

Dear Licensee,

DC Health is happy to announce that renewals for **the Boards of Social Work** is now **LIVE!**

Our new licensure portal has enhanced features such as the ability to upload your continuing education documents. Please be advised that the Criminal Background Check (CBC) **(Name Search Not Fingerprints)** portion of the renewal process, may take longer than usual; therefore early renewals are urgently advised to ensure your ability to continue to practice and receive your new license in a timely fashion. Licensees are also encouraged to have any and all supplemental documents (e.g. responses to screening questions, proof of continuing education (CE), etc.) scanned and ready for upload before starting the renewal process to avoid any delays.

Once you are ready, you may begin the renewal process by going to the DC Health Licensing Portal Page. On that page you will select the “Apply for License Renewal” tab on the left side of the page:

- <https://doh.force.com/dhealthrenewals/s/portal-page>

If this is your first renewal, you will need to create a new username and password.

If you are experiencing issues with your renewal that is not identified below, please submit a “case” to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>. We are asking users to be patient as we respond to all inquiries and cases on a first come, first serve basis.

Please read the FAQs below before you renew.

FREQUENTLY ASKED QUESTIONS (FAQ)

Below are a series of frequently asked questions from the licensees:

RENEWAL FEES

- ***How much does it cost to renew?***

\$145 for all licensure types under the Board of Social Work

CRIMINAL BACKGROUND CHECK (CBC) FEE

- ***Do I need a Criminal Background Check?***

All licensees are required to pay a mandatory fee of \$50 for the CBC which is a name based search. Licensees are not required to get fingerprinted again at this time.

CONTINUING EDUCATION (CE)

- ***How come I am not able to upload my CE documents?***

Several users have stated they are unable to upload proof of having completed their CE. Our IT department has identified certain issues with document uploads on browsers **OTHER** than Google Chrome or Firefox. If you are not using the most up-to-date versions of Google Chrome or Firefox, first try uploading your CE document using these web browsers {Google Chrome/Firefox}. To submit your uploaded CEs, you must **WRITE** something in the continuing education **DESCRIPTION BOX**. For example, you may write "I have uploaded all my CEs or CEs are attached".

Finally, if you still have upload issues, you can submit your renewal application by selecting the "I will have completed my CE by July 31, 2021" option in the CE category of the renewal application. By selecting this, you can skip the document uploads and proceed with the rest of your application so you may renew your license on time.

- ***What are my CE requirements?***

CEs must be taken between August 1, 2021 and July 31, 2023.

Social Workers:

40 CEU total to include: six (6) hours of in person ethics, two (2) hours of LGBTQ cultural competency, 2 in COVID 19 CEUs and 10% (4 hours) of [Public Health Priorities](#). Please be advised that the live/in-person CE requirement has been suspended for this renewal period due to the public health emergency.

ALL First Time Renewal Applicants: If you are renewing for the first time, CEs are not required.

INFORMATION ABOUT CONTINUING EDUCATION AUDITS

- ***Will I be audited?***

After the renewal you may be audited and required to submit continuing education (CE) documents to the Board. CEs must be taken between **August 1, 2021 and July 31, 2023**. The required continuing education units are listed above.

RENEWAL CONFIRMATION

- ***How can I get confirmation of my renewal?***

All licensees who submit a renewal application will receive a confirmation email that states your license has been approved, and include a digital copy of your new license, **or** your renewal application has been sent to staff for further review. (*Note: Licensees who place their license in Paid Inactive Status will not receive a digital license.*) DC Health is not currently issuing hard copies of the renewed license.

For licensees who've not received a confirmation email, you should log back into the system and check to ensure you entered the correct email address as any typos will result in the confirmation email not being sent to you correctly. Licensees should also check their spam filters to ensure the confirmation email did not accidentally go to their spam junk or trash folders.

If you've checked all of the above, but still have not received either a confirmation email or a copy of your license, you should submit a "case" to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>. Our IT department will review any and all reported errors, and we will update our licensees as more information becomes available.

PAYMENT ISSUE

- ***Why isn't my credit card being accepted?***

The renewal system will only accept **Visa or MasterCard credit cards for payment**. Please ensure you entered the correct information for your payment. Once the payment has been received, a receipt will be sent to your email of record.

If you are using a Visa or MasterCard, but are still having issues, you should submit a "case" to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>. Our IT department is reviewing any and all reported errors, and we will update our licensees as more information becomes available.

HELPFUL TIPS TO REMEMBER

- The deadline for renewal is **July 31, 2023**.
- CAREFULLY read all renewal screening questions.
- If you respond "yes" to a screening question(s) you MUST provide complete documentation before your license will be renewed.

Refer to the Board's webpage if you have any additional questions regarding the requirements.

[DC Board of Social Work](#)

DC Health greatly appreciates your patience during this time and look forward to your feedback.

Sincerely,
DC Board of Social Work