

Getting the Most Out of CLEAR

Deanna Williams

2013 Annual Educational Conference
Hyatt Regency at the Arch | St. Louis
Oct. 3-5, 2013

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FOUNDED 1980

In 1980, a group of professional and occupational regulators and private sector representatives met in New Orleans to discuss their need to share information.

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GOAL of New ORGANIZATION

To better achieve a shared mission of public protection

The result was The Council on Licensure, Enforcement and Regulation (CLEAR)!

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A RESOURCE for ALL

The new organization must be representative:

- all governmental sectors
- self-regulatory bodies
- the private sector
- others with an interest in the field

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CONSTITUENCY

With a broadly-based constituency, the organization would be:

- ***a resource to everyone*** involved in licensure, certification or registration
- ***all regulated occupations and professions***, both non-health and health.

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HOLISTIC APPROACH

This inclusive approach continues.

Allows CLEAR to respond to a necessarily diverse constituency which collectively oversees the regulation of over 15 million professionals.

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REGULAR MEMBERSHIP

Regular CLEAR membership:

Open to governmental agencies and legislated (publicly mandated) regulatory organizations, associations of these agencies or organizations, and individuals.

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ASSOCIATE MEMBERSHIP

Associate CLEAR membership:

Open to organizations not eligible for regular membership:

- interest in professional and occupational regulation,
- individuals employed by such organizations
- private individuals.

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MEMBERSHIP COMMUNITY

Within a few years of its founding, CLEAR's organizational culture was enriched as first Canadian, then Western European and Australasian, members decided to participate.

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INTERNATIONAL OFFICE

CLEAR's Office of International Affairs based in Bristol, England:

- providing assistance to all non-North American constituencies.

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MEETING its MISSION

CLEAR meets its mission through

- conferences and training
- publications
- webinars
- Toolkit for Regulators
- answering inquiries
- consulting
- research
- providing opportunities for peer-to-peer networking

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An EDUCATOR, Not a REGULATOR

CLEAR's educator role:

- proactively identifying critical issues
- providing a dynamic, interactive forum
- collecting and disseminating information

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INQUIRY AREAS

CLEAR supports four areas of substantive inquiry on an ongoing basis.

The annual conference program and website are structured around these areas.

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Area 1: COMPLIANCE AND DISCIPLINE

The percentage of budgets spent annually on professional discipline activities is quite high.

The current focus is on best practices in all phases of the compliance and discipline process from start to finish.

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Area 2: TESTING AND EXAMINATION ISSUES

- Issues include:
- leveraging the Internet
 - managing exam programs
 - candidate accommodation

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**Area 3: ADMINISTRATION, LEGISLATION
AND POLICY**

All CLEAR members face the same challenges and issues.

"Models may differ, but the issues and often solutions are the same!"

Current issues include:

- regulatory board/agency consolidation
- mutual recognition agreements
- maintenance of competence
- regulator accountability

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Area 4: ENTRY TO PRACTICE ISSUES

For those involved in the initial licensing/credentialing/registration process, the "gatekeeper" role is fundamental to professional regulation.

Current issues include:

- scope of practice
- setting standards of qualification
- assessing practical experience
- accrediting education providers
- labor mobility

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CALL FOR SESSION PROPOSALS

Each year at the conclusion of the annual conference, a call for session proposals for the following year's conference is announced. You have a handout in your attendee bag and will receive an e-mail invitation to submit session proposals for 2014.

A full set of submission guidelines is available with the online proposal form. Submission deadline is November 15.

CLEAR's Program Committee reviews the proposals in November and December, and the program is developed during the Mid-year Business Meeting in January.

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CLEAR EXAM REVIEW

CLEAR Exam Review (CER)

- a semi-annual journal
- focused on licensing examination issues
- intended for all audiences

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CLEAR NEWS ONLINE

CLEAR News is a Web log, providing timely information relative to the CLEAR organization and on general issues of interest to professional regulators.

Anyone may receive notices by subscribing to CLEAR's E-Mail List.

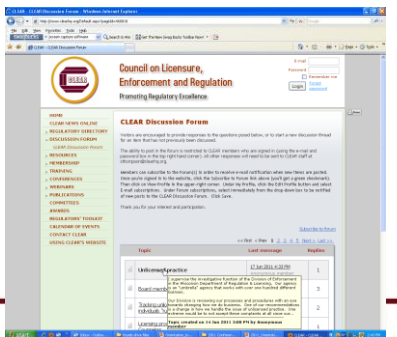
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CLEAR Discussion Forum

Post questions and provide answers.

Receive e-mail updates when a thread is updated or a new question posed.



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TOOLKIT FOR REGULATORS

- Designed to provide sample administrative documents to CLEAR members to address the daily operational issues facing regulatory organizations.
- The Toolkit will be useful as you or your agency explore new processes, or revise existing documents, and will enable you to see the resources other member organizations have in place.
- Document categories include Codes of Ethics; Complaint Information and Forms; Disaster Recovery Plans; Investigation Report Forms; License Applications and Information; Newsletters; Strategic Plans; and more.

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CONFERENCES and BEYOND

CLEAR Offerings:

- the annual educational conference on professional regulation
- International Congress on Professional and Occupational Regulation
- specialized training programs (annual and on the road offerings)
- topical seminars upon request

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Upcoming Conferences

Annual Educational Conference
September 11-13, 2014
New Orleans, Louisiana



Fourth International Congress
on Professional and
Occupational Regulation
Summer 2015

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TRAINING PROGRAMS

- Board Member Training
- Executive Leadership for Regulators
- NCIT: Basic and Specialized
- On demand

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BOARD MEMBER TRAINING

- presented with annual conference
- available online
- available via webinar
- provided upon sponsor request (in-person)

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**BOARD MEMBER TRAINING
CURRICULUM**

- Foundations of Occupational and Professional Regulation
- Roles and Responsibilities of a Board Member
- Administrative Rulemaking
- Assessing Competence
- Professional Discipline

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EXECUTIVE LEADERSHIP

- The *Executive Leadership Program for Regulators* was prepared by Canadian and US regulators to meet the needs of both
- Three-day program offered in conjunction with the annual conference and upon request
- Tailored programs of various length offered upon request

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EXECUTIVE LEADERSHIP CURRICULUM

- Regulatory leadership
- Organizational culture and change
- Creating a positive public relations program
- Creating an appropriate working relationship with stakeholders / Art of negotiation

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The NCIT

- The National Certified Investigator/Inspector Training (NCIT)
- started in 1984
- programs held several times a year throughout the US and Canada
- programs coordinated between CLEAR and host agencies
- Over 18,000 investigators/inspectors have participated in the training

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About the BASIC NCIT

- training modules include lectures, role playing, and video presentations
- Basic program concludes with an examination that can lead to certification
- completion of the Basic NCIT is a prerequisite for attending the Specialized program

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BASIC NCIT Curriculum

- Administrative law and the regulatory process
- Professional conduct
- Investigative process

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Basic NCIT Curriculum Cont'd.

- Principles of evidence
- Evidence collection, tagging and storage
- Interviewing techniques
- Report writing
- Administrative and criminal proceedings

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SPECIALIZED NCIT Curriculum

Provides advanced certification in

- Advanced Interviewing
- Investigative Analysis
- Investigative Report Development

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Additional NCIT modules

- Drug Diversion Investigations
- Investigating Allegations of Sexual Misconduct
- Communication Skills and the Art of Persuasion
- Developing a Professional Attitude: Ethics for the Regulatory Investigator

- Each is a half-day program. Modules can be offered together or separately, depending on sponsors' interest.
- Modules are also often presented following the NCIT Programs at the annual conference.

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Additional NCIT modules

Certified Monitors and Compliance Officers
A one-day module that focuses on the best investigative practices and requirements surrounding compliance, monitoring, and probationary programs.

Internal Investigations for Health and Extended Care
A two-day training program specifically targeted for those staff members who are responsible for conducting internal investigations into claims of neglect, patient care issues, or misconduct.

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FACULTY

All CLEAR's training programs are presented by faculty members with expertise and experience in professional regulation and specific subject matter.



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TRAINING on DEMAND

Upon request, CLEAR can also meet various training needs.

You don't have to shoulder the entire burden by yourself.

CLEAR can come to your agency or organization.

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WEBINARS

- One-hour topical presentations
- Uses Web-based PowerPoint and audio
- Multiple attendees for one registration fee
- Participants can ask questions
- Participants provided post-session copy of the presentation

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COMMITTEES

Much of CLEAR's work is carried out through various standing committees and special interest groups.

These groups meet at least twice a year to conduct business.

2014 Mid-year Business Meeting: January 9-11, San Antonio, Texas

VOLUNTEERS

It is primarily through the extraordinary contribution of its many volunteer members that CLEAR accomplishes its mission.

We want you to be involved. To join one or more of these committees, fill out the form online: www.clearhq.org, under Committees.

CLEARHQ.ORG

Check out CLEAR's Web site offering links to regulatory agencies, associations and other stakeholders as well as a host of other information.



The BOTTOM LINE

CLEAR promotes regulatory excellence through conferences, educational programs, networking opportunities, publications, and research services for those involved with, or affected by, professional and occupational regulation. A neutral forum to encourage and provide for the sharing of best practices, CLEAR serves and supports the international regulatory community and its vital contribution to public protection.

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