

IN THE MATTER OF \* BEFORE THE MARYLAND  
JENNIFER HANCE, LCSW-C \* STATE BOARD OF  
RESPONDENT \* SOCIAL WORK EXAMINERS  
License Number: 13508 \* Case Number: 2020-2890

\* \* \* \* \*  
CONSENT ORDER

The Maryland Board of Social Work Examiners (the “Board”) charged **Jennifer Hance**, Licensed Certified Social Worker-Clinical (**LCSW-C**), (the “Respondent”), **License Number 13508**, with violating various provisions of the Maryland Social Workers Act (the “Act”), codified at Md. Code Ann., Health Occ. §§ 19-101 *et seq.* (2021 Repl. Vol.).

The pertinent provisions of the Act provide the following:

§ 19-311. Grounds for license denials, discipline

Subject to the hearing provisions of § 19-312 of this subtitle, the Board may deny a license to any applicant, fine a licensee, reprimand any licensee, place any licensee on probation, or suspend or revoke a license if the applicant or licensee:

.....

- (4) Commits any act of gross negligence, incompetence, or misconduct in the practice of social work;
- (5) Engages in a course of conduct that is inconsistent with generally accepted professional standards in the practice of social work;
- (6) Violates any provision of this title or regulations governing the practice of social work adopted and published by the Board;

.....

- (11) Makes or files a false report or record in the practice of social work;

Pursuant to Health Occ. § 19-311(6), the pertinent provisions of Md. Code Regs. (“COMAR”), provide the following:

**COMAR 10.42.03.03. Responsibilities to Clients.**

....

B. The licensee may not:

- (1) Participate or condone dishonesty, fraud, deceit, or misrepresentation;

**COMAR 10.42.03.06. Standards of Practice.**

A. Professional Competence. The licensee shall:

....

- (7) Document and maintain appropriate and accurate records of professional service, supervision, and research work;

**COMAR 10.42.08.07. Responsibilities of a Supervisor.**

....

C. A supervisor shall:

....

- (4) Maintain documentation, for at least 5 years, of the supervisory sessions, including dates, duration, and focus of the supervisory sessions[.]

As a result of the negotiations between the Administrative Prosecutor and the Respondent, represented by counsel, the parties agreed to the following Consent Order consisting of Findings of Fact, Conclusions of Law, and Order.

**FINDINGS OF FACT**

The Board finds that:

### **Background**

1. At all times relevant hereto, the Respondent was licensed to practice social work in the State of Maryland. The Respondent was initially licensed to practice as a licensed master social worker (“LMSW”) in Maryland on or about June 23, 2004. On or about May 22, 2007, the Respondent was licensed to practice as a licensed certified social worker-clinical (“LCSW-C”) in Maryland. The Respondent’s LCSW-C license is due to expire on October 31, 2023.

2. At all times relevant hereto, the Respondent held an active status as a Board-approved supervisor. The Respondent received approval as a Board-approved supervisor on or about July 7, 2008.

3. On or about May 10, 2016, the Respondent began employment as the Director of Clinical Services at a company (the “Company”)<sup>1</sup> that provides services to individuals associated with “human service and correctional systems.” The Respondent was assigned to work as the Director of Clinical Services at a full-day special education school (the “School”) that was owned and operated by the Company and provided services and education for students ages 11-21 with autism, emotional disabilities, and intellectual disabilities.

4. As the Director of Clinical Services, the Respondent’s overall purpose was to “plan, direct, and coordinate the operations of the Clinical Services Department.” As

---

<sup>1</sup> To ensure confidentiality, proper names are not set forth in this document. The names are available to the Respondent upon written request to the Administrative Prosecutor.

part of her job responsibilities, the Respondent was required to “supervise and oversee all aspects of clinical services” and was “accountable for ensuring that [Company’s] Clinical Services Department is in compliance with [Company], regulatory and governmental regulations.”

5. In addition, as the Director of Clinical Services, in October 2019, the Respondent was the Clinical Supervisor for a licensed master social worker (the “LMSW”) who provided clinical social work services to clients at the School under the Respondent’s supervision.

#### **Self -Report**

6. On or about October 13, 2020, the Respondent self-reported to the Board conduct she engaged in during her practice as a social worker in Maryland that she believed to be potential violations of the Maryland Social Workers Practice Act. The Respondent wrote the following in her October 13, 2020 letter:

On Monday October 5, 2020 I made a decision to act in a way that is not only the opposite of what is expected of a LCSW-C, but also contradicts how I have conducted myself over the past 15 years as a practicing Social Worker. While acting as the Clinical Director at [the School] I was asked to provide additional documentation as part of an annual audit by Medical Assistance and The [sic] Maryland State Department of Education. The requested document was an individual supervision log of a LMSW for October 2019. Instead of simply stating that I could not locate this requested document, I changed the date of a previous supervision log and submitted that document.

On Tuesday, October 6, 2020, I reported my actions to my direct supervisor and resigned from my position at [the School].

#### **Board Investigation**

7. Thereafter, the Board initiated an investigation. As part of the Board's investigation, the Board conducted interviews and obtained copies of personnel records, and other relevant documents.

8. The Company's Director of Quality and Compliance conducted an internal investigation of the October 5, 2020 incident involving the Respondent. In her Summary Report and Findings dated June 15, 2020, the Director of Quality and Compliance documented the following:

- a. On October 1, 2020, the Medicaid Monitoring Specialist from the Maryland State Department of Education (MSDE) "requested additional information from [the Respondent] due to an ongoing audit for the period of October 2019." Among the items requested were "supervision logs<sup>2</sup>" of the LMSW by the Respondent for the month of October 2019.
- b. On October 5, 2020, the Respondent sent "an email at 10:58 a.m. to the [Medicaid Monitoring Specialist] with a falsified supervision log for [the LMSW] attached."
- c. The Respondent "explained to [the Director of Quality and Compliance] that she was sure she had done the supervision in October 2019 as required, but that she could not locate the documentation to send to the auditors." The Respondent told the Director of Quality and Compliance "that she took another log that was already signed by [the LMSW] and changed the dates for the time period needed."
- d. The Respondent told the Director of Quality and Compliance that she "altered the supervision notes (previously signed by [the LMSW] for another period.)" The Respondent said that she essentially "cut and pasted" the supervision notes and "only changed the dates using "white out".

---

<sup>2</sup> Since the services were provided by the LMSW, regular supervision notes for the Respondent as the supervising LCSW-C are necessary to bill for the services rendered.

- e. On October 5, 2020, at 12:46 p.m., the Respondent “received an email from [Medicaid Monitoring Specialist] that they were requesting supervision logs for [the LMSW] for the period of October 2019 and not October 2020 (which is what she had sent).”
- f. The Respondent told the Director of Quality and Compliance “that this is when she realized her falsified supervision log was not done for the time period required by the auditors. In fact, she stated that she mistakenly used the year 2020 and the dates on the log had not even occurred yet. While she did not know if this detail was noticed by the auditors, she felt that it would be noticed at some point by someone. [The Respondent] told the [Director of Quality and Compliance] that she knew she had made a horrible decision and had to report it to someone.”
- g. On October 5, 2020, the Respondent “sent an email back to the [Medicaid Monitoring Specialist] at 1:54 p.m. indicating that the correct supervision log could not be located. [The Respondent] indicated in the email that [the School] knew this would result in a citation/finding.”
- h. On October 6, 2020, the Vice President of Education for the Company (“VP of Education”) reported the situation to the Director of Quality and Compliance.
- i. On October 6, 2020 at 12:39 p.m., the Director of Quality and Compliance spoke to the Respondent who “explained the timeline and her actions in detail during the conversation.” The Respondent “stressed that it was a ‘horrible decision’ on her part and that no one else was aware of it or a party to the action prior to her telling her supervisor [the VP of Education].”
- j. On October 6, 2020, at approximately 3:50 p.m., the Director of Quality and Compliance filed a “fraud report” electronically with the Maryland Medicaid system on behalf of the Company.<sup>3</sup>

---

<sup>3</sup> The Director of Quality and Compliance filed a fraud complaint on the Maryland Department of Health Office of the Inspector General’s website on October 6, 2020. The outcome of the complaint is unknown at this time

9. The Board received the following documents from the Company that show the following:

- a. On October 5, 2020 at 10:58 a.m., the Respondent sent an email to the Medicaid Monitoring Specialist indicating that “Individual Supervision Log for [the LMSW] is attached.”
- b. The attachment the Respondent included in the email was an individual supervision log for two days for the LMSW that the Respondent supervised. The dates of the individual supervision were “10/9/20” and “10/15/20.”<sup>4</sup> The individual supervision log was signed by the LMSW and the Respondent.
- c. The Medicaid Monitoring Specialist sent an email to the Respondent on October 5, 2020 at 12:46 p.m. stating that “the supervision log you sent is for this year 10-20. We are auditing 10-19.”

10. Personnel records received from the Company include the Respondent's letter of resignation dated October 6, 2020 and also indicate that on October 6, 2020, the Respondent was terminated from her employment at the Company for “falsification of documentation.”

### CONCLUSIONS OF LAW

Based on the foregoing Findings of Fact, the Board concludes as a matter of law that the Respondent violated:

Health Occ. § 19-311. Grounds for license denials, discipline

Subject to the hearing provisions of § 19-312 of this subtitle, the Board may deny a license to any applicant, fine a licensee, reprimand any licensee, place any licensee on probation, or suspend or revoke a license if the applicant or licensee:

---

<sup>4</sup> At the time the email was sent by the Respondent on October 5, 2020, October 9, 2020 and October 15, 2020 had yet to occur.

- .....
- (4) Commits any act of gross negligence, incompetence, or misconduct in the practice of social work;
  - (5) Engages in a course of conduct that is inconsistent with generally accepted professional standards in the practice of social work;
  - (6) Violates any provision of this title or regulations governing the practice of social work adopted and published by the Board;
- ....
- (11) Makes or files a false report or record in the practice of social work;

Pursuant to Health Occ. § 19-311(6), the pertinent provisions of Md. Code Regs. (“COMAR”), provide the following:

**COMAR 10.42.03.03. Responsibilities to Clients.**

- .....
- B. The licensee may not:
    - (2) Participate or condone dishonesty, fraud, deceit, or misrepresentation;

**COMAR 10.42.03.06. Standards of Practice.**

- B. Professional Competence. The licensee shall:
  - .....
  - (8) Document and maintain appropriate and accurate records of professional service, supervision, and research work;

**COMAR 10.42.08.07. Responsibilities of a Supervisor.**

- .....
- C. A supervisor shall:
- .....



## ORDER

Based on the foregoing Findings of Fact and Conclusions of Law, it is this 10<sup>th</sup> day of February, 2023, by a majority of the quorum of the Board considering this case hereby:

**ORDERED** that the Respondent's license to practice social work shall be **SUSPENDED** for a **MINIMUM OF NINE (9) MONTHS** beginning on the effective date of this Consent Order; and it is further

**ORDERED** that no earlier than **NINE (9) MONTHS** from the effective date of this Consent Order, the Respondent may submit a written petition to the Board requesting that the Board consider the reinstatement of her suspended license, but only if the Respondent submits to the Board with her written petition, documentary evidence that the following conditions have been met: (1) the Respondent enrolled in and successfully completed **WITHIN SIX (6) MONTHS** prior to her petition for reinstatement, a Board-approved, in-person, one-on-one, **ethics tutorial**, equivalent to at least (12) continuing education credits; (2) the Respondent submits to the Board a **written report** from the **ethics tutorial instructor** detailing the Respondent's participation in and completion of the course; (3) the Respondent submits a **written statement** to the Board stating what she has learned from the ethics tutorial; and, (4) **WITHIN SIX (6) MONTHS** prior to her petition for reinstatement, the Respondent enrolled in and successfully complete a **course on documentation/recordkeeping**, approved in advance by the Board.

reinstatement, the Respondent enrolled in and successfully complete a **course on documentation/recordkeeping**, approved in advance by the Board.

**ORDERED** that no part of the training or education that the Respondent receives in order to comply with the Consent Order may be applied to his continuing education credits required for certification; and it is further

**ORDERED** that the Respondent shall not serve or continue to serve as a Board Authorized Sponsor, presenter and/or trainer of social work continuing education learning activities, an Ethics Tutor, an evaluator for the Board, or a Board Approved Supervisor for a period of five (5) years from the effective date of this Consent Order; and it is further

**ORDERED** that if the Respondent violates any of the terms and conditions of this Consent Order, the Board, in its discretion, after notice and an opportunity for an evidentiary hearing if there is a genuine dispute as to the underlying facts, or an opportunity for a show cause hearing before the Board otherwise, may impose any sanction that the Board may have imposed in this case, including additional probationary terms and conditions, a reprimand, suspension, revocation and/or a monetary penalty; and it is further

**ORDERED** that the Respondent shall be responsible for all costs incurred in fulfilling the terms and conditions of this Consent Order; and it is further

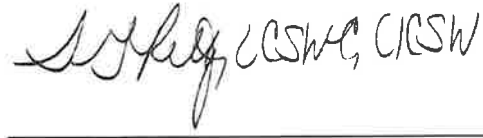
**ORDERED** that this Consent will be posted on the Board's website and reported to the National Practitioner Data Bank ("NPDB"); and it is further

**ORDERED** that the for the public disclosure, this Consent Order is considered a **PUBLIC DOCUMENT** pursuant to Md. Code Ann., Gen. Prov. §§ 4-101 *et seq.* (2014

CONSENT ORDER  
Jennifer Hance, LCSW-C  
License Number: 13508

**ORDERED** that this Consent will be posted on the Board’s website and reported to the National Practitioner Data Bank (“NPDB”); and it is further

**ORDERED** that the for the public disclosure, this Consent Order is considered a **PUBLIC DOCUMENT** pursuant to Md. Code Ann., Gen. Prov. §§ 4-101 *et seq.* (2014 Repl. Vol. & 2020 Supp.) and is reportable to any entity to who the Board is obligated to report.<sup>5</sup>



---

2/10/2023

Date

Sondra Petty, LCSW-C  
Board Chair  
Maryland Board of Social Work Examiners

---

<sup>5</sup> This includes the Board’s public website and NPDB.

**CONSENT OF JENNIFER HANCE, LCSW-C**

I, Jennifer Hance, acknowledge that I am represented by an attorney and have consulted with my attorney before entering into this Consent Order. By this Consent Order and for the purpose of resolving the issues raised by the Board, I agree and accept to be bound by the foregoing Consent Order and its conditions.

I waive any rights I may have to contest the Findings of Fact and the Conclusions of Law. I acknowledge the validity of this Consent Order as if entered into after the conclusion of a formal evidentiary hearing in which I would have had the right to counsel, to confront witnesses, to give testimony, to call witnesses on my own behalf, and to all other substantive and procedural protections provided by the law. I acknowledge the legal authority and jurisdiction of the Board to initiate these proceedings and to issue and enforce this Consent Order. I affirm that I am waiving my right to appeal any adverse ruling of the Board that might have followed any such hearing.

I sign this Consent Order, voluntarily and without reservation, after having an opportunity to consult with counsel, and I fully understand and comprehend the language, meaning and terms of this Consent Order.

2/2/23  
Date

Jennifer Hance, LCSW-C  
Jennifer Hance, LCSW-C

CONSENT ORDER  
Jennifer Hance, LCSW-C  
License Number: 13508

**NOTARY**

STATE OF Maryland

COUNTY OF Anne Arundel

I HEREBY CERTIFY that on this 2 day of February,  
2023, before me, a Notary Public of the State and County aforesaid, personally appeared  
**Jennifer Hance**, LCSW-C, License Number: 13508, and gave oath in due form of law that  
the foregoing Consent Order was his voluntary act and deed.

**AS WITNESS, my hand and Notary Seal.**

  
\_\_\_\_\_  
Notary Public

**My Commission Expires:** September 14, 2026.

JHON P CORDOVA HUACRE  
NOTARY PUBLIC  
ANNE ARUNDEL COUNTY  
MARYLAND  
MY COMMISSION EXPIRES SEPTEMBER 14, 2026