

**Minutes
Arkansas Psychology Board
101 East Capitol, Suite 415
Board Meeting
June 27, 2007**

CALL TO ORDER

The meeting was called to order by Mr. Dwight Sowell, Chair, at 1:30 p.m.

Board Members present: Dr. Joe Alford, Dr. Russell Dixon, Ms. Jane English, Dr. Sabra Hassel (teleconference), Dr. Bettye Hoffman (teleconference), and Dr. Tom Poling.

Staff Members present: Ms. Amy Ford, Ms. Janet Welsh and Ms. Rebecca Wright.

Guests present: Ms. Stacy Dixon, Ms. Karen Finch, and Dr. Gary Souheaver.

Meeting Agenda

Mr. Sowell presented the agenda. Dr. Joe Alford made a motion to approve the agenda. Dr. Russell Dixon seconded the motion. The motion passed unanimously.

Minutes

Mr. Sowell presented the June 15, 2007 minutes. Dr. Alford made a motion that the minutes be tabled until the next regularly scheduled Board meeting due to the length of the minutes. Dr. Dixon seconded the motion. The motion passed unanimously.

NEW BUSINESS

Credit Monitoring Service

Dr. Alford stated that after researching credit monitoring services, Equifax could provide the Board with a group package that would lower the total cost. Equifax would provide a code for each individual affected by the release of sensitive information to use. The service will last one (1) year for each individual at a cost of approximately \$48 per individual. The service will not be automatically renewed; the individual may renew the service after one (1) year on his/her own. The individuals would be contacted by personalized letters of the decision and a personalized letter to follow when the Equifax codes are available.

Dr. Dixon clarified that individuals who have already purchased a credit monitoring service due to the release of sensitive information could be reimbursed. If the individual bought an Equifax monitoring service, he/she has thirty (30) days to cancel the service and use the Board's service.

Dr. Joe Alford made a motion that the Equifax one (1) year monitoring service be purchased in a group package for individuals affected by the released of sensitive information. Dr. Sabra Hassel seconded the motion. The question was called. The motion passed unanimously.

Release of Sensitive Information Investigation Report – Karen Finch

Karen Finch has a master's degree in social work and is licensed in Arkansas as a Social Worker. Ms. Finch gave background information and a timeline of the release of sensitive information. She stated that she met with Ms. Janet Welsh, Executive Director and Ms. Rebecca Wright, Administrative Assistant, individually. Ms. Finch stated that Ms. Wright provided a written summary of what was told in her interview along with recommendations of how to better the staff office to avoid another occurrence of information release.

The concern of the Board was that the Board members and the individuals affected by the release of sensitive information were not informed in a timely manner. Ms. Finch stated that the staff did inform the Information Network of Arkansas (INA) of the release of sensitive information and INA assured the staff members that the situation would be handled quickly. However, it does appear that INA did not work efficiently or quickly enough yet kept assuring the staff members that it would be taken care of in a timely manner. Because INA is only a website host, they may not be responsible for monitoring websites they host. Ms. Finch stated that the staff members do understand that better steps could have been taken in working quickly and working with the appropriate individuals and entities in correcting the matter.

The database system, GL Suite, and INA have more experience and know the law better about information being released and the protocol to follow if sensitive information is released. However, though the systems are provided, the entities are not necessarily responsible for what is done with the information.

Another concern is that Ms. Wright's work is not monitored or checked. Ms. Finch stated that the mistake was human error. She stated that the GL Suite database system be reconsidered due to the staff members having little control over the export functions. Ms. Finch stated that proofreading procedures be put in place and to look at all of the systems currently being used to better the processes and consider updating/changing.

Dr. Gary Souheaver, recognized by the Chair, stated that he had concerns that this had been happening before and the individuals were not notified. Ms. Welsh stated that this is the first time any information has been released and that the staff members were updating processes and looking at the database and website systems to insure that information would not be released again.

The Board, and some guests, had concerns that the Board office collects social security numbers and date of births. The information is collected due to the Office of Child Support Enforcement (OCSE) Act 1163 of 1997.

Ms. Finch passed out handouts of Ms. Wright's written summary of what happened. She stated she would not comment on the recommendations; that would be the Board's decision to discuss

and act on. Dr. Alford stated that the summary and the recommendations were lengthy and requested that the Board members not discuss at this meeting. He stated that the Board members needed time to read the summary and consider the recommendations.

Dr. Gary Souheaver, recognized by the Chair, requested that Ms. Amy Ford, Assistant Attorney General, or the Attorney General's Office, investigate the relationship of GL Suite and INA to know exactly what the entities are or are not responsible for considering sensitive information being released. Mr. Sowell requested the expectation of this request. Dr. Souheaver stated that possibly GL Suite and INA, working with online information daily, that the entities should have recognized earlier that a mistake could have been made or found the release of information and corrected it quickly. Ms. Ford stated that she does not know of the Attorney General's office having an investigative authority. She stated she would inquire of any assistance that could be given to this request.

Dr. Hassel stated that she had seen in the media that INA has had many problems. Ms. Ford added that other state agencies are commissioned to use INA as a website host.

Ms. Ford stated the Board office has had many problems with the GL Suite database.

Dr. Dixon requested that questions be directed to the staff members. Dr. Bettye Hoffman stated that the investigator had enough information and she provided that to the Board. Dr. Hoffman requested that the Board continue the meeting.

Mr. Sowell extended the Board's thanks to Ms. Finch for the investigation and the information provided.

The Board recessed at 2:35 p.m.

The Board reconvened at 2:40 p.m.

Dr. Dixon made a motion that the Board enter executive session to discuss personnel issues. Dr. Alford seconded the motion. The motion passed unanimously.

The Board entered executive session at 2:40 p.m. The staff members were asked to leave.

The Board reconvened publicly at 3:30p.m.

Dr. Alford made a motion that the Board prepare personalized letters to the staff members expressing concerns of the release of sensitive information and the events that occurred, and that if there are further problems, there will be disciplinary actions. The official letter will be entered into each staff member's personnel file. Dr. Alford requested that Dr. Dixon and Mr. Dwight Sperry write the letters. Dr. Dixon seconded the motion. There were four (4) yes votes. Dr. Hoffman voted no. Dr. Hassel was not present at this time. The motion passed.

Mr. Sowell gave an opportunity to the staff to speak. The staff members were not prepared for this opportunity and did not speak.

Adjourn

Dr. Dixon made a motion to adjourn. Ms. Jane English seconded the motion. The motion passed unanimously. The meeting was adjourned.

DRAFT