

WISCONSIN DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES



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STATE OF WISCONSIN
BEFORE THE MARRIAGE AND FAMILY THERAPIST SECTION OF THE MARRIAGE
AND FAMILY THERAPY, PROFESSIONAL COUNSELING, AND SOCIAL WORK
EXAMINING BOARD

IN THE MATTER OF DISCIPLINARY
PROCEEDINGS AGAINST

JACQUELINE E. WRIGHT,
RESPONDENT.

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FINAL DECISION AND ORDER

0005709

Division of Legal Services and Compliance Case Nos. 16 MFT 002 and 16 MFT 004

The parties to this action for the purpose of Wis. Stat. § 227.53 are:

Jacqueline E. Wright
608 Enterprise Drive
Verona, WI 53593

Marriage and Family Therapist Section of the Wisconsin Marriage and Family Therapy,
Professional Counseling, and Social Work Examining Board
P.O. Box 8366
Madison, WI 53708-8366

Division of Legal Services and Compliance
Department of Safety and Professional Services
P.O. Box 7190
Madison, WI 53707-7190

The parties in this matter agree to the terms and conditions of the attached Stipulation as the final disposition of this matter, subject to the approval of the Marriage and Family Therapist Section of the Wisconsin Marriage and Family Therapy, Professional Counseling, and Social Work Examining Board (Section). The Section has reviewed this Stipulation and considers it acceptable.

Accordingly, the Section in this matter adopts the attached Stipulation and makes the following Findings of Fact, Conclusions of Law and Order.

FINDINGS OF FACT

1. Respondent Jacqueline E. Wright (DOB December 28, 1981) is licensed in the state of Wisconsin to practice marriage and family therapy-in training, having license number 288-228, first issued on August 20, 2012. The in-training license expired on August 29, 2016. On November 1, 2016, Respondent requested to renew the license, and on November 2, 2016, the

Section's liaison granted her request. The marriage and family therapy training license is now current through November 2, 2020.

2. Respondent's most recent address on file with the Wisconsin Department of Safety and Professional Services (Department) is 608 Enterprise Drive, Verona, Wisconsin 53593.

3. At all times relevant to this proceeding, Respondent was employed as a marriage and family therapist and sole practitioner at a clinic (the clinic), located in Middleton, Wisconsin.

4. Between approximately 2014 and 2016, Respondent distributed a brochure to clients and potential clients that provided information about a variety of topics, including Respondent's background. In part, the background information stated Respondent is a "registered play therapist." Respondent has never been eligible for registration as a play therapist because she is practicing under a training license. When this was brought to Respondent's attention, she immediately revised her brochure.

5. In the same brochure, Respondent reported that she was a marriage and family therapist and a registered play therapist "with over 10 years' experience." Respondent has held a license or training license for fewer than 10 years, therefore she was not authorized to practice marriage and family therapy during the full 10 years. Respondent concedes that this language was confusing and clarified that her intent in drafting the brochure was to convey that she has over 10 years' experience working in the mental health field. When this language was brought to her attention, Respondent immediately changed the language contained in the brochure.

6. In response to a request by the Division, on behalf of the Section, Respondent reported, in writing, that between May 27, 2013, and September 3, 2013, she was supervised by Mrs. J.O. and met with her 16 times between May 27, 2013 and September 3, 2013.

7. Mrs. J.O. did not supervise any trainee between May 27, 2013 and September 3, 2013.

8. Respondent concedes that her documentation of supervision between at least May 27, 2013, and September 3, 2013, was erroneous. Respondent explained that a close family member was having serious health issues, which impacted Respondent's ability to maintain proper documentation of her supervision during this time period.

Client D.F.

9. Between July 2012, and April 2015, Respondent provided individual counseling to D.F.

10. On May 4, 2015, Respondent sent D.F. an email indicating that she was immediately terminating treatment because her doctor had put her on bed rest. Respondent agreed to resume treatment with D.F. when she returned from maternity leave on January 4, 2015.

11. On May 4, 2015, Respondent had only four clients; one being D.F., the other three were the family discussed in paragraphs 17-27 below.

12. Respondent concedes that while she did have some complications during her pregnancy, it was her idea to reduce her work load and her physician had agreed, but she was not formally put on bed rest.

13. Respondent referred D.F. to another therapist he could see until Respondent returned to work. D.F. elected to wait until Respondent returned from her leave to resume care with her.

14. During her maternity leave, Respondent reevaluated her practice and decided that when she returned to work, Respondent's practice would be limited to children. Respondent planned to notify her clients of this when she returned to work. Unfortunately, near the end of Respondent's maternity leave, several of Respondent's family members died. This delayed Respondent's return to work and plans to notify patients that her practice would be limited to treating children going forward.

15. On January 11, 2016, D.F. contacted Respondent to set up an appointment. Respondent indicated, for the first time, that although she was returning to work she would not be seeing D.F. as a client because she would only be treating children going forward.

16. Respondent elected stop treating D.F. on May 4, 2015, because his condition had been relatively stable for many years. The family discussed in paragraphs 17-27 was experiencing a crisis, so Respondent continued her treatment of the family until August 21, 2015.

Clients Mr. J.P., Mrs. A. P., and C. P.

17. Mr. J.P. and Mrs. A.P. presented to Respondent for marriage and family therapy relating in particular to their minor child, C.P.

18. As Respondent treated C.P., Respondent observed that a number of C.P.'s problems were attributable to J.P. and A.P.'s marital problems. Respondent recommended that J.P. and A.P. obtain marital therapy, and provided them with several referrals. J.P. and A.P. refused the referrals and advised Respondent that they would either get marriage therapy from Respondent, or not at all. Respondent advised J.P. and A.P. of the risk of a conflict of interest or bias, real or perceived. J.P. and A.P. agreed that they understood the risk, and elected to proceed with treatment.

19. Beginning on September 24, 2014, through August 21, 2015, Respondent provided play therapy to C.P., individual therapy to Mr. J.P. and to Mrs. A.P., and marital therapy for Mr. and Mrs. P. jointly.

20. During the time she provided care to Mr. and Mrs. P. and their child, the marital relationship deteriorated. Respondent continued to provide counseling to the couple jointly and to each of them individually. Respondent concedes that providing therapy to the couple jointly and to each of them individually was an improper dual relationship, and will refrain from engaging in this type of treatment in the future

21. Respondent failed to provide Mr. and Mrs. P. a documented, consistent fee schedule for all services, including parenting classes.

22. Mrs. P. sent extensive email correspondence to Respondent. Due to the volume of emails, Respondent advised Mr. and Mrs. P. that if she wanted to continue to correspond by email, Respondent would charge Mrs. P. for the email communications. Mrs. P. continued to email Respondent and Respondent charged for the email communications.

23. Respondent terminated treatment with Mr. and Mrs. P. due to her planned maternity leave on August 21, 2015.

24. Once Respondent started her maternity leave, Mrs. P. continued to contact Respondent extensively by email. On August 25, 2015, Respondent informed Mr. and Mrs. P. that she was raising her fee for services provided as of the date of her maternity leave, August 21, 2015. She did not tell Mr. and Mrs. P. what that fee would be, other than to describe it as "a premium."

25. Ultimately, Mr. and Mrs. P. did hire separate divorce attorneys. On August 25, 2015, Respondent discussed Mr. P.'s diagnosis and therapy with Mrs. P.'s divorce attorney. The attorney questioned Respondent about whether she needed a written authorization of release of information. Respondent stated she did not need one because she had Mrs. P.'s verbal permission and because Mr. and Mrs. P. both signed releases of information authorizing Respondent to discuss their care and treatment with each other. Shortly thereafter, Respondent called the attorney back and acknowledged that she did need a written authorization for release of information.

26. On the same date, Respondent then contacted Mr. P. to request that he sign a written authorization for release of information. She did not tell Mr. P. that she had already disclosed his confidential treatment information without authorization.

27. When Mr. and Mrs. P. requested their discharge summary, Respondent declined to provide it, indicating she would do so when she received final payment for communications that occurred after August 21, 2015.

28. On March 16, 2017, Respondent applied for full licensure as a Marriage and Family therapist, and in doing so inaccurately reported that she had received the required 3000 hours of supervised practice.

29. Respondent believes she has a calling to provide play therapy. She has admitted the conduct described above and has changed some of her practices. Immediately upon notice from the Division, she amended forms that inaccurately set out her credentials. During the time at issue, Respondent was dealing with family health issues. Respondent also believes that she did not receive sufficient supervision from her supervisor during this time when she was dealing with difficult client issues. She believes she could benefit from additional supervision, and denies intentional wrong-doing.

30. In resolution of this matter, Respondent consents to the entry of the following Conclusions of Law and Order.

CONCLUSIONS OF LAW

1. The Marriage and Family Therapist Section of the Wisconsin Marriage and Family Therapy, Professional Counseling, and Social Work Examining Board has jurisdiction to act in this matter pursuant to Wis. Stat. § 457.26, and is authorized to enter into the attached Stipulation pursuant to Wis. Stat. § 227.44(5).

2. By the conduct described in the Findings of Fact, Jacqueline E. Wright violated Wisconsin Stat. § 146.83(4)(b), by withholding a portion of Mr. and Mrs. P.'s health care record without lawful justification.

3. By violating Wis. Stat. § 146.83(4)(b), Jacqueline E. Wright engaged in unprofessional conduct as defined by Wis. Admin. Code § MPSW 20.02(2), by violating a law of any jurisdiction, the circumstances of which substantially relate to the practice under the credential.

4. By the conduct described in the Findings of Fact, Jacqueline E. Wright engaged in unprofessional conduct as defined by Wis. Admin. Code § MPSW 20.02(10), by revealing facts, information, or communication received from a client in a professional capacity without informed consent of the client prior to distribution of the information.

5. By the conduct described in the Findings of Fact, Jacqueline E. Wright engaged in unprofessional conduct as defined by Wis. Admin. Code § MPSW 20.02(12), by failing to provide the client or client's authorized representative a description of what may be expected in the way of fees and billing.

6. By the conduct described in the Findings of Fact, Jacqueline E. Wright engaged in unprofessional conduct as defined by Wis. Admin. Code § MPSW 20.02(13), by failing to avoid relationships that may impair the credentialed person's objectivity or create a conflict of interest.

7. By the conduct described in the Findings of Fact, Jacqueline E. Wright engaged in unprofessional conduct as defined by Wis. Admin. Code § MPSW 20.02(21), by failing to make reasonable efforts to notify a client or a client's authorized representative when professional services will be interrupted or terminated by the credential holder.

8. As a result of the above violations, Jacqueline E. Wright is subject to discipline pursuant to Wis. Stat. §§ 457.26(2)(a)(c) and (f).

ORDER

1. The attached Stipulation is accepted.

2. The marriage and family therapist in-training license (license number 288-228) issued to Respondent, Jacqueline E. Wright, is **SUSPENDED INDEFINITELY**.

a. The suspension of Respondent's license to practice as a marriage and family therapist in training is hereby stayed.

- b. After completion of 3,000 supervised hours, as set out in paragraph 3 below, and completion of the required remedial education, along with a favorable recommendation from her supervisor, Respondent may petition the Section to terminate the suspension and authorize Respondent to apply for full licensure as a marriage and family therapist pursuant to Wis. Stat. § 457.10.

3. The in-training license to practice as a marriage and family therapist in training issued to Jacqueline E. Wright (license number 288-228) is LIMITED to require supervised practice as follows:

- a. Respondent shall practice only under the direct supervision of a licensed marriage and family therapist (supervisor) as set out in Wis. Stat. § 457.10(3).
- b. Respondent must complete 3,000 of supervised practice as required by Wis. Stat. § 457.10(3) before she may apply for full licensure. Respondent shall receive credit for supervision hours completed prior to this Order with her current clinical supervisor C.W., four (4) hours with past supervisor B.R., and three (3) hours with past supervisor S.W., if Respondent can produce documentation of supervision hours that is acceptable to the Section or its designee.
- c. Respondent shall have a minimum of one hour of face-to-face supervision for every seven (7) hours of supervised practice. This limitation shall be removed from Respondent's license after Respondent petitions the Section and provides documentation satisfactory to the Section or designee that Respondent has completed 1,500 hours of supervised practice under this requirement. After this limitation is removed, Respondent is required to receive one (1) hour of supervision for every ten (10) hours of client contact, as required by Wis. Admin. Code § MPSW 16.03.
- d. Respondent shall provide a copy of this Final Decision and Order immediately to anyone who provides supervision to Mrs. Wright while she is working under a training license.
- e. Respondent shall have a written agreement for supervision for each and every mental health provider that serves as her supervisor. Any hours accumulated without a written agreement shall not be eligible for fulfilling any part of this Order.
- f. The supervisor shall document each and every meeting with Respondent and make the documentation available to the Board or its designee upon request.
- g. The supervisor shall submit quarterly reports to the Department Monitor, describing supervision that has occurred in the previous quarter, the quality

of Respondent's performance, and any concerns or deficits in Respondent's performance.

- h. Respondent shall follow the direction of the supervisor.
- i. The supervisor shall immediately inform the Department Monitor, in writing, if the supervisor has reason to believe that Respondent may have engaged in unprofessional conduct.

4. The in-training license to practice marriage and family therapy issued to Jacqueline E. Wright is further (license number 288-228) LIMITED as follows:

- a. Within one hundred eighty (180) days of the date of this Order, Respondent shall successfully complete six (6) hours of education on the topic of dual relationships and professional boundaries, three (3) hours of education on the topic of ethics, three (3) hours of education on the topic of client confidentiality, and any other education recommended by Respondent's supervisor.
- b. Courses taken pursuant to this Order shall be offered by a provider pre-approved by the Section's monitoring liaison, including taking and passing any exam offered for the courses.
- c. Respondent shall submit proof of successful completion of the ordered education in the form of verification from the institution providing the education to the Department Monitor at the address stated below.
- d. None of the education completed pursuant to this requirement may be used to satisfy any continuing education requirements that have been or may be instituted by the Section or Department, and also may not be used in future attempts to upgrade a credential in Wisconsin.
- e. This limitation shall be removed from Respondent's license after Respondent petitions the Section and satisfied the Section or its designee that Respondent has successfully completed all the ordered education.

5. Within one hundred eighty (180) days from the date of this Order, Jacqueline E. Wright shall pay COSTS of this matter in the amount of \$2,579.45.

6. Request of approval of courses, proof of successful course completion, petitions, and payment of costs (made payable to the Wisconsin Department of Safety and Professional Services) shall be sent by Respondent to the Department Monitor at the address below:

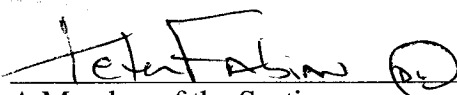
Department Monitor
Division of Legal Services and Compliance
Department of Safety and Professional Services
P.O. Box 7190, Madison, WI 53707-7190
Telephone (608) 267-3817; Fax (608) 266-2264
DSPSMonitoring@wisconsin.gov

7. In the event that Respondent violates any term of this Order, the Board or the Board's monitoring liaison may address the violation as follows:

- a. If the violation occurs while Respondent's license to practice as a marriage and family therapist in training is stayed, the Section or its designee may, in its discretion, remove any stay of the suspension without further notice or hearing. The Section or the Section's monitoring liaison shall stay the suspension after Respondent petitions the Section and establishes to the satisfaction of the Section or its monitoring liaison that the deficiency has been cured and that doing so does not present an unacceptable risk to patients or the public.
- b. If the violation occurs while the suspension is not stayed, the Section or its designee may extend the period of time during which the license is not stayed, without further notice or hearing. The Section or the Section's monitoring liaison shall remove the suspension after Respondent petitions the Section and establishes to the satisfaction of the Section or its monitoring liaison that the deficiency has been cured, and that doing so does not present an unacceptable risk to patients or the public.
- c. In addition and/or in the alternative to removing any stay of suspension or extending any period during which the suspension is not stayed, the Section or the Section's monitoring liaison may, in its discretion, refer any violation of this Order to the Division of Legal Services and Compliance for further investigation and action.
- d. The Section, may, in its discretion alternatively impose additional limitations for a violation of any of the terms of this Order.

8. This Order is effective on the date of its signing.

MARRIAGE AND FAMILY THERAPIST SECTION OF THE WISCONSIN MARRIAGE AND FAMILY THERAPY, PROFESSIONAL COUNSELING, AND SOCIAL WORK EXAMINING BOARD

by: 
A Member of the Section

4/16/18
Date

STATE OF WISCONSIN
BEFORE THE MARRIAGE AND FAMILY THERAPIST SECTION OF THE MARRIAGE
AND FAMILY THERAPY, PROFESSIONAL COUNSELING, AND SOCIAL WORK
EXAMINING BOARD

IN THE MATTER OF DISCIPLINARY
PROCEEDINGS AGAINST

JACQUELINE E. WRIGHT,
RESPONDENT.

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STIPULATION

0005709

Division of Legal Services and Compliance Case No. 16 MFT 002 and 16 MFT 004

Respondent Jacqueline E. Wright and the Division of Legal Services and Compliance,
Department of Safety and Professional Services stipulate as follows:

1. This Stipulation is entered into as a result of a pending investigation by the Division of Legal Services and Compliance. Respondent consents to the resolution of this investigation by Stipulation.
2. Respondent understands that by signing this Stipulation, Respondent voluntarily and knowingly waives the following rights:
 - the right to a hearing on the allegations against Respondent, at which time the State has the burden of proving those allegations by a preponderance of the evidence;
 - the right to confront and cross-examine the witnesses against Respondent;
 - the right to call witnesses on Respondent's behalf and to compel their attendance by subpoena;
 - the right to testify on Respondent's own behalf;
 - the right to file objections to any proposed decision and to present briefs or oral arguments to the officials who are to render the final decision;
 - the right to petition for rehearing; and
 - all other applicable rights afforded to Respondent under the United States Constitution, the Wisconsin Constitution, the Wisconsin Statutes, the Wisconsin Administrative Code, and other provisions of state or federal law.
3. Respondent is aware of Respondent's right to seek legal representation and has been provided an opportunity to obtain legal counsel before signing this Stipulation. Respondent is represented by Atty. Julia Semenak.
4. Respondent agrees to the adoption of the attached Final Decision and Order by the Marriage and Family Therapist Section of the Wisconsin Marriage and Family Therapy, Professional Counseling, and Social Work Examining Board (Section). The parties to the Stipulation consent to the entry of the attached Final Decision and Order without further notice,

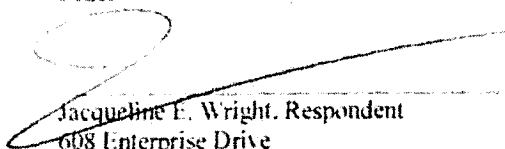
pleading, appearance or consent of the parties. Respondent waives all rights to any appeal of the Section's order, if adopted in the form as attached.

5. If the terms of this Stipulation are not acceptable to the Section, the parties shall not be bound by the contents of this Stipulation, and the matter shall then be returned to the Division of Legal Services and Compliance for further proceedings. In the event that the Stipulation is not accepted by the Section, the parties agree not to contend that the Section has been prejudiced or biased in any manner by the consideration of this attempted resolution.

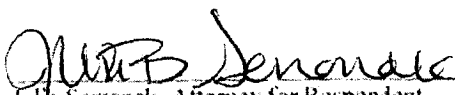
6. The parties to this Stipulation agree that the attorney or other agent for the Division of Legal Services and Compliance and any member of the Section ever assigned as an advisor in this investigation may appear before the Section in open or closed session, without the presence of Respondent or Respondent's attorney, for purposes of speaking in support of this agreement and answering questions that any member of the Section may have in connection with deliberations on the Stipulation. Additionally, any such advisor may vote on whether the Section should accept this Stipulation and issue the attached Final Decision and Order.

7. Respondent is informed that should the Section adopt this Stipulation, the Section's Final Decision and Order is a public record and will be published in accordance with standard Department procedure.

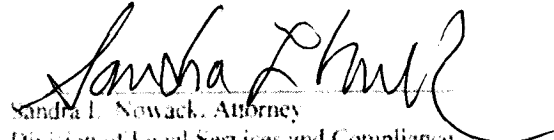
8. The Division of Legal Services and Compliance joins Respondent in recommending the Section adopt this Stipulation and issue the attached Final Decision and Order.


Jacqueline E. Wright, Respondent
608 Enterprise Drive
Verona, WI 53593
License no. 288-228

12/18/17
Date


Julia Semenak, Attorney for Respondent
Bergelt, Powell, Peterson & Frauen SC
Pabst Boiler House
1243 North 10th Street, Suite 300
Milwaukee, WI 53205

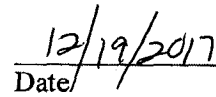
12/18/17
Date


Sandra L. Nowack, Attorney
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P.O. Box 7190
Madison, WI 53707-7190

12/19/17



Alicia M. Nall, Attorney
Division of Legal Services and Compliance
P.O. Box 7190
Madison, WI 53707-7190


Date