

Keilholz will present ethics class in April

The Missouri Society for Clinical Social Work will once again present “Social Work Ethics in Clinical Practice,” a continuing education program that fulfills the requirement for Missouri licensure.

And if you attended the program two years ago, don't worry about hearing the same thing over again. Keilholz, who has presented ethics workshops for several other organizations, says that won't be the case.

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It will take place on Saturday, April 12 from 2-5 p.m. at Washington University (note the different location and that the start time is an hour earlier than regular continuing education programs.)

One participant called Keilholz's 2006 Ethics workshop 'A surprisingly informative and enjoyable three hours'

“We're delighted to have Peggy Keilholz back again as the instructor,” said Executive Director Stacy Ross. “When MSCSW last offered the program in 2006, we received many comments following the program from participants who were not looking forward to a mandatory class.” Instead, evaluations included comments like, “A surprisingly informative and enjoyable three hours,” while another called it “thought provoking and informative.”

As we did in 2006 and to ensure we have enough space and materials, we are requesting pre-registration. Nearly 20 people have registered for the program so far, so don't wait - space is limited. The fee for members is \$25 and this year, the workshop will be open to non-members for \$45.

You can register by sending your check made out to MSCSW to 2806 S. Brentwood Blvd., St. Louis, MO 63144 or go on-line to mcschw.com and pay with a credit card. Once registered, participants will receive a confirmation and directions.

In addition, plan to join Keilholz and board members for dinner at C.J. Muggs in Clayton immediately following the class.

State committee votes to audit all 2008 renewals

LCSWs whose license is due for renewal in September should be aware that the State Committee for Social Workers will be conducting a 100 percent audit of continuing education compliance. That means that you will have to submit documentation of all 30 hours of your continuing education. The continuing education should have been completed after Sept. 30, 2006 and before Oct. 1, 2008.

Education is a statutory requirement for all licensed social workers and misrepresentation is a breach of the code of ethics.”

If you need copies of CE certificates earned at an MSCSW program, they are available for \$10. Please contact us at info@mcschw.com.

See other news from the State Committee on page 3.

The state committee, which regulates social work licenses, voted to conduct a 100 percent audit after the spot audit conducted on 2007 license renewals revealed that nearly 20 percent of those audited could not document their hours. The board points out in its January newsletter that “Continuing

Members vote to revise bylaws at annual meeting

Members met on Sunday, Feb. 24 for the annual MSCSW membership meeting.

The group voted on an update to the Society's bylaws as well as to retain the current board.

Board Secretary Vince Marino explained that the bylaws had not been updated in many years and revisions were needed to bring them in line with current practices.

(Continued on page 4)

Practice Management

Use strategies to minimize 'no shows'

By Susan Frager, LCSW

First of two parts

One of the negative aspects of private practice is the inevitability of no-shows. People are often inconsiderate of therapists' time, insisting on evening or weekend appointments, and then not showing up. Sometimes no excuse is given, other times there's a last minute "crisis" that prevents a client from keeping an appointment.

While, granted, in a day where 10 people have been scheduled back-to-back you may be hoping for a no-show, the fact is that this is an hour you are not getting paid for, even if the no-show does allow you to eat dinner and catch up on paperwork. So, given that your time is just as valuable as anyone else's, how can you make sure there are as few no-shows as possible, and what do you do about the ones that happen?

No-shows are a fact of life; you'll never escape them entirely. But there are some strategies you can use to minimize no shows:

- **Call to confirm appointments the day before.** Why not? The doctor does it. The dentist does it. The vet does it. The

hairdresser does it. Just make sure you've been given a confidential phone number where it's ok to leave a voice mail if you have to. Or try e-mail confirmations. Confirming appointments can be especially helpful if you've scheduled out appointments a long time in advance. People do forget or just aren't organized. If someone cancels when you call to confirm, at least there's a chance you can fit someone else into their slot.

- **Try not to book new patient appointments more than 1 week in advance.**

When people call, they are often in crisis. They want to talk to someone right away. If people have to wait a long time for that first appointment, the perceived immediacy of the problem will have subsided by the time of the appointment. If the patient has had to wait three or four weeks, the chances are good that he/she will have convinced him/herself "I can handle it by myself, I don't need to see anyone."

- **Give out appointment cards.** It's a simple way of both marketing your practice and also making sure there's another reminder to the patient of the appointment.

- **If you see children/adolescents:** try to find out which parent will be bringing the child in, and confirm specifically with that parent. Families have a lot going on in the after-school hours, and communication can break down, especially in divorced and blended families. Also confirm the appointment with

the adolescent (not the parent) if the adolescent is old enough to drive to the session independently. Kids often have last-minute after-school activities or invites from friends that can seem more attractive than a therapy visit.

- **Don't make a habit of running late.**

This will help prevent lateness on the part of patients. If clients know you habitually run late, then they will learn that it's ok to arrive late rather than sit for a long time in your waiting room.

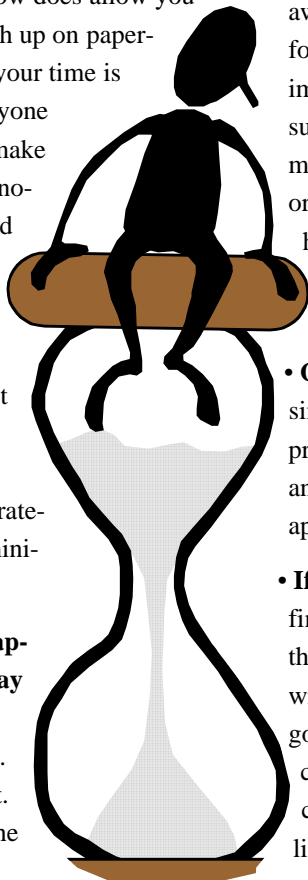
- **Don't work holidays.** People may say they want to see you on July 4th or Christmas Day and schedule, but holidays are meant for pleasure and people will usually find fun things to do. You should too; and it demonstrates appropriate boundaries to a patient by refusing to schedule a regular appointment on Memorial Day just because that patient normally comes on Mondays. If you do schedule on a holiday, you run the risk of the patient saying to him/herself, "*oh, no, we couldn't possibly have an appointment Memorial Day, could we? I must have got it wrong.*"

Next: Handling no-shows when they occur.

Susan Frager, LCSW, is a nationally recognized managed care expert. To access the Billing Hotline or to suggest future newsletter column topics, call Susan at 636-464-8422, or email:

susan@psychadminpartners.com.

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New member benefit: Free web page listing

The Society is launching a new member benefit: A free listing on the MSCSW web page for all members.

The listing can include address, phone numbers, email address, credentials, areas of specialization, insurances you accept and a link to your personal web page .In addition, members will have the option of a more detailed listing for an additional fee that may include a photo, graphics and more room to list qualifications, practice philosophy, a resume, or other information

you think would help you market your practice and be beneficial to a potential client.

Don't worry that your information will be posted without your consent. This is an "opt-in" benefit—that is members will have to request a listing and only the information specified by the member will be included.

If you would like to be listed, provide as much of the following information as you would like, by phone at 314-719-2902,

mail to MSCSW, 2806 S. Brentwood Blvd, St. Louis, MO 63144, or email to: info@mscsw.com:

- Your name and credentials
- Areas of specialization (25 words or less)
- Insurances accepted
- Address, phone number, email and web address

Find a Therapist				
Therapist	Areas of specialization	Insurances Accepted	Address	Phone Number
Albert Barton MSW, LCSW	Psychodynamic, behavioral, systems, gestalt; adults, adolescents, couples		2806 S. Brentwood St. Louis, MO 63144	314-727-7799
Tina M. Dale LCSW	Individual therapy and groups for children; anger, grief, divorce, social skills; Therapy for individuals, couples, family; 2 years of age to seniors		7114 Clayton Road St. Louis, MO 63117	314-477-8751

Example of free member web listings. More extensive listings will be available for a fee. view sample listings on the web page, go to: mscsw.com/aat/aat.html.

MSCSW needs members' presence at State Committee meetings!

The State Committee for Social Workers has been finalizing rules to implement the 2007 legislation that added three new tiers of licensure—two master's level and one baccalaureate level—and changed the scope of practice for LCSWs. The legislation was proposed by NASW and sponsored by State Rep. Sam Page of Creve Coeur. Once the rules have been finalized by the committee, they will be posted for public comment for 30 days on the Secretary of State's web site.

MSCSW Executive Director has been attending state committee meetings in Jefferson City. If you can join her on any of the following dates, please let her know at 314-719-2902 or info@mscsw.com. June 26-27, Sept. 9 or Dec. 2.

"It's very important that MSCSW has a presence at these meetings on a regular basis," Ross said. "I look forward to having members join me."

*New levels of licensure include
Licensed Advanced
Macro Social
Worker and
Licensed Master
Social Worker*

Who We Are, How to Contact Us

The Missouri Society for Clinical Social Work is a non-profit professional membership organization representing the interests of Licensed Clinical Social Workers. We are affiliated with the Clinical Social Work Association, based in Washington, D.C.

Board members

Albert Barton, Treasurer; (314) 727-7799 bartonaa@aol.com

Vince Marino, Secretary; (314) 644-5055 vmarino@familysupportnet.org

Tina Dale, (314) 477-8751, tinamdale@sbcglobal.net

Susan Frager (636) 464-8422 susan@psychadminpartners.com

Mary Lutz (314) 725-6552

Linda Pevnick, (314) 567-5360 pevnick@sbcglobal.net

Susan Toelle, (314) 567-5360

And welcome, new board member:

Mike George (314) 566-2272 mikbren1227@cs.com

Executive Director: Stacy Ross

Contact us at: (314) 719-2902 or mcschw@swbell.net

2806 S. Brentwood, St. Louis, Missouri 63144

or visit us online at www.mcschw.com

Send Us Your News!

Have you earned a new degree or certification? Did you win an award or receive recognition for your professional achievement? Or maybe you have been promoted.

Let us know! We want to celebrate our members' accomplishments.

Send your news to mcschw@swbell.net or call 314-179-2902.

Share your expertise with your colleagues!

Are you interested in writing an article for *In Touch*? Let us know! Raise your visibility and help keep your clinical colleagues informed.

Contact us at mcschw@swbell.net or call 314-179-2902.

By-laws (Continued from page 1)

Changes included adding a provision for an executive director, shortening board member terms to one year from two and adding the education membership for non-LCSWs.

In addition, the Society's continuing education policies were codified according to state law. With this change, the state licensing committee voted to specify MSCSW as an approved continuing education provider in the state rules.

"MSCSW has always maintained state standards for continuing education and has been an approved provider as a professional organization for clinical social workers," said Executive Director Stacy Ross. "Adding this provision to the bylaws makes it possible for MSCSW to be specifically identified by name in the state rules."

Those in attendance at the meeting included several longtime members as well as some of the newest.

The event offered the opportunity to recognize members for lending a hand with Society projects and activities as well as for socializing and networking.

"I very much enjoyed the chance to chat with everyone and meet new members," Ross said. "I hope more of our members are able to attend next year."

Welcome New Members!

Cindy Badamo

Diane Cooksey

Paola Rijos

Amy Tappmeyer

Member News

Glenn McGowan is now offering a clinical records storage and retrieval service called Records with Reverence. Contact Glenn at 314-625-4778 for more information

Nicki McClusky, LCSW and Life-Spirit-Voice Coach, was recently interviewed by KSDK's "Today in St. Louis" morning program for a segment titled "What do their voices really reveal about the U.S. presidential candidates?"