

## Frequently Asked Questions – Compliance

If you have been placed under terms of an Order issued by the Boards of Counseling, Psychology, or Social Work, please review the following information regarding compliance monitoring.

### ***Where can I get answers to questions about my Board Order?***

Your Compliance Case Manager (“CCM”) can assist you with any questions regarding the terms of the Board Order and the compliance process. You may contact the compliance office during normal business hours (Monday – Friday, 8:15 a.m. to 5:00 p.m.) via the following:

Email: [BSUCompliance@dhp.virginia.gov](mailto:BSUCompliance@dhp.virginia.gov)  
Telephone: (804) 367-4504  
Fax: (804) 527-4435  
In-person: 9960 Mayland Drive, Ste. 300  
Henrico, Virginia 23233

### ***When should I contact my CCM?***

- You should contact your CCM after you receive a copy of the Board Order. As part of the initial discussion, your CCM will review the terms of the Order and explain the compliance process. After you speak with your CCM, you will be required to submit an Initial Contact Form, releases, and any other required documentation.
- During the compliance period, you should contact your CCM any time you have a question about what your Order requires of you.
- To update your CCM of name, address, or contact changes, or any other changes as required in the Order.
- To notify your CCM of any concerns about meeting the terms of the Order. It is important that you maintain open communication with your CCM.
- If at any time your CCM asks you to contact them, please do so immediately.

### ***What if I am being investigated while under this Order?***

If you believe the Board is investigating any complaint or allegation against you or your practice while you are under terms of an Order, you should continue to comply with your current Order and cooperate with the Board in its investigation. Also, notify your CCM when you learn of the investigation and keep them updated on the status.

### ***Where do I find the reporting forms I need to comply with my Order?***

Forms can be found on the applicable Board's website under the links on the left side of the page.

- Board of Counseling – [www.dhp.virginia.gov/counseling/](http://www.dhp.virginia.gov/counseling/)
- Board of Psychology – [www.dhp.virginia.gov/Psychology/](http://www.dhp.virginia.gov/Psychology/)
- Board of Social Work – [www.dhp.virginia.gov/social/](http://www.dhp.virginia.gov/social/)

If you need a form that cannot be found on the website, contact your CCM.

### ***How can I submit reports and documentation to the Board?***

Authorizations for release of information must be sent to the Board by mail or hand delivery. The Board is required to obtain original signatures on these documents. Other documents, such as quarterly reports, can be provided as follows:

- **By Mail hand-delivery:** Signed reports completed and sent to your CCM must include original signatures.
- **Email:** Many of our forms are available as pdf documents that allow a digital signature. Your CCM can accept emailed forms if they are sent to the CCM directly from the person required to complete the form and it is sent from the individual's email address on record with the Board. For example:
  - The practice supervisor, employer, etc. completes the online quarterly report and signs it digitally, or prints the document, signs it, and then scans it as an attachment.
  - The document is then sent to the CCM from the individual completing the form, via the email on file with their licensing board.
- CE certificates can be faxed to your CCM. However, reports requiring signatures **cannot be received by fax.**

### ***How do I pay an ordered monetary penalty?***

There is no form associated with payment of a monetary penalty. Make your check or money order payable to the *Treasurer of Virginia*. Include with your payment your license number and a note that the payment is to be used for a monetary penalty.

Mail the check or money order, and note, to your CCM at the Board's address. **Any monetary penalty and/or late fees imposed by the Board which remains unpaid after the Board's deadline will be sent for collection.**

### ***How do I get "Board approval" when required in the Order?***

"Board approval" is a pre-approval process that is required in certain situations. If you are required to obtain Board approval, you must submit your request **no fewer than 15 days before** you need the approval. The Board may decline to accept proof of compliance from a non-approved source.

Several forms for requesting Board approval are available online. Requests for approval may be submitted to the CCM in accordance with Board policy (see "How can I submit reports and documentation to the Board?"). The more information you provide in your request, the less likely it will be that the Board's decision is delayed. **Remember that your request is not Board-approved until you get the approval from your CCM in writing.**

### Employment Approval

Your length of employment at a job is calculated from the date of the Board's approval of the position until the date of your resignation/termination. Requests for approval must include at least the following information sent directly from the potential employer to your CCM:

- Agency name, address, and contact name/number;
- A position description, to include a description of your practice setting;
- The names, titles, and license numbers of supervisors and the amount of supervision they will provide to you;
- How many hours you will work per week, and an estimate of your caseload.

### Practice Supervisor, Therapist, or Evaluator Approval

If your Order requires that you obtain a practice supervisor, therapist, and/or evaluator, you and the individual are each required to complete a portion of the applicable request forms. In addition, the Board requires a copy of the individual's *curriculum vitae* for review.

### Continuing Education/Coursework Approval

If your Order requires completion of additional education and/or training, you must find an appropriate course and receive Board approval prior to completing the course. **The Board will not accept courses completed prior to you receiving written approval from your CCM.** In addition to the request form, you must provide the most recent course information, that includes the organization providing the course, the credit hours awarded, and a course detailed course description. The more information that you can provide, the better. If it is unclear if the proposed course meets the requirements in the Order, the process will be delayed to allow your CCM to request more information from you.

In addition to understanding the requirements in your Order, you must also review the regulations governing your practice to ensure that the education provider is an organization accepted by the Board.

### ***How do I comply with a Board Order to submit reports?***

If your Order requires you to submit certain reports on a regularly scheduled basis, you should use the reports on the Board's website. If the form required is not listed on the website, or if you don't have internet access, contact your CCM to obtain copies.

"Regular" reports are those you are ordered to submit on a regular basis, such as quarterly self-reports, monthly recovery group logs, therapy reports, supervision reports, etc. These report forms are due beginning **five (5) days before until five (5) days after** the end date of the reporting period. For example, a quarterly report due on March 31<sup>st</sup> must be received between March 26<sup>th</sup> and April 5<sup>th</sup>. **It is your responsibility to ensure that ALL required reports are received during the applicable timeframe, even if you are not the one who should complete/submit the report.** Your CCM will not routinely acknowledge receipt of your reports, but will let you know if a scheduled report is not received in the required timeframe. **When in doubt, call your CCM!**

Other non-regular reports required by your Order, such as certificates of completion for continuing education requirements, transcripts, etc., must be submitted within the timeframe specified in the Order.

### ***How do I prove that I have done what my Order requires?***

It is your responsibility to provide the Board with evidence that you are compliant with your Order and eligible for release from the terms.

As you complete the requirements of each terms, send your CCM the written proof of your compliance, such as:

- Certificates of completion of CE courses;
- Transcript showing completion of a required course;
- Reports of changes in employment;
- Group therapy logs;
- Reports from your practice supervisor, therapist, etc.

It is recommended that you keep a copy of every document you send to your CCM. Maintain these copies until the Board notifies you *in writing* that you are released from the terms of the Order.

**Remember that if it is not documented appropriately, it is not done. It is your duty to provide evidence that you are compliant with the terms of the Order.**

### ***How do I request or petition for a release of the terms of my Order?***

You can request (petition for) release of the terms of the Order by submitting a written request to your CCM. Once your request is received, your CCM will review the compliance file and submit a report to the Board detailing your compliance with the terms of the Order. The process to consider the request and compliance report depends on the requirements within the Order and your compliance history.

Please review your Order for specific documentation required prior to reinstatement of your license to a current active status, such as a current evaluation. If required, this information must be included in your request. The request should also include:

- Your name
- Current address, telephone number, and email address
- License number
- Reason for the request
- Supporting documentation
- Letters of recommendation (optional)

After a review of the compliance report, the Board will notify you of the decision regarding your request. If the Board does not approve your request, you will receive information regarding the process for you to appear at an informal conference before the Special Conference Committee of the Board.

**Continue to remain compliant with the terms of your Order during the petition period.** If you stop submitting reports and/or complying with the terms of your Order before you are released, it could affect the outcome when the Board considers the report of your compliance and eligibility for release. **Do not consider yourself released from your Order until you receive written notification from the Board that it has released you from the terms of the Order.**