Willard, Elizabeth [elizabeth.willard@pr.mo.gov]

**Sent:** Thursday, July 24, 2014 3:55 PM

**To:** Info

**Subject:** Continuing Education Course

Good Afternoon,

I am with the Missouri State Committee for Social Worker and one of our licensees has requested acceptance of the attached course for part of their continuing education required for renewal. Can you tell me if ASWB has approved this course/provider or if you've been approached for approval by them? I appreciate your help and look forward to hearing back from you.

Thanks,

Elizabeth Willard

Processing Technician II

State Committee for Social Workers, State Committee of Dietitians, Office of Endowed Care Cemeteries, Interior Design Council

Missouri Department of Insurance, Financial Institutions, & Professional Registration

p. 573-751-0885

f. 573-526-3489

[elizabeth.willard@pr.mo.gov](mailto:elizabeth.willard@pr.mo.gov)

[Sign up for DIFP news](#)

**Willard, Elizabeth**

---

**From:** [REDACTED]  
**Sent:** Thursday, July 24, 2014 3:31 PM  
**To:** Willard, Elizabeth  
**Subject:** RE: CE Course

This is not one that neither NASW Missouri Chapter nor the National office in Washington DC would approve. Our profession does not agree with the concept of "coaching".

Tamitha R. Overly, ACSW, CSWM, LBSW-IP, BSBA  
Executive Director  
NASW-Missouri Chapter  
P.O. Box 2043  
Jefferson City, MO 65102

[REDACTED]

If you wish to be excluded from future emails of this nature from NASW please [click here](#), or copy and past the following statement into your browser: <http://www.socialworkers.org/membercenter/newsprefs.asp>

\*2014 Fall CE Institute, "All People Matter", September 5-7 at Crowne Plaza St. Louis – Airport, St. Louis, MO

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<http://www.naswconference.org>

[GoodSearch](#) & GoodShop for National Association for Social Workers - Missouri (Jefferson City MO)

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*Twenty years from now, you will be more disappointed by the things that you didn't do than by the ones you did. So throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover.*

~Mark Twain

---

**From:** Willard, Elizabeth [<mailto:elizabeth.willard@pr.mo.gov>]  
**Sent:** Thursday, July 24, 2014 2:49 PM  
**To:** NASW-MO Executive Director  
**Subject:** CE Course

Good afternoon, Tamitha,

Hope you are doing well and enjoying the nice weather today. One of our licensees is requesting that we accept the attached course for part of their continuing education for licensure renewal. Can you tell me if NASW has approved this or been approached for approval for the course?

Elizabeth Willard

Processing Technician II

State Committee for Social Workers, State Committee of Dietitians, Office of Endowed Care Cemeteries, Interior Design Council

Missouri Department of Insurance, Financial Institutions, & Professional Registration

p. 573-751-0885

f. 573-526-3489

[elizabeth.willard@pr.mo.gov](mailto:elizabeth.willard@pr.mo.gov)

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