

SB 200

Measure Title: RELATING TO CONTINUING EDUCATION.

Report Title: Social Workers; Continuing Education

Description: Requires licensed social workers to complete a minimum of fifteen credit hours of continuing education courses for the licensing renewal period beginning July 1, 2013, through June 30, 2016, and forty-five credit hours of continuing education courses during each licensing renewal period, for the period beginning July 1, 2016, and thereafter.

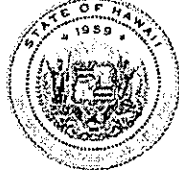
Companion: [HB178](#)

Package: None

Current Referral: HMS, CPN

Introducer(s): BAKER, CHUN OAKLAND, ESPERO, GALUTERIA, GREEN, Ige, Ihara, Nishihara, Solomon, L. Thielen, Wakai

<u>Sort by Date</u>		Status Text
1/18/2013	S	Introduced.
1/18/2013	S	Passed First Reading.
1/22/2013	S	Referred to HMS, CPN.
1/24/2013	S	The committee(s) on HMS has scheduled a public hearing on 01-31-13 1:15PM in conference room 016.
1/31/2013	S	The committee(s) on HMS recommend(s) that the measure be PASSED, UNAMENDED. The votes in HMS were as follows: 4 Aye(s): Senator(s) Chun Oakland, Green, Kidani, Slom; Aye(s) with reservations: none ; 0 No(es): none; and 1 Excused: Senator(s) Taniguchi.
2/5/2013	S	Reported from HMS (Stand. Com. Rep. No. 43) with recommendation of passage on Second Reading and referral to CPN.
2/5/2013	S	Report adopted; Passed Second Reading and referred to CPN.
2/15/2013	S	The committee(s) on CPN will hold a public decision making on 02-20-13 9:30AM in conference room 229.



NEIL ABERCROMBIE
GOVERNOR

SHAN S. TSUTSUI
LT. GOVERNOR

STATE OF HAWAII
OFFICE OF THE DIRECTOR
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KEALI'I S. LOPEZ
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JO ANN M. UCHIDA TAKEUCHI
DEPUTY DIRECTOR

**PRESENTATION OF THE PROFESSIONAL AND
VOCATIONAL LICENSING DIVISION**

TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

TWENTY-SEVENTH LEGISLATURE
Regular Session of 2013

Wednesday, February 20, 2013
9:30 a.m.

WRITTEN COMMENTS ONLY

TESTIMONY ON SENATE BILL NO. 200, RELATING TO CONTINUING EDUCATION.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Ahlani Quiogue and I am the Executive Officer of the Social Worker Program ("Program"), Department of Commerce and Consumer Affairs ("Department"). Thank you for the opportunity to testify in support of Senate Bill. No. 200.

The purpose of the bill is to require licensed social workers in Hawaii to:

1) complete a minimum of fifteen (15) credit hours of continuing education courses for the licensing renewal period beginning July 1, 2013 – June 30, 2016; and 2) complete a

minimum of forty-five (45) credit hours of continuing education courses during each renewal period beginning July 1, 2016, and thereafter.

By way of background, the Department and the National Association of Social Workers, Hawaii Chapter ("NASW-Hawaii") were requested pursuant to Senate Resolution No. 78, which was adopted by the Senate of the Twenty-Sixth Legislature of the State of Hawaii, Regular Session of 2012, to submit a proposed draft for a bill to establish, implement and monitor continuing education requirements for all licensed social workers in the State of Hawaii. As such, and after several months of discussion and compromise between the parties, a proposed bill was submitted to the State of Hawaii Legislature on December 20, 2012.

As written, the Program supports this bill as it will ensure that licensed social workers maintain their professional competency and keep abreast of the latest developments in their profession. It is estimated that approximately 1,681 licensed social workers (LBSW – 15, LSW – 910, and LCSW – 756) will be required to obtain continuing education credits as proposed in this bill. However, similar to other professions that require continuing education, the Program in consultation with the NASW-Hawaii, agreed to perform post-renewal random audits of 5% - 10% of its licensees who renew their social worker licenses. By choosing to perform post-renewal random audits, the Program's staff will have little to no impact on its workload due to this additional requirement.

Furthermore, the bill will no longer place the Program in the minority as one (1) of only three (3) jurisdictions that do not require continuing education credits as a part of its licensing laws.

Again, thank you for the opportunity to submit testimony in support of Senate Bill No. 200.



National Association of Social Workers Hawai'i Chapter
February 17, 2013

TO: Senator Rosalyn H. Baker, Chair Committee on Commerce and Consumer Protection
Senator Brickwood Galuteria Vice Chair
and Committee Members

February 20, 2013 at 9:30 Conference Room 229

FROM: Marty Oliphant, Executive Director
National Association of Social Workers, Hawaii Chapter

RE: SB 200 Relating to Continuing Education for Social Workers - **SUPPORT**

Senator Rosalyn H. Baker Chair, Senator Brickwood Galuteria Vice Chair, and members of the Senate Committee on Commerce and Consumer Protection, my name is Marty Oliphant. I serve as the Executive Director of the National Association of Social Workers, Hawai'i Chapter (NASW). I strongly support SB 200 Relating to Continuing Education for Social Workers.

Representative Angus L.K. McKelvey Chair, Derek S.K. Kawakami Vice Chair, and members of the Consumer Protection Committee, my name is Marty Oliphant. I serve as the Executive Director of the National Association of Social Workers, Hawai'i Chapter (NASW). NASW strongly supports HB 178 Relating to Continuing Education for Social Workers.

Consumer Protection ~ Requiring continuing education courses for social workers who are renewing their licenses will give assurance to Hawai'i's consumers that social workers are current with the latest developments in their field.

National Association of Social Workers (NASW), in Hawai'i, is the largest membership organization of professional social workers with 950 members statewide. It promotes, develops, and protects the practice of social work and social workers. NASW also seeks to enhance the well being of individuals, families and communities through its advocacy. NASW has been working closely with the Department of Commerce and Consumer Affairs to develop language for this legislative bill. Continuing Education, in any profession, increases the knowledge base and the competency level of professionals. NASW views continuing education as an essential activity for ensuring quality social work services for clients. Social Workers are providing services in prevention, intervention, and treatment to an array of clients. Knowing the best practices and innovations in the field of social work will assist in protecting consumers in getting the best services as possible.

All states, except New York and Hawaii, have continuing education requirements for licensed social workers. Social work provides critical services in prevention, intervention, and treatment to a broad spectrum of clientele. Continuing education opportunities will continue to be available statewide via in-person webinars, and teleconference (i.e. Polycom) by approved providers. Continuing education is a national standard. Social workers want to be recognized as meeting that standard.

I urge your favorable consideration of SB 200. Thank you for this opportunity to testify.

THE SENATE
THE TWENTY-SEVENTH LEGISLATURE
REGULAR SESSION OF 2013

COMMITTEE ON COMMERCE AND CONSUMER PROTECTION

Senator Rosalyn H. Baker, Chair
Senator Brickwood Galuteria, Vice Chair

NOTICE OF DECISION MAKING

DATE: Wednesday, February 20, 2013
TIME: 9:30am
PLACE: Conference Room 229
State Capitol
415 South Beretania Street

FROM: Victor Voth, LCSW, DCSW
President
National Association of Social Workers - Hawaii Chapter

RE: SB 200 Relating to Continuing Education for Social Workers - SUPPORT

Consumer Protection: Requiring continuing education courses for social workers who are renewing their licenses will give assurance to Hawaii's consumers that social workers are current with the latest developments in their field. Social workers provide critical services in prevention, intervention, and treatment to a broad spectrum of clientele, including women, children and families, the incarcerated, the elderly, the medically vulnerable, the homeless and the marginalized who face racial and gender discrimination all of whom deserve to know their social worker is current in their chosen area of practice.

Continuing education increases the **knowledge base** and **competency levels** of social work professionals. I serve returning Veterans from Iraq and Afghanistan, many of whom present complex emotional, psychological and physical needs requiring in many cases long-term care from a multi-disciplinary team of care providers. It is critical that these

men and women Veterans know that I and my social work colleagues are current and trained in up-to-date treatment methods and care no less than any other professional serving them.

· **Access to best practices and innovations** in the field of social work. The role of the Hawaii chapter of NASW will be to assist in the coordination of the variety of important trainings necessary to ensure that its membership is in compliance with this critical legislation, to include not only in-person trainings but electronic teleconference and webinar outreach to social workers in both urban and rural settings throughout Hawaii.

· **Continuing education is a national standard and social work ethic.** All states, except New York and Hawaii, have continuing education requirements for licensed social workers. Our Hawaii communities deserve that social workers in Hawaii be recognized as professionals meeting that standard.

I strongly urge your favorable consideration of HB 178.

Thank you for this opportunity to testify.
Victor Voth, LCSW, DCSW



Hawai'i Psychological Association

For a Healthy Hawai'i

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Senator Rosalyn H. Baker, Chair
Senator Brickwood Galuteria, Vice Chair
Committee on Commerce and Consumer Protection

February 18, 2013

TESTIMONY IN SUPPORT OF SB 200 **Relating to Continuing Education**

Honorable Chair Rosalyn H. Baker, Vice Chair Brickwood Galuteria and members of the committee, my name is Dr. Darryl Salvador. I am a Clinical Psychologist and President of Hawai'i Psychological Association (HPA). I would like to provide testimony in support of Senate Bill 200.

Similar to the National Association of Social Workers Hawai'i Chapter, the mission of the HPA is to enhance the quality of life for the people of Hawai'i by encouraging, integrating, applying, and communicating the contributions of Psychology in all its branches. The HPA seeks to strengthen public relations, advocate for a psychologically healthy community, develop solutions for mental health care, be responsive to the multiple cultures in Hawai'i, promote the highest standards of professional ethics, and to diffuse psychological knowledge through meetings, conventions and publications. As part of this mission, we are committed to promoting lifelong learning to account for the changing world in which we live. We support this bill with the shared goal to promote client/patient safety and support the valuable role social workers contribute in our health care system.

It is estimated that the rate of human information is doubling every two years. Additionally, multicultural experts have pointed to changing demographics in the United States, particularly Hawai'i, and suggest that professionals must make substantive revisions to their curriculum, training, research and practice to address issues of race and ethnicity, culture, gender and sexual orientation. To maintain minimal competency in working with these diverse populations, we must understand the cultural context of these populations, be aware of potential bias in our practices and be familiar with culturally adapted treatments.

We all must maintain the ability to learn how to learn, be able to adapt to change and access new knowledge to improve our competencies and performance. The goal is to constantly recharge our batteries to motivate self-renewal and keep abreast of new knowledge, skills and relevant information. We feel that SB 200 is an important step in that direction.

Senator Rosalyn H. Baker, Chair
Senator Brickwood Galuteria, Vice Chair
February 18, 2013
Page 2

Thank you for your consideration of our testimony in support of SB 200.

Respectfully submitted,

Darryl S. Salvador, Psy.D.
Hawai'i Psychological Association
President

TO: Senate Committee on Commerce and Consumer Protection
RE: SB 200, Relating to Continuing Education for Social Workers - SUPPORT
Hearing time and date: February 20, 2013, 9:30 am

My name is Kenneth W.Y. Lee. I am retired social worker with over 45 years of experience. Since my retirement, I have continued to practice as a licensed social worker through volunteer work with the Hawaii Chapter of the American Red Cross and American Cancer Society. I would like to offer testimony in expression of my avid support of SB 200 Relating to Continuing Education for Social Workers.

Since I completed my social work training in 1968, the practice of social work has dramatically changed through evidence-based research studies. Some of the social work interventions and practices that I was initially taught have been proven, through evidence-based studies to be ineffective, or sometimes counter productive to clients.

As an example, the model for the stages of resolution of grief (created by Dr. Elizabeth Kubler-Ross in her milestone book "On Death and Dying", 1969) was well accepted and utilized by mental health professionals (myself included) for over four decades. The stages in her model (denial, anger, bargaining, depression and acceptance) have very recently been proven through evidence-based studies to be inaccurate. The model itself was not based on any credible scientific research, yet it was widely accepted by both the professional community and the public. Many mental health professionals, without any knowledge of these recent findings, still continue to use this model of grief resolution, to the possible detriment of their clients.

My strong support of SB 200 is for the following reasons:

- Only through mandating continuing education can the State ensure that the knowledge base and competency levels of all licensed social work professionals are current.
- Mandated continuing education ensures that licensed social workers are required to have access to best practices and the most recent innovations in the field of social work. This would improve and maintain the ability of social workers to provide effective, quality services to a broad spectrum of vulnerable clients. Requiring continuing education will protect Hawaii's consumers by assuring that social workers are current with the latest developments in their field.
- Required continuing education will not present an undue burden for social workers. Many training opportunities are available statewide through in-person webinars, and teleconferences by approved providers.

All states, except Colorado and Hawaii, have continuing education requirements for licensed social workers. CE is a national standard. Hawaii's licensed social workers want to be recognized as meeting a widely accepted professional standard. For this, and all of the above reasons I urge you to support SB 200 and its companion bill, HB 178.

Thank you for this opportunity to testify,

Kenneth W.Y. Lee, LSW

February 16, 2013

TO: Senator Rosalyn H. Baker, Chair Senate Commerce and Human Protection Committee
Senator Brickwood Galuteria, Vice Chair
Senator Clarence K. Nishihara
Senator Malama Solomon
Senator Brian T. Taniguchi
Senator Glenn Wakai
Senator Sam Slom

February 22, 2013 9:30 Room 229

FROM: Stephanie W. Batzer

RE: SB 200 Relating to Continuing Education for Social Workers - **SUPPORT**

Senator Suzanne Chun-Oakland Chair, Senator Josh Green M.D. Vice Chair, and members of the Senate Human Services Committee, my name is Stephanie Batzer. I am a Masters of Social Work candidate at the University of Hawaii, and a student member of the National Association of Social Workers, as well as a member of its Executive Committee. I have had the great fortune to travel and live across the globe during the course of my adult life, finally settling in this great state for the past 15 years. Four years ago, I chose to make a mid life career change, moving from information technology to social work in order to give back to the communities that have supported me over my career. I have come to see Hawaii as a great melting pot, filled with different cultures, which have unique perceptions as to their needs and beliefs. I strongly support SB 200 Relating to Continuing Education for Social Workers.

I strongly support this bill for the following reasons:

- Continuing education increases the knowledge base and competency levels of social work professionals.
- Continuing education requirements ensure that licensed social workers have access to best practices and innovations in the field of social work and can continue to provide quality services to an array of clients.
- Continuing education opportunities will continue to be available statewide via in-person webinars, and teleconference (i.e. Polycom) by approved providers.
- All states, except Colorado and Hawaii, have continuing education requirements for licensed social workers. CE is a national standard. We social workers want to be recognized as meeting that standard.
- Social work provides critical services in prevention, intervention, and treatment to a broad spectrum of clientele.

- Consumer Protection: Requiring continuing education courses for social workers who are renewing their licenses will give assurance to Hawaii's consumers that social workers are current with the latest developments in their field.

These reasons support the core values rooted in the mission of social work, which include:

- Service
- Social justice
- Dignity and worth of the person
- Importance of human relationships
- Integrity, and
- Competence

Competence is the key core value driving our need for continuing education. Ethically, social workers practice within their areas of competence and develop and enhance their professional expertise. Our code of ethics from the NASW states: "Social workers should strive to become and remain proficient in professional practice and the performance of professional functions. Social workers should critically examine and keep current with emerging knowledge relevant social work. Social workers should routinely review the professional literature and participate in continuing education relevant to social work practice and social work ethics."

I believe that the practice of continuing education stimulates the day-to-day practice of social workers by exposing them to new ideas and techniques. It also keeps social worker skills sharp, avoiding obsolescence. We don't know what will be important in 10 years. We don't know what research will be published, what concepts will make a difference in our clients lives. Continuing education is vital in providing services across our diverse population.

I urge your favorable consideration of SB 200.

Thank you for this opportunity to testify.

February 18, 2013

TO: Senator Rosalyn H. Baker, Chair Commerce and Consumer Protection
Committee
Senator Brickwood Galuteria, Vice Chair
Senator Clarence K. Nishihara
Senator Malama Solomon
Senator Brian T. Taniguchi
Senator Glenn Wakai
Senator Sam Slom

February 20, 2013; 9:30 a.m.; Conference Room 229

FR: Sharon Otagaki, LSW; ACSW

RE: SB 200 Relating to Continuing Education for Social Workers – Support

Chair Rosalyn H. Baker, Vice Chair Brickwood Galuteria, and Members of the Commerce and Consumer Protection Committee, my name is Sharon Otagaki and I am the chair of the Legislative Committee of the National Association of Social Workers (NASW), Hawaii Chapter. NASW is the largest professional organization of social workers in Hawaii with over 950 members, and has been committed to the professional development and ethical practice standards of social workers. NASW strongly supports SB 200 Relating to Continuing Education for Social Workers.

Social Workers provide critical services to a broad spectrum of clients in health, mental health, substance abuse, child welfare, education, rehabilitation, and aging. It is essential for social workers to engage in continuing education to regularly increase their knowledge base, competency levels, best practices, and social work ethics. Hawaii and New York are the only two states that do not require continuing education for licensed social workers. If passed, SB 200 will ensure consumers of social work services and their communities that social workers are current with the latest developments in their field, and are providing quality services.

Once again, NASW strongly supports SB 200, and urges your favorable consideration. Thank you for the opportunity to provide testimony.

February 19, 2013

TO: Senate Committee on Commerce and Consumer Protection

Chair Baker, Vice Chair Galuteria and Committee members

February 20, 2013 9:30 am

Room 229

FROM: Tiffany Davis

RE: SB 200 Relating to Continuing Education for Social Workers - **SUPPORT**

Chair Baker, Vice Chair Galuteria and committee members, I am Tiffany Davis, I am social work student and a member of the National Association of Social Workers (NASW). I strongly support SB 200 Relating to Continuing Education for Social Workers.

I strongly support this bill for the following reasons:

- Continuing education increases the knowledge base and competency levels of social work professionals.
- Continuing education requirements ensure that licensed social workers have access to best practices and innovations in the field of social work and can continue to provide quality services to an array of clients.
- Continuing education opportunities will continue to be available statewide via in-person webinars, and teleconference (i.e. Polycom) by approved providers.
- All states, except Colorado and Hawaii, have continuing education requirements for licensed social workers. CE is a national standard. We social workers want to be recognized as meeting that standard.
- Social work provides critical services in prevention, intervention, and treatment to a broad spectrum of clientele.
- Consumer Protection: Requiring continuing education courses for social workers who are renewing their licenses will give assurance to Hawaii's consumers that social workers are current with the latest developments in their field.

I urge your favorable consideration of SB 200.

Thank you for this opportunity to testify.

February 19, 2013

TO: Commerce and Consumer Protection Committee
Senator Rosalyn H. Baker, Chair
Senator Brickwood Galuteria, Vice Chair

February 20 at 9:30 in Room 229

FROM: Mari Ono, MSW, LSW

RE: SB 200 Relating to Continuing Education for Social Workers - **SUPPORT**

Senator Rosalyn H. Baker, Chair; Senator Brickwood Galuteria, Vice Chair, and members of the Senate Commerce and Consumer Protection Committee, my name is Mari Ono, MSW. I am a social worker and a member of the National Association of Social Workers (NASW). I strongly support SB 200 Relating to Continuing Education for Social Workers.

I strongly support this bill for the following reasons:

- Continuing education increases the knowledge base and competency levels of social work professionals.
- Continuing education requirements ensure that licensed social workers have access to best practices and innovations in the field of social work and can continue to provide quality services to our diverse clients and communities.
- Continuing education opportunities will continue to be available statewide via in-person webinars, and teleconference (i.e. Polycom) by approved providers.
- All states, except New York and Hawai'i, have continuing education requirements for licensed social workers. CE is a national standard. We, as social work professionals, want to be recognized as achieving that standard.
- Social work provides critical services in prevention, intervention, and treatment to a broad spectrum of clientele.
- Consumer Protection: Requiring continuing education courses for social workers who are renewing their licenses will give assurance to Hawai'i's consumers that social workers are current with the latest professional knowledge and developments in their field.

I urge your favorable consideration of SB 200.

Mahalo nui loa.

February 19, 2013

TO: Senator Rosalyn H. Baker, Chair Senate Commerce and Consumer Protection Committee
Senator Brickwood Galuteria., Vice Chair
Senator Brian T. Taniguchi
Senator Clarence K. Nishihara
Senator Malama Solomon
Senator Glenn Wakai
Senator Sam Slom

February 20, 2013 9:30am Conference Room 229

FROM: S. Joy Quick, MA, MFT, CSAPA; AAMFT Hawaii Division President-Elect

RE: SB 200 Relating to Continuing Education for Social Workers - **SUPPORT**

Senator Rosalyn Baker, Chair, Senator Brickwood Galuteria, Vice Chair, and members of the Senate Commerce and Consumer Protection Committee, I am Joy Quick. I am a Hawaii licensed Marriage and Family Therapist and I strongly support SB 200 Relating to Continuing Education for Social Workers.

I strongly support this bill for the following reasons:

- Continuing education increases the knowledge base and competency levels of social work professionals.
- Continuing education requirements ensure that licensed social workers have access to best practices and innovations in the field of social work and can continue to provide quality services to an array of clients.
- Continuing education opportunities will continue to be available statewide via in-person webinars, and teleconference (i.e. Polycom) by approved providers.
- All states, except New York and Hawaii, have continuing education requirements for licensed social workers. CE is a national standard. We social workers want to be recognized as meeting that standard.
- Social work provides critical services in prevention, intervention, and treatment to a broad spectrum of clientele.
- Consumer Protection: Requiring continuing education courses for social workers who are renewing their licenses will give assurance to Hawaii's consumers that social workers are current with the latest developments in their field.

I urge your favorable consideration of SB 200. Thank you for this opportunity to testify.

Feb. 19, 2013

TO: Senator Rosalyn H. Baker, Chair
Senator Brickwood Galuteria, Vice Chair
Members of the Commerce and Consumer Protection Committee

Feb 20, 2013

FROM: Lana Sue Ka 'opua, PhD, DCSW, LSW

RE: SB 200 Relating to Continuing Education for Social Workers - **SUPPORT**

My name is Lana Sue Ka'opua and I am a licensed social worker, social work educator, researcher specializing in evidence-based health interventions, and a member of the National Association of Social Workers (NASW). I strongly support SB 200 Relating to Continuing Education for Social Workers.

I strongly support this bill for the following reasons:

- Continuing education (CE) increases the knowledge base and competency levels of social work professionals.
- CE requirements ensure that licensed social workers have access to best practices and innovations in the field of social work and thus, are able to provide services based on evidence-based (empirical) research and best practices literature. Importantly, this serves to protect those who we serve as clients.
- CE opportunities will continue to be available statewide via in-person webinars, and teleconference (i.e. Polycom) by approved providers.
- CE in social work is the national standard. Hawai'i is one of only two states that presently, have no CE requirements for licensed practitioners. We in Hawai 'i aspire to meeting the national standard.
- Social work provides critical services in prevention, intervention, and treatment to a broad spectrum of clientele.
- Requiring CE courses for social workers renewing their licenses will give assurance to Hawai'i's consumers that social workers are current with the latest developments in their field.

I urge your favorable consideration of SB 200.

Thank you for this opportunity to testify.

**Senate Joint Committees on Health & Human Services
S.B. 200 Relating to Health**

**Testimony of Yvonne Yim MSW LCSW DCSW
Clinical Social Worker Private Practice**

**February 20, 2013 0930 am
Room 229**

I am testifying **IN FAVOR** of S.B. 200

I met a social worker that was assisting an elderly woman find new housing. In exchange for services the elderly woman would watch this social workers children while she was at work. Now this may seem like an innocent transaction, but it is unethical!

The social work profession is a science. The information, theories and processes we apply with our clients are empirically based. Everyday social work researchers are evaluating, developing and re-evaluating constructive information to better help our clients. Just as a medical physician learns about new drugs or surgical procedures so must we social workers improve our practice.

SB 200 would allow social workers across our state from Honolulu to the Kau to mandate our clinical accountability to our consumers. Our consumers are the most vulnerable and often powerless because they tend to be the minority of society (e.g. homeless, substance abusers). However, our clients' demographics are changing as more and more individuals, couples and families are turning to social worker for assistance. Hawaii SB 200 adds a level of protection that does not exist today.

As with any new law there are costs and benefits, however I feel that the cost of SB 200 cannot be measured in numbers. Our consumers need to be protected and I feel strongly that the social work profession needs to also be protected from social workers that practice unethically.

Thank you for this opportunity to testify.

SB200

Submitted on: 2/17/2013

Testimony for CPN on Feb 20, 2013 09:30AM in Conference Room 229

Submitted By	Organization	Testifier Position	Present at Hearing
Troy Abraham	Individual	Support	No