



## Information You Need To Know When Providing Services During Times of Crisis

Series of Six Videos



# Why Did We Create this Series?



The COVID-19 pandemic radically changed the way organizations deliver services. Remote work has become the new normal.

And although millions of workers worldwide are comfortable connecting with their jobs from anywhere, for millions, teleworking is a completely new challenge.

With this in mind, we decided to produce six videos on the **"Information You Need to Know When Providing Services During Times of**

**Crisis."** Our goal is to equip our policyholders with the necessary tools to protect their practices and careers.

Yvonne Chase, Betsy Cauble, and Dina Larsen teamed up with Patty Dold to produce these questions and answer type videos responding to the many challenges that behavioral health professionals are facing while practicing via teletherapy.

We produced this video series internally and remotely, with assistance from our risk management presenters and partners, and the skills of our in-house talent. We hope you benefit from their content and are able to share them with your colleagues.

# Our Presenters



**Yvonne M. Chase** is an Associate Professor in the Department of Human Services at the University of Alaska/Anchorage.

Dr. Chase's prior experience includes serving as deputy commissioner for two state departments in Alaska and one in Washington State. She also has significant experience in the non-profit sector.

Dr. Chase holds a bachelor's degree in sociology from Loyola University in Chicago, a master in social work from Howard University in Washington, DC, and a doctorate in social work from Norfolk State University. Her areas of interest include social work ethics, child welfare, serving diverse client populations and the global social work community.

## **NASW Involvement:**

President-Alaska Chapter (1984–1988); National Board of Directors (1998–2001); National Board Executive Committee (1998–2001); Executive Committee member (1999-2000 & 2000-2001); Chair, NASW National Committee on Inquiry (2001–2005); Board member, NASW Insurance Trust (2005–2007); Board member & Treasurer, NASW Assurance Services, Inc. (2007-2011); Board member & Treasurer, NASWIC, (2009 – present); Board member, RRG (2012–present); Chair, NASW Task Force on Professional Review (June 2003–June 2005); Chair, Gosnell Scholarship Committee (2011-2017, 2019-present); Member, Competence Certification Commission (2011–2013); and Chair, Chapter/National Modernization Task Force (2012 – 2015).

## **NASW Assurance Services Involvement:**

Dr. Chase has served as a member of the ASI Board and a member of the RRG Board. She currently serves as the Treasurer of NASWIC. She has also served as a presenter for the NASW Assurance Services' Risk Management Program on Ethical Practice since 2006.



# Our Presenters



**Betsy Cauble** retired from Kansas State University in May 2019.

She served as Associate Social Work Program coordinator from May 2015 to May 2019 following ten years as head of the Department of Sociology, Anthropology, and Social Work at Kansas State University. During her 25 years at KSU, Dr. Cauble taught every course in the social work curriculum.

Her prior experience includes serving as child welfare administrator at Franklin County Children's Services in Columbus, Ohio, director of a hospital

social work department, family therapist, director of a custody mediation research project, and foster parent.

Betsy received her bachelor's degree in psychology from the University of Colorado and her MSW and PhD from the University of Minnesota. Her areas of interest include social work practice, public policy, ethical behavioral health practice, and child welfare.

## **NASW Involvement**

Presently Board Director NASW Insurance Company

President and Chair of NASW Assurance Services, Inc. Board of Directors (2012-2015)

Director of NASW Assurance Services (2009-2012)

NASW Board Member (2004-2007)

NASW Board Executive Committee (2006-2007)

Chair NASW Membership Committee (2005-2007)

NASW Board Representative to the National PACE Committee

Presenter for the NASW Assurance Services Risk Management Program



# Our Presenters



**Dina Larsen** has been with Western Litigation since 2006. In her current role, Dina provides a variety of risk and claim related services to a large multi-hospital Risk Retention Group (RRG) and a Risk Retention Group for social workers.

Other responsibilities include assisting with claims and risk management; preparing statistical analysis and applicable reports reflecting claim and risk activity; interacting with risk managers at various facilities; participating in claims and risk subcommittee meetings; completing

miscellaneous projects as requested; coordinating monthly risk management meetings in various locations throughout the U.S.; and serving as administrator for the online incident reporting system (RL Solutions) for several of the hospitals.

Dina also provides claim management and routinely answers calls on a national hotline service for the NASW Risk Retention Group. She also holds a Certified Professional in Healthcare Risk Management (CPHRM) designation which is an exclusive certification offered by the American Hospital Association (AHA) for health care risk managers.

Ms. Larsen spent 18 years working as the main paralegal for a medical malpractice group of attorneys. She was responsible for preparation and maintenance of medical record summaries for specific files; reviewing all pleadings filed with courts or hearing processes; confirming legal citations and document citations; responsible for office docketing system to confirm compliance with calendar deadlines and court rules and; working with co-defense counsel and clients on document preparation and production, and other items needed for ongoing litigation.



**For questions or comments on these videos,  
please email us at [asi@naswasi.org](mailto:asi@naswasi.org).**