

Health Professions Council

Annual Report

To the

Governor
Lieutenant Governor
Speaker of the House of Representatives



February 1, 2020

Board of Nursing
Board of Pharmacy
Texas Medical Board
Office of the Governor
Texas Optometry Board
Board of Dental Examiners
Health and Human Services
Funeral Service Commission
Board of Chiropractic Examiners
Board of Examiners of Psychologists
Board of Physical Therapy Examiners
Board of Veterinary Medical Examiners
Board of Occupational Therapy Examiners



TEXAS HEALTH PROFESSIONS COUNCIL

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An Efficient Model for Licensing and Regulation

Members

Katherine Thomas

Board of Nursing

Allison Vordenbaumen Benz

Texas State Board of Pharmacy

Brint Carlton

Texas Medical Board

W. Boyd Bush

Texas State Board of Dental

Examiners

John Helenberg

Texas State Board of Veterinary

Medical Examiners

Darrel Spinks

Texas State Board of Examiners of

Psychologists

Ralph Harper,

Executive Council of Physical

Therapy and Occupational

Therapy Examiners

Patrick Fortner

Texas Board of Chiropractic

Examiners

Chris Kloeris

Texas Optometry Board

Kyle Smith

Texas Funeral Service Commission

Timothy Speer

Health and Human Services

Kara Holsinger

Office of the Attorney General

Chris Smith

Governor's Office

Staff

John Monk, Administrative Officer

Rita Ybarra, Administrative Asst

Hieu Nguyen, Website Admin

Angie Berumen, Database Admin

James Kocurek, Database Admin

Richard White, Systems Analyst

Pat Harris, Systems Analyst.

The Texas Health Professions Council (HPC) provides a unique solution for the multiple challenges of state regulation of health professions. The State of Texas created HPC to achieve the benefits of consolidation without sacrificing, the quality, independence, accessibility and accountability of independent health licensing and regulatory agencies. Originally, established in 1993, the Council has a membership of 13 agencies that represent over 45 professional licensing boards, certification programs, documentation programs, permit programs or registration programs; the Office of the Attorney General and the Office of the Governor. Executive Directors of each of the member agencies actively participate. Through this collaborative effort, the HPC has realized economies of scales in the areas of Information Technology, human resources and staff training. The HPC fosters a spirit of cooperation between agencies striving to achieve regulatory best practices and better serve their respective constituencies.

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Framework

MEMBERS

For over twenty-five years, the Texas Health Professions Council (HPC) has provided a unique solution for the multiple challenges of state regulation of health professions. The State of Texas in 1993 created the Health Professions Council to achieve the potentially desirable outcomes of consolidation of small independent health licensing and regulatory agencies without sacrificing the quality, independence, accessibility and accountability of individual boards.

Members: The Council consists of one representative from each of the following:

- (1) the Texas Board of Chiropractic Examiners;
- (2) the State Board of Dental Examiners;
- (3) the Texas Optometry Board;
- (4) the State Board of Pharmacy;
- (5) the State Board of Veterinary Medical Examiners;
- (6) the Texas Medical Board;
- (7) the Texas Board of Nursing;
- (8) the Texas State Board of Examiners of Psychologists;
- (9) the Texas Funeral Service Commission;
- (10) the Texas State Board of Physical Therapy Examiners;
- (11) the Texas State Board of Occupational Therapy Examiners;
- (12) the Health and Human Services Licensing and Certification Unit
- (13) the Governor's office.
- (14) the Office of the Attorney General

The Council elects from its members a presiding officer and an assistant presiding officer to conduct the business of the Council. Continuing in their leadership roles, the presiding officer (Chair) is Chris Kloeris, Executive Director from the Texas Optometry Board. The assistant presiding officer (Vice-Chair) is Darrel Spinks, Executive Director for the Texas State Board of Examiners of Psychology. Council officers serve two-year terms ending August 31 of odd numbered years.



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STATUTORY REQUIREMENTS

The Health Professions Council was created on the recommendation of the Texas Sunset Commission to achieve the efficiency and effectiveness goals of consolidation while avoiding the creation of a new multi-tiered bureaucracy. Repeated efforts to consolidate boards under one agency had received varied support while generating heated opposition from the professional associations. Experience in other states had shown that large umbrella agencies sometimes failed to meet the perceived benefits and desired objectives of improved consumer service and decreased costs (Appendix B). Problems of consolidation included increased response time for services, decreased quality of services, lack of expertise in regulated professions, and decreased disciplinary actions against licensees. This cooperation has achieved the results of consolidation without the associated costs and upheaval.

The Council has mitigated problems of competition and conflict among the licensed professions by fostering an atmosphere of communication and cooperation. It has provided a forum for discussion of issues and allowed a coordinated response to legislative issues when requested by elected officials. The Council has no authority over member agencies.

STAFFING/FUNDING

The Health Professions Council employs a small staff (currently only 7 FTEs are assigned to the agency), to coordinate and or complete the tasks of the Council. The HPC staff is organized as a separate state agency (#364). Its staff report to the Council directly through supervision of its manager, the Administrative Officer, by the Council Chair. The Council utilizes its staff, along with committees consisting of staff from member agencies to carry out its activities. The Council is funded entirely by transfer of funds from member agencies. A rider in the biennial appropriations bill specifies prorated amounts. Agencies continue to offer written support for the Council in their individual Legislative Appropriations Requests.

Statutory language provides for the participating agencies to be collocated in the William P. Hobby Building at 333 Guadalupe St. to facilitate resource sharing. The other remaining agencies are housed at their agency headquarters.

Economies of Scale



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INFORMATION TECHNOLOGY SHARING

The Council has developed areas to realize cost savings across agencies. These economies of scale have been found primarily in the area of information technology. Other areas that undergo regular review to ensure best practices are incorporated in all of the regulatory agencies that the Council supports include Human Resources, accounting and finance, and employee training.

Employees benefit through increased training opportunities, access to employee assistance programs, and opportunities to refine job skills as administrative sharing allows greater staff specialization. The Council network provides opportunities for communication, shared expertise and joint problem-solving.

Web Administrator Position: The Web Administrator position has been used as designed to update the web infrastructure, design and security for all of the participating agencies. The position was filled in September of 2013 and work began in earnest. The Council continues to see improvement in the agency websites both from a security and content standpoint. Agencies that have recently completed Sunset Reviews that included website updates have been prioritized to ensure compliance with the recent recommendations. During Fiscal Year 18, the Council completed an audit (18-034) with the State Auditor's Office. Since then, the position has continued to serve the participating agencies effectively and provided a safe and secure web environment for those participants.

Security Project: Late in Fiscal Year 18 the Council volunteered for an additional Security Assessment through AT&T a Department of Information Resources contractor. That audit concluded and to the extent possible the Council has implemented process changes in order to ensure a safe and secure technology environment.

Shared Database System: The database system has been up and running since May 31, 2011 although work began in 2009. With any large scale system start up, the agencies participating in the Shared Solution experienced many challenges. The Council continues to work with the vendor to resolve issues that arise.

In Fiscal Year 2013 the agencies began the process of adding the Texas Funeral Service Commission to the database. That implementation is complete and the Texas Funeral Service Commission is online. This implementation another example of HPC responding to the changing environment of government regulation. Serving the needs of the State of Texas is at the core of our mission. The Council saw minimal interference with the agencies that are currently on the database system.

In Fiscal Year 2016 a complete update of the database software and infrastructure was completed. This upgrade added much needed improvements to various aspects of the system. First, the upgrade was completed in the cloud using Amazon Web Based Services. This allows for virtually no downtime related



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to system overloads, maintenance or other power outages. Further, it allows for a level of redundancy that had been steadily deprecated as various vendors took over the previous system in the state data center. Last, it allows the proprietors of the system to manage maintenance and repair and eliminates an additional level of bureaucracy that existed within the state datacenter. By having staff that are versed in the proprietary system, the Council will be able to manage any other agencies that need database services in the future. A database user group consisting of other agencies that utilize the same or similar software meets on an as needed basis. Below is a table of agencies that use a version of the same software along with their number of respective licensees. With software, changes occur rapidly. Because this system is a vital component of the participating agencies, HPC regularly reviews opportunities and needs for improvement. As a result, HPC is currently reviewing options for an upgrade during the next biennium. Any request for appropriations will be detailed in the upcoming Legislative Appropriations Request and staff of both the House Appropriations and Senate Finance will be regularly informed.

Agency	Software Version	Host Location	Number of Licensees
TABC	2.4	DIR-DCS	~98,000
HHSC	2.6	Amazon Web Services	~330,000
HPC	2.4	Amazon Web Services	~823,186
TDLR	2.11	Amazon Web Services	~84,415
TREC	2.6	In House	~190,000

Information Technology Sharing: The Council regularly studies the resources and needs of member agencies for Information Technology support.

The Council created a Shared Services Committee and assigned that committee to investigate models to provide member agencies the most efficient IT support possible. The Committee developed a program that facilitates sharing of information technology knowledge and resources among all of the member agencies in the Hobby building through its Technology Committee. In addition to the Regulatory Database Program, this program also utilizes staff, our own and one from the Texas Optometry Board to provide direct ongoing support services to twelve (12) of the smaller member agencies in the Hobby Building. The staff positions are funded through contributions from the agencies. This program has been operating since November 1, 2003.

For the Eighty Fourth Legislative Session (84th Reg), the Council requested additional funding for an additional Systems Support Analyst. The goal of this shared position is to address the recommendations from previous Security Assessments. In today’s technological environment, infrastructure and websites are under constant attack. Therefore, being able to respond to those attacks are critical. Based on the



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Council's success with the ITSS program, agencies are confident that their website upgrades will be a success.

HUMAN RESOURCES PROGRAM

The Human Resources Committee studied the needs of member agencies to determine what, if any, assistance the Council staff could provide in the area of Human Resources. The Council has developed a program to take a role in the HR functions of member agencies. The recommended program includes the basic job tasks of a Human Resource Specialist I. Specifically, it allows for the coordinating and processing of newly hired and terminating employees. It also includes the administration of employment screenings, evaluation of candidates and background checks. Until a time that the Council determines a need for a full time FTE to fulfill the position, the Council continues to provide various services. As Human Resources issues become more complex, the agencies will review the needs for HR professionals at the Council.

TRAINING OPPORTUNITIES

The member agencies share training opportunities for member agencies. One member agency staff member from the Board of Nursing offers new employee EEO training. HPC staff handle the coordination and documentation of the training. HPC provides a regular forum for the Employee's Retirement System staff to give presentations to member agency employees on investments through the Citistreet program.

HPC also works with the National Certified Investigator/Inspector Training (NCIT) program of the Council on Licensure, Enforcement, and Regulation (CLEAR) to provide training locally approximately once a year, providing the highest quality training at the lowest possible cost for HPC members and other state agencies employing investigators. Periodically, throughout the year CLEAR provides remote access training through the use of webinars. HPC has regularly provided access to these webinars on behalf of the members. The training is part of the Council's performance measures.

OTHER OPPORTUNITIES FOR SHARING



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Courier Services: The Texas Medical Board (TMB) coordinates the sharing of a courier service with all of the member agencies in the Hobby building to facilitate movement of priority communication, and deposits, etc. with the Comptroller's office. TMB coordinates the contract, pays the vendor, and bills agencies based on use. Other non-HPC member small state agencies located in the Hobby building participate in this sharing as well.

Legislative Tracking: HPC member agencies have worked together to improve member agencies' Legislative Tracking. Smaller agencies that could not afford to purchase the services of Legislative Tracking Services, such as Texas Legislative Service or Gallery Watch, have gained access to that service at a much lower cost by sharing the service.



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Regulatory Best Practices

AREAS OF SHARED INTEREST

The Council regularly brings new topics for members to discuss and review. This allows new ideas and practices to be thoroughly vetted prior to implementation. This saves both time and money. By allowing all agencies access to the expertise of both large and small agencies, ideas are reviewed with a depth of knowledge not often found in a single umbrella agency structure. This cooperation requires little, if any, additional appropriations or significant time commitments from any single agency and the results are available to all of the member agencies. The Council meetings serve further as a forum for member agency Executive Directors to identify common issues faced in licensing and regulation, share perspectives, and often move toward consistent policy stances.

Below are examples where agencies have found opportunities to implement regulatory best practices.

Improved Customer Service: The Council has also created a resource list of member agency staff that can communicate in languages other than English. Member agencies have agreed to share staff when it is needed to communicate effectively with customers.

Board Member Training Program: The Council has established a training program for the governing bodies (boards) of member agencies. The training has been compiled into a training manual. Each agency must customize the basic training program to include agency/board specific information. The training manual is updated every two years, following the Regular Legislative session.

Policy and Procedure Development: In the past the Council, through its committees has developed model policies and procedures for risk management, disaster recovery, and workforce policy/procedures. When new reporting requirements are mandated member agency staff meet on an ad hoc basis to review the requirements and instructions. As a group, they clarify expectations and seek further clarification to facilitate quality reporting.

Minimum Data Set: The Statewide Health Coordinating Council's recommends that the licensing boards for those professions named should change their licensing forms and data systems to include the collection of the minimum data set on an annual or biennial basis. During the 80th Regular Session significant progress was made in this direction. Council staff is worked diligently with the HPRC and DIR to implement the provisions of the Minimum Data Set. After the planned Regulatory Database System becomes operational only one agency will rely significantly on DIR to retain MDS information.



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Peer-to-Peer Sharing/General Sharing: Member agencies back up each other in administrative functions such as accounting, purchasing, and payroll. These back up arrangements are typically short term in nature, such as for occasions when employees are out on illnesses, vacations or other short terms. However, in some cases, agencies may provide these services to one another for longer periods of time (such as for an extended vacancy) with or without compensation through interagency contract.

Agencies with certified purchasers assist agencies that are too small to have staff on board with such expertise through a “purchasing pool.” Member agency employees consult with one another, peer to peer, throughout the administrative and regulatory departments and divisions. There is a cost savings to member agencies when their staff share their efforts that cannot be specifically calculated. For example, agency financial staff routinely consult each other when preparing major financial reports such as the Annual Financial Report and the Legislative Appropriations Request. As a result of this relationship between member agency staff, reports are completed quicker, procedures are developed more efficiently, and other state agencies enjoy a reduction in inquiries and clarifications on required reports and procedures. HPC member agencies embrace the spirit of cooperation within the Health Professions Council. The larger member agencies often allow their staff to assist smaller agencies with tasks that the larger agencies are better equipped to handle. Although it cannot be quantified, it is expected that the assistance provided by larger agencies has prevented smaller agencies from having to request additional funding for staff to handle the routine administrative requirements of being a state agency.



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Responsiveness

The Health Professions Council serves a wide variety of constituents. First and foremost it serves the citizens of Texas. The shared toll-free complaint line directly benefits consumers who can place one toll-free call to obtain information or initiate a complaint against any licensed health professional. Many consumers lack information necessary to determine which board to go to with their complaint. The greatest benefit to consumers is preservation of independent boards with specific expertise in investigation and resolution of consumer problems. Consumers and taxpayers benefit indirectly from improved efficiency and from cooperation among agencies, which produces cooperative rulemaking and less reliance on the administrative law system to resolve conflicts. Licensees benefit from retention of independent boards, which are more responsive and accessible to licensees, and from increased efficiency of the agencies. As more administrative tasks are shared, staff with specific expertise are more available to respond to needs of licensees and consumers. The Council goes to great lengths to ensure that all of their customers are served.

TOLL FREE COMPLAINT LINE

The Council operates a complaint system, which allows consumers to file complaints against any state-licensed health professional by calling one toll-free number. The shared complaint line improves effectiveness and efficiency by providing easy “one-stop” access for consumers and significant cost-savings for individual agencies. The 1-800 line receives an average of 2,250 calls per month, of those calls approximately 500 are routed to HPC staff. HPC receives a variety of inquiries. Many times the public is referred to one of our boards or to other state agencies. The cost of the system is shared by member agencies, which split the cost of equipment and lines and pay for long distance charges based on the percentage of calls assigned to each agency each month.

STATEWIDE FORUMS

The Council has assigned the Administrative Officer to represent HPC member agencies at meetings involving statewide forums. The Administrative Officer represents the views of member agencies in their licensing/regulatory role, generally. The Administrative Officer communicates back to the member agencies. Member agencies may increase their own participation in these forums, depending on the nature of the issues. The Council, through the HPC Chair also assigns member agencies to “outside” committees, as appropriate. Examples of the forums include the Department of Information Resources Occupational Licensing Steering Committee, and other workgroups and task forces. This approach allows member agencies to achieve representation and input into these processes.



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Future Opportunities

The Health Professions Council's activities are mandated legislatively, identified by the Council to provide means for member regulatory agencies to coordinate administrative and regulatory efforts; or requested by various legislative entities or oversight bodies, such as the Governor's office, individual members of the Texas Senate or House of Representatives, the LBB, Comptroller's office, etc.

As agencies continue to align solutions with their own business processes there is a strong desire within the Council to anticipate future opportunities. As mentioned before the Council regularly reviews areas where agencies could improve services while still focusing on their core missions. In addition to expanding the Human Resources Pilot Program, the Council will work closely with the Governor's Office and the Legislative Budget Board to realize streamlined and consistent practices on behalf of the member agencies. Texas is growing rapidly, which indicates that the agencies will see increased workloads in the near future. Meeting the challenges of that increased workload is an opportunity the Council looks forward to in 2020.



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Health Professions Council - Administrative Office Budget	FY 2019 Budgeted
<p>As mentioned above, the Council works diligently to streamline programs to provide the most cost effective service delivery to the participating agencies. The number one area of savings is related to the Regulatory Database Program. Seven agencies participate in the program at a cost determined by their size and number of licensees. This allows smaller agencies to use a robust database system that they would not otherwise be unable to afford. This is just one example of many where the Council has provided significant savings to agencies.</p>	
Board of Chiropractic Examiners	\$18,718
Board of Dental Examiners	\$270,555
Texas Medical Board	\$28,846
Board of Nursing	\$68,805
Executive Council of Occupational Therapy and Physical Therapy Examiners	\$28,828
Texas Optometry Board	\$24,866
Board of Pharmacy	\$342,748
Texas Health and Human Services:	\$11,599
Board of Examiners of Psychologists	\$47,028
Board of Veterinary Medical Examiners	\$27,575
Texas Funeral Service Commission	\$37,314
Texas Board of Plumbing Examiners	\$188,352
Texas Board of Land Surveying	\$13,800
Board of Professional Geoscientists	\$7,752
<u>Office of Public Insurance Counsel</u>	<u>\$5,958</u>
TOTAL MEMBER AGENCY TRANSFERS	\$1,083,230

Appendix A - Reports on State to State Comparison of Licensee and Costs Per Licensee

1. Texas Costs compared with California Department of Consumer Affairs
2. Texas Costs compared with Florida Department of Health

	TEXAS			CALIFORNIA ***			Comparison of California to Texas		
Profession	FY2019* Estimated	Number ** of Licensees	Cost per Licensee	FY2018 Expenditures	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees****	Cost per Licensee
Chiropractic	\$717,254.85	6,131	\$116.99	\$3,666,000	14,345	\$255.56	\$2,948,745	8,214	\$138.57
Dental	\$3,829,226.84	77,584	\$49.36	\$15,328,000	185,994	\$82.41	\$11,498,773	108,410	\$33.06
Medical (1)	\$14,052,705.58	154,838	\$90.76	\$67,685,000	186,351	\$363.21	\$53,632,294	31,513	\$272.45
Nurse & LVN	\$17,134,091.00	472,709	\$36.25	\$57,572,000	575,846	\$99.98	\$40,437,909	103,137	\$63.73
Optometry	\$492,118.12	4,293	\$114.63	\$2,382,000	15,253	\$156.17	\$1,889,882	10,960	\$41.53
PT/OT (2)	\$1,463,563.43	46,293	\$31.62	\$6,689,000	57,885	\$115.56	\$5,225,437	11,592	\$83.94
Pharmacy	\$14,841,346.67	114,398	\$129.73	\$23,979,000	139,473	\$171.93	\$9,137,653	25,075	\$42.19
Psychologists	\$938,805.31	9,876	\$95.06	\$4,791,000	20,186	\$237.34	\$3,852,195	10,310	\$142.28
Veterinarians	\$1,294,098.85	11,262	\$114.91	\$4,811,000	41,618	\$115.60	\$3,516,901	30,356	\$0.69
Totals	\$54,763,210.65	897,384	\$61.03	\$186,903,000	1,236,951	\$151.10	\$132,139,789	339,567	\$90.07

(1) For the purpose of comparison, the expenditures and number of licensees for California Acupuncture, Medicine, Osteopathic, and Physician Assistants are combined since they are combined in Texas.

(2) For the purpose of comparison, the expenditures and number of licensees for the California Physical and Occupational Therapy Boards are combined since they are combined in Texas.

* Source: Texas Comptroller Online Agency Expenditure Tool for FY 2019

** Source: Health Professions Council Annual Report, February 1, 2019

*** Source: 2019 California Department of Consumer Affairs Annual Report

	TEXAS			FLORIDA ***			Comparison of Florida to Texas		
Profession	FY2019* Estimated	Number ** of Licensees	Cost per Licensee	FY2018 Expenditures	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees****	Cost per Licensee
Chiropractic	\$717,254	6,131	\$116.99	\$1,648,779	11,236	\$146.74	\$931,525	5,105	\$29.75
Dental	\$3,829,226	77,584	\$49.36	\$3,381,540	61,541	\$54.95	\$(447,686)	(16,043)	\$5.59
Medical (1)	\$14,052,705	154,838	\$90.76	\$20,594,685	110,704	\$186.03	\$6,541,980	(44,134)	\$95.28
Nurse & LVN	\$17,134,091	472,709	\$36.25	\$19,519,078	435,547	\$44.82	\$2,384,987	(37,162)	\$8.57
Optometry	\$492,118	4,293	\$114.63	\$607,098	3,788	\$160.27	\$114,980	(505)	\$45.64
PT/OT (2)	\$1,463,563	46,293	\$31.62	\$2,138,329	49,528	\$43.17	\$674,766	3,235	\$11.56
Pharmacy	\$14,841,346	114,398	\$129.73	\$7,418,131	98,799	\$75.08	\$(7,423,215)	(15,599)	\$(54.65)
Psychologists	\$938,805	9,876	\$95.06	\$938,606	6,260	\$149.94	\$(199)	(3,616)	\$54.88
Totals	\$53,469,108	886,122	\$60.34	\$56,246,246	777,403	\$72.35	\$2,777,138	(108,719)	\$12.01

(1) For the purpose of comparison, the expenditures and number of licensees for Florida Acupuncture, Medicine, Osteopathic, and Physician Assistants are combined since they are combined in Texas.

(2) For the purpose of comparison, the expenditures and number of licensees for the Florida Physical and Occupational Therapy are combined since they are combined in Texas.

* Source: Texas Comptroller Online Agency Expenditure Tool for FY 2019

** Source: Health Professions Council Annual Report, February 1, 2019

*** Source: Florida Department of Health Division of Medical Quality Assurance Annual Report and Long Range Plan Fiscal Year 2018-2019

**** Numbers in parentheses indicate how many additional licensees Texas has than Florida

Appendix B – Agency Statutory Reports

1. Agency Licensee Information and Disciplinary Data
2. Agency Revenue and Expenses
3. Unfunded Needs of Agency
4. Licensees Regulated by County



Texas Board of Chiropractic Examiners

“Established in 1949, the mission of the Texas Board of Chiropractic Examiners is to execute the statutory authority of the Texas Occupations Code, Chapter 201 and to promote, preserve, and protect the health, safety, and welfare of the people of Texas by licensing skilled professionals and enforcing standards of practice.”

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES

Number of Licensees 6131

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	300	91	84	89	58	322	107%
Number of Lic. Renewed	6150	1721	1048	212	113	3094	50%
Number of Complaints Resolved	350	24	35	99	48	206	59%

EFFICIENCY

Ave. Time for Comp. Resolution 250 217.2 181.71 111.88 79.2 147.5 59%

OUTCOME

Percent of Lic. who Renew Online	95%	0%	0%	0%	0%	87%	91%
Percent of Lic. w/no Recent Violations	95%	0%	0%	0%	0%	96.25%	101%
Percent of Disciplinary Complaints	35%	0%	0%	0%	0%	12%	34%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$1,193,366
Estimated Expenses**	\$717,255
Passed to General Revenue	\$476,111
Unfunded Needs of the Agency***	\$0
Difference	\$476,111

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



Texas State Board of Dental Examiners

"The Mission of the Texas State Board of Dental Examiners is to protect the public health and safety and promote high quality and safe dental care by providing enforcement, licensing, peer assistance, and related information services to licensees and their patients."

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES

Number of Licenses - Dentists	18266
Number of Licenses - RDH	14256
Number of Licenses - RDA	44386
Number of Licenses - OTHER	676
TOTAL:	77584

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of Licenses Issued Dentists	975	141	160	208	606	1115	114%
Number of Lic. Renewed Dentists	14525	4908	3563	4782	4685	17938	123%
Number of Licenses Issued Dent Hyg	775	132	67	73	474	746	96%
Number of Lic. Renewed Dent Hyg	11025	3770	2859	3881	3601	14111	128%
Number of Licenses Issued Dent Asst	7175	1047	1273	1491	1468	5279	74%
Number of Lic. Renewed Dent Asst	36850	9405	8356	9552	8477	35790	97%
Peer Assistance	85	40	40	43	45	42	49%
Number of Complaints Resolved	1000	181	496	285	299	1261	126%

EFFICIENCY

Ave. Time for Comp. Resolution	330	593.55	503.58	621	460	544.53	165%
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OUTCOME

Percent Disciplinary/Complaints	12%	0%	0%	0%	0%	18%	154%
Percent of Comp. Resulting in Remedial Action	8%	0%	0%	0%	0%	11%	136.50%
Percent of Lic. w/no Recent Violations	97%	0%	0%	0%	0%	99%	102%
Percent of Lic. who Renew Online	85%	0%	0%	0%	0%	94%	110%
Percent Indiv Licens Issued Onlin	35%	0%	0%	0%	0%	85%	244%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$12,044,569
Estimated Expenses**	\$3,829,227
Passed to General Revenue	\$8,215,342
Unfunded Needs of the Agency***	\$0
Difference	\$8,215,342

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



Texas Funeral Service Commission

"The mission of the Texas Funeral Service Commission (TFSC) is to protect the public from deceptive practices in the funeral and death care industry through a process of impartial enforcement, inspection, licensing and education in order to guarantee every citizen's final disposition is conducted professionally and ethically."

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES								
Number of Licenses	5804							
OUTPUT		Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	300	89	122	137	87	435	145%	
Facility License Issued	60	28	11	8	12	59	98%	
Number of Lic. Renewed	2075	668	597	545	599	2409	116%	
Facility License Renewed	1400	543	376	389	373	1681	120%	
Establishments Inspected	1200	261	184	297	284	1026	86%	
Number of Complaints Resolved	135	23	33	38	29	123	91%	
Number of Complaints Pending	35	32	32	40	42	36.5	104%	
EFFICIENCY								
Avg. Time for Comp. Resolution	95	95	113	121	116	106	112%	
Avg Time Resolve Comp Pend Litig	350	0	293	397	185	318	91%	
OUTCOME								
Percent of Lic. who Renew Online	81%	0%	0%	0%	83%	83%	102%	
Percent of Lic. w/no Recent Violations	99%					98.00%	99%	
Percent of Comp. Resulting in Disp. Action	28%	0%	0%	0%	41%	41%	146%	
Percent of Comp. Resolved w/i 6 mths	75%	0%	0%	0%	86%	86%	115%	
Number of Jurisdictional Complaints Received	185	0	0	0	0	136	74%	

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$1,928,139
Estimated Expenses**	\$799,765
Passed to General Revenue	\$1,128,375
Unfunded Needs of the Agency***	\$0
Difference	\$1,128,375

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



Texas Medical Board

"Established in 1907 The mission of the Texas Medical Board is to protect and enhance the public's health, safety and welfare by establishing and maintaining standards of excellence used in regulating the practice of medicine and ensuring quality health care for the citizens of Texas through licensure, discipline, and education."

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES

Physicians - Full License:	87263
Physicians in Training:	8290
Physician Assistant:	9791
Acupuncturists:	1312
Surgical Assistant:	604
Allied Health Professionals*:	47578
TOTAL	154838

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - Physician	4050	907	953	1666	1343	4869	120%
Number of New Lic. Issued - ACU	90	38	24	19	0	81	90%
Number of New Lic. Issued - PA	700	272	195	138	225	830	119%
Number of New Lic. Issued - SA	29	20	11	14	31	76	262%
Number of Lic. Renewed - Physicians	45320	10425	9294	11879	12564	44162	97%
Number of Lic. Renewed - ACU	1200	1111	128	24	14	1277	106%
Number of Lic. Renewed - PA	7500	374	4608	269	4277	9528	127%
Number of Lic. Renewed - SA	220	32	19	176	114	341	155%
Number of Complaints Resolved Physicians	1700	243	186	315	942	1686	99%
Number of Complaints Resolved - ACU	10	0	1	1	1	3	30%
Number of Complaints Resolved - PA	85	27	0	24	25	76	89%
Number of Complaints Resolved - SA	3	1	0	2	3	6	200%

EFFICIENCY

Avg Days Indiv License Issuance	47	39	37	32	32	35	74%
Avg Time Complaint Resolved	310	253	287	305	320	291.25	94%

OUTCOME

Percent of Lic. who Renew Online	97%	0%	0%	0%	0%	98%	101%
Percent of Lic. who Renew Online - PA	87%	0%	0%	0%	0%	89%	102%
Percent Complaints/Remedial (SA)	12%	0%	0%	0%	0%	33.00%	275%
Percent Complaints/Remedial (Phys)	12%	0%	0%	0%	0%	8.00%	67%
Percent Complaints/Remedial (ACU)	12%	0%	0%	0%	0%	0.00%	0%
Percent Complaints/Remedial (PA)	12%	0%	0%	0%	0%	11.00%	92%
Percent Complaints/Disciplined (Phys)	9%	0%	0%	0%	0%	16.00%	178%
Percent Complaints/Disciplined (ACU)	12%	0%	0%	0%	0%	33.00%	275%
Percent Complaints/Disciplined (PA)	12%	0%	0%	0%	0%	20.00%	167%
Percent Complaints/Disciplined (SA)	12%	0%	0%	0%	0%	17.00%	142%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$33,806,596
Estimated Expenses**	\$14,052,706
Passed to General Revenue	\$19,753,890
Unfunded Needs of the Agency***	\$0
Difference	\$19,753,890

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** Will list in FY 22/23 LAR Exceptional Items Request

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



Texas Board of Nursing

"Established in 1909, the mission of the Texas Board of Nursing (BON) is to protect and promote the welfare of the people of Texas by ensuring that each person holding a license as a nurse in the State of Texas is competent to practice safely. The Board fulfills its mission through the regulation of the practice of nursing and the approval of nursing education programs. This mission, derived from the Nursing Practice Act, supersedes the interest of any individual, the nursing profession, or any special interest group. "

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES

Registered Nurses	333096
Licensed Vocational Nurses	106642
Adv Practice Reg Nurse	32971
TOTAL:	472709

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - RN	22000	4324	6510	3194	8646	22674	103%
Number of New Lic. Issued - LVN	6000	1736	1378	818	1361	5293	88%
Number of Lic. Renewed - RN	145000	38699	35613	37179	41238	152729	105%
Number of Lices. Renewed - LVN	49000	12903	12029	11931	13227	50090	102%
Number of Complaints Resolved - RN	10000	2793	1336	2306	2623	9058	91%
Number of Complaints Resolved - LVN	7000	1280	702	1048	1272	4302	61%
Peer Assistance - RN	625	500	466	485	485	484	77%
Peer Assistance - LVN	185	67	73	77	79	74	40%

EFFICIENCY

Ave. Time for Comp. Resolution - RN	150	48	68	72	67	63.75	43%
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OUTCOME

Percent of Lic. w/no Recent Violations -RN	98%	99.60%	99.59%	99.59%	99.60%	99.60%
Percent of Lic. who Renew Online - RN	95%	94.84%	93.90%	93.59%	94.55%	94.22%
Percent of New Lic Issued Online - RN	95%	81.08%	78.95%	79.41%	83.97%	80.85%
Percent of Lic. w/no Recent Violations - LVN	98%	99.16%	99.18%	99.19%	99.22%	99.19%
Percent of Lic. who Renew Online - LVN	95%	94.13%	93.77%	92.65%	94.29%	93.71%
Percent of New Lic Issued Online - LVN	95%	80.06%	83.05%	83.48%	85.83%	83.11%
Percent of Comp. Resulting in Disp. Action - RN	20%	10.58%	13.23%	11.81%	11.98%	11.90%
Percent of Comp. Resulting in Disp. Action -LVN	24%	12.05%	11.87%	14.93%	12.56%	12.85%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$19,266,876
Estimated Expenses*	\$17,134,091
Passed to General Revenue	\$2,132,785
Unfunded Needs of the Agency**	\$0
Difference	\$2,132,785

* Reported by Agency

** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtml>



Texas Optometry Board

"Established in 1921, the mission of the Texas Optometry Board is to promote, preserve, and protect the health, safety and welfare needs of the people of Texas by fostering the providing of optometric care to the citizens of Texas through the regulation of the practice of optometry."

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES

Number of Licensees 4293

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	189	34	23	27	157	241	128%
Number of Lic. Renewed	4430	1730	2901	19	4	4654	105%
Investigations Conducted	63	0	0	0	64	64	102%
Number of Complaints Resolved	140	34	38	33	36	141	101%
Peer Assistance	2	3	0	0	0	3	150%

EFFICIENCY

Ave. Time for Comp. Resolution 115 199.5 172.05 255.3 1207.81 458.67 399%

OUTCOME

Percent of Lic. who Renew Online 90% 0% 0% 0% 98% 98% 108%
 Percent of Lic. w/no Recent Violations 98% 0% 0% 0% 0% 98.58% 101%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$931,420
Estimated Expenses**	\$492,118
Passed to General Revenue	\$439,302
Unfunded Needs of the Agency***	\$0
Difference	\$439,302

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



Texas State Board of Pharmacy

"Established in 1907, the Texas State Board of Pharmacy's mission is to promote, preserve, and protect the public health, safety, and welfare by fostering the provision of quality pharmaceutical care to the citizens of Texas through the regulation of the practice of pharmacy, the operation of pharmacies, and the distribution of prescription drugs in the public interest."

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES

Pharmacists	35483
Pharmacy Techs	64679
Pharmacy Interns	3803
Pharmacies	10073

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - Individual	1800	572	311	332	2232	3447	192%
Number of Lic. Renewed - Individual	16650	4921	4576	4416	19159	33072	199%
Number of Complaints Resolved	5360	1656	1263	1162	1613	5694	106%
Individuals in PAP	160	132	4	7	3	146	91%

EFFICIENCY

Ave. Time for Comp. Resolution	195	157	141	152	146	149	76%
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OUTCOME

Percent of Lic. who Renew Online	96%	0%	0%	0%	0%	91%	95%
Percent of Lic. w/no Recent Violations	95%	0%	0	0	0	96.80%	102%
Percent of Comp. Resulting in Disp. Action	10%	0%	0	0	0	7.63%	76%

EXPLANATORY

Total Number of Businesses Licensed	8300	0	0	0	0	8210	99%
Jurisdictional Comp. Rec.	5620	0	0	0	0	5618	100%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$13,971,481
Estimated Expenses**	\$14,841,347
Passed to General Revenue	(\$869,865)
Unfunded Needs of the Agency***	\$0
Difference	(\$869,865)

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



Texas State Board of Examiners of Psychologists

"Established in 1969, the mission of the Texas State Board of Examiners of Psychologists is to protect the public by ensuring that psychological services are provided to the people of Texas by qualified and competent practitioners who adhere to established professional standards."

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES								
Number of Licenses	9876							
OUTPUT	Target	1st	2nd	3rd	4th	YTD	YTD %	
Number of New Lic. Issued	700	222	166	162	249	799	114%	
Number of Lic. Renewed	8400	2247	2228	2313	2524	9312	111%	
Number of Complaints Resolved	300	34	32	37	24	127	42%	
EFFICIENCY								
Ave. Time for Comp. Resolution	215	393	375	318	235	337	157%	
OUTCOME								
Percent of Lic. who Renew Online	86%	91%	93%	93%	93%	92%	107%	
Percent of Lic. w/no Recent Violations	98%					99.35%	101%	
Percent of Comp. Resulting in Disp. Action		33%	13%	22%	17%	21%		
Percent of Comp. Resolved w/i 6 mths	50%	45%	22%	49%	46%	40%	80%	
EXPLANATORY								
Jurisdictional Comp. Rec.	260	0	0	0	0	131	50%	
DISCIPLINARY								
Number of Disciplinary Actions		11	4	8	4	27		

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$1,798,142
Estimated Expenses**	\$938,805
Passed to General Revenue	\$859,336
Unfunded Needs of the Agency***	\$0
Difference	\$859,336

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtml>



Executive Council of Physical Therapy and Occupational Therapy Examiners

"Established in 1993, the mission of the Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE), an independent administrative government"al agency, is to protect the health, safety, and welfare of the people of Texas through the regulation and enforcement of the practices of physical therapy and of occupational therapy."

PERFORMANCE MEASURES FISCAL YEAR 2019

LICENSEES

Number of Physical Therapy Licensees	29269
Number Occupational Therapy Licensees	17024
Number of Facilities	0
Total Number of Licensees	46293

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued OT	1525	300	333	319	428	1380	90%
Number of New Lic. Issued PT	2500	382	395	480	929	2186	87%
Number of Lic. Renewed OT	5900	1716	1761	1720	1724	6921	117%
Number of Lic. Renewed PT	9800	3113	2921	2945	3134	12113	124%
Number of Complaints Resolved OT	285	68	44	53	47	212	74%
Number of Complaints Resolved PT	600	111	104	88	159	462	77%

EFFICIENCY

Ave. Time for Comp. Resolution OT	125	110	111	94	102	104	83%
Ave. Time for Comp. Resolution PT	125	86	120	87	106	131	105%

OUTCOME

Percent of PT/OT Lic. who Renew Online	95%	0%	0%	0%	0%	99%	104%
Percent of OT Lic w/no Recent Violations	99%	0%	0%	0%	0%	99.00%	100%
Percent of PT Lic w/no Recent Violations	99%	0%	0%	0%	0%	99.00%	100%
Percent of new IND Licenses Issued Online	94%	0%	0%	0%	0%	94.59%	101%
Percent PT Disciplinary Action/Complaints	15%	0%	0%	0%	0%	9.00%	60%
Percent OT Disciplinary Action/Complaints	15%	0%	0%	0%	0%	17.00%	113%

EXPLANATORY

Total Number of Facilities Registered	4475	0	0	0	0	4658	104%
Jurisdictional Comp. Rec. OT	285	0	0	0	0	234	82%
Jurisdictional Comp. Rec. PT	550	0	0	0	0	438	80%

Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$6,013,766
Estimated Expenses**	\$1,463,563
Passed to General Revenue	\$4,550,203
Unfunded Needs of the Agency***	\$0
Difference	\$4,550,203

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 22/23 LAR Exceptional Items Request - TBD

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



Texas Board of Veterinary Medical Examiners

"Established in 1911, the mission of the Texas State Board of Veterinary Medical Examiners is to establish and enforce policies to ensure the best possible quality of veterinary and equine dental provider services for the people of Texas."

PERFORMANCE MEASURES FISCAL YEAR 2018

LICENSEES

Number of Licensees - DVM	9363
Number of Licensees - Equine Dental	61
Number of Licensees - Veterinary Technician	1838
Total	11262

OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	695	106	87	282	245	720	104%
Number of Lic. Renewed	10000	2490	2001	2028	2433	8952	90%
Number of Complaints Resolved	430	56	32	61	59	208	48%
Number of Licensees in Peer Assistance	22	19	20	21	22	21	93%

EFFICIENCY

Ave. Time for Comp. Resolution	180	370	333	362	382	361.75	201%
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OUTCOME

Percent of Lic. w/no Recent Violations	97%					97.26%	100%
Percent of Lic. who Renew Online	91%					92%	102%
Percent of Comp. Resulting in Disp. Action	34.00					37%	108.8%

EXPLANATORY

Jurisdictional Comp. Rec.	420					359	85%
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Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$2,023,749
Estimated Expenses**	\$1,294,099
Passed to General Revenue	\$729,650
Unfunded Needs of the Agency***	\$0
Difference	\$729,650

* Reported by Comptroller Revenue Tools

** Reported by Comptroller Expenditure Tools

*** FY 20/21 LAR Exceptional Items Request

of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

**Regulatory Services Division
Health Care Quality Department
Professional Licensing and Certification Unit**

Advisory Board of Athletic Trainers (transferred to TDLR on 10/01/2016)

Chemical Dependency Counselor Licensing Program

Code Enforcement Officer Registration Program (transferred to TDLR 11/01/2017)

Council on Sex Offender Treatment

Texas State Board of Examiners of Dietitians (transferred to TDLR on 10/01/2016)

Dyslexia Therapists and Practitioners (transferred to TDLR on 10/01/2016)

State Committee of Examiners in the Fitting and Dispensing of Hearing Instruments (transferred to TDLR on 10/01/2016)

Texas State Board of Examiners of Marriage and Family Therapists

Massage Therapy Licensing Program (transferred to TDLR 11/01/2017)

Texas Midwifery Board (transferred to TDLR on 10/01/2016)

Offender Education Program (transferred to TDLR 11/01/2017)

Texas Board of Orthotics and Prosthetics (transferred to TDLR on 10/01/2016)

Texas State Board of Examiners of Professional Counselors

Sanitarian Registration Program (transferred to TDLR 11/01/2017)

Texas State Board of Social Worker Examiners

State Board of Examiners for Speech-Language Pathology and Audiology (transferred to TDLR on 10/01/2016)

Funding

The HHSC Professional Licensing and Certification Unit (PLCU) is in the Regulatory Services Division, Health Care Quality Department. PLCU functions as a licensing operation for 5 regulatory programs:

- 4 governor-appointed licensing boards, each with independent rulemaking and enforcement authority;
- 1 licensing program that does not have an appointed board and for which the rulemaking authority is the Executive Commissioner of the Health and Human Services Commission and the enforcement authority is HHSC.

The boards and programs within PLCU do not function as independent state agencies. HHSC provides the staff, facilities, and infrastructure necessary to administer each program. PLCU operates with a functional organizational structure characterized by resource-sharing across programs.

PLCU is funded through the legislative appropriation to HHSC for Strategy D.1.4 (Health Care Professionals). This appropriation funds multiple programs within HHSC, not all of which are organizationally placed within PLCU. The legislative appropriation is made to HHSC, not to the individual boards, programs, or unit.

Total fee revenue collected by PLCU programs in Fiscal Year 2019 was \$3,976,611 and total expenses of PLCU programs was \$1,665,047. Not all licensing fees collected by PLCU programs were appropriated to HHSC nor dedicated to the operation of PLCU. Most PLCU programs experience growth each year in the numbers of license holders; these increases are accompanied by greater demand for licensure services, including new and renewed license issuance, consumer complaint intake and processing, investigations, disciplinary action, and enforcement. Senate Bill 202, which was passed by the 84th Legislature, mandated the deregulation of 3 PLCU programs, the transfer of 4 to the Texas Medical Board, and the transfer of 12 to the Texas Department of Licensing and Regulation.

Texas State Board of Examiners of Marriage and Family Therapists

1. Total number of licensees:		3,742
Marriage and Family Therapists	3,234	
Marriage and Family Therapist Associates	508	
2. Total number of new licenses issued:		389
3. Total number of renewal licenses issued:		1,622
4. Total number of complaints received:		61
Abuse/Neglect	1	
Advertising/Mislabeled	1	
Confidentiality	8	
Criminal History	3	
Order Non-Compliance	4	
Required Activity Not Completed	1	
Standard of Care/Product	18	
Unlicensed Person/Facility	7	
Unprofessional Conduct	18	
5. Total number of jurisdictional complaints received:		61
6. Total number of complaint investigations completed:		15
7. Total number of jurisdictional complaints resolved:		53
Cease and Desist	11	
License Expiration	3	
No Violation	5	
Not Substantiated	0	
Probation	5	
Violation Found & Corrected	0	
Reprimand	6	
Revocation	1	
Warning Letter	20	
Withdrawn	2	
8. Average length of time required for jurisdictional complaint resolution:		389
9. Total fees collected:		\$295,563
10. Total expenses:		\$192,340

Statutory Authority: Occupations Code, Chapter 502

* Please see Table 1 for information regarding the number of license holders by county.

Texas State Board of Examiners of Professional Counselors

1. Total number of licensees:		27,848
Licensed Professional Counselors	23,068	
Professional Counselor Interns	4,777	
Professional Counselor Provisional	3	
2. Total number of new licenses issued:		3,616
3. Total number of renewal licenses issued:		10,483
4. Total number of complaints received:		335
Advertising/Mislabeling	6	
Confidentiality	23	
Civil Rights	3	
Criminal History	25	
Financial	2	
Fraud/Deceit/Bribery	16	
Order Non-Compliance	3	
Sexual Misconduct	23	
Standard of Care/Service/Product	119	
Unauthorized Activity	1	
Unlicensed Person/Facility	19	
Unprofessional Conduct	95	
5. Total number of jurisdictional complaints received:		335
6. Total number of complaint investigations completed:		309
7. Total number of jurisdictional complaints resolved:		482
Cease and Desist	31	
Denial	1	
License Expiration	30	
No Violation	126	
Not Substantiated	60	
Probation	12	
Reprimand	6	
Revocation	6	
Surrender	8	
Suspension	6	
Violation Found and Corrected	12	
Warning	180	
Withdrawal	4	
8. Average length of time required for jurisdictional complaint resolution:		1,026
9. Total fees collected:		\$1,769,706
10. Total expenses:		\$634,364

Statutory Authority: Occupations Code, Chapter 503

* Please see Table 1 for information regarding the number of license holders by county.

Texas State Board of Social Worker Examiners

1. Total number of licensees:		24,514
Licensed Clinical Social Workers	8,930	
Licensed Master Social Workers-Advanced Practitioner	230	
Licensed Master Social Workers	10,876	
Temp Licensed Master Social Workers	86	
Licensed Baccalaureate Social Workers	4,366	
Temp Licensed Baccalaureate Social Workers	26	
2. Total number of new licenses issued:		2,554
3. Total number of renewal licenses issued:		11,463
4. Total number of complaints received:		168
Abuse/Neglect	1	
Advertising/Mislabeled	2	
Confidentiality	6	
Criminal History	12	
Fraud/Deceit/Bribery	9	
Order Non-Compliance	1	
Report/Reinstate	1	
Sexual Misconduct	3	
Standard of Care/Service/Product	31	
Unlicensed Person/Facility	24	
Unprofessional Conduct	78	
5. Total number of jurisdictional complaints received:		140
6. Total number of complaint investigations completed:		140
7. Total number of jurisdictional complaints resolved:		255
Cease and Desist	41	
Denial	1	
No Violation	79	
Not Substantiated	5	
License Expiration	20	
Probation	9	
Reprimand	16	
Revocation	4	
Surrender	11	
Warning Letter	69	
8. Average length of time required for jurisdictional complaint resolution:		918
9. Total fees collected:		\$1,336,076
10. Total expenses:		\$533,784

Statutory Authority: Occupations Code, Chapter 505

* Please see Table 1 for information regarding the number of license holders by county.

COUNTY	LPC	MFT	LCDC	CSOT	SW	Total
ANDERSON	30	2	14	2	35	83
ANDREWS	4	0	2	0	2	8
ANGELINA	60	3	26	5	81	175
ARANSAS	17	0	5	1	11	34
ARCHER	22	1	7	1	28	59
ARMSTRONG	0	0	1	0	1	2
ATASCOSA	15	0	15	0	20	50
AUSTIN	15	5	5	1	15	41
BAILEY	4	0	2	0	1	7
BANDERA	28	0	10	0	14	52
BASTROP	63	2	47	3	69	184
BAYLOR	1	0	0	0	2	3
BEE	20	0	5	2	12	39
BELL	426	74	199	7	441	1,147
BEXAR	2,277	285	814	21	1,951	5,348
BLANCO	10	4	2	0	13	29
BORDEN	3	0	0	0	4	7
BOSQUE	12	1	4	1	9	27
BOWIE	69	3	26	1	47	146
BRAZORIA	234	32	130	10	219	625
BRAZOS	171	26	83	4	100	384
BREWSTER	17	1	2	0	7	27
BRISCOE	1	0	1	0	0	2
BROOKS	2	0	3	0	0	5
BROWN	43	2	37	2	31	115
BURLESON	2	0	2	0	2	6
BURNET	51	8	28	0	42	129
CALDWELL	45	5	21	17	58	146
CALHOUN	11	1	2	1	5	20
CALLAHAN	27	6	5	1	30	69
CAMERON	264	11	127	3	199	604
CAMP	1	0	3	0	6	10
CARSON	1	0	1	0	6	8
CASS	14	0	7	1	11	33
CASTRO	2	0	1	1	4	8
CHAMBERS	18	1	19	0	7	45
CHEROKEE	35	5	15	1	47	103
CHILDRESS	4	2	0	0	2	8
CLAY	16	0	4	0	16	36
COCHRAN	0	0	0	0	0	0
COKE	0	0	0	0	2	2
COLEMAN	12	2	7	0	6	27
COLLIN	1,312	139	199	16	839	2,505
COLLINGSWORTH	1	0	1	0	3	5
COLORADO	8	1	6	0	6	21
COMAL	196	21	53	5	181	456
COMANCHE	3	1	6	0	8	18
CONCHO	2	0	0	0	1	3
COOKE	28	2	14	3	27	74
CORYELL	55	7	45	1	50	158
COTTLE	0	0	0	0	0	0
CRANE	0	0	1	0	0	1
CROCKETT	1	1	0	0	0	2

CROSBY	5	1	1	0	2	9
CULBERSON	0	0	1	0	1	2
DALLAM	0	0	0	0	1	1
DALLAS	2,760	352	783	55	2,168	6,118
DAWSON	2	0	0	0	5	7
DE WITT	14	0	4	0	8	26
DEAF SMITH	5	0	0	0	9	14
DELTA	7	1	3	0	6	17
DENTON	1,092	142	232	10	711	2,187
DICKENS	0	0	1	0	1	2
DIMMIT	3	0	0	0	1	4
DONLEY	0	0	1	0	2	3
DUVAL	5	0	13	0	2	20
EASTLAND	10	1	14	0	12	37
ECTOR	76	2	52	1	37	168
EDWARDS	1	0	1	0	7	9
EL PASO	563	40	307	14	667	1,591
ELLIS	169	14	34	5	123	345
ERATH	60	3	27	3	31	124
FALLS	18	0	5	1	40	64
FANNIN	20	1	5	0	36	62
FAYETTE	13	0	3	2	10	28
FISHER	2	0	1	0	1	4
FLOYD	1	0	1	0	1	3
FOARD	0	0	0	0	1	1
FORT BEND	718	88	286	21	631	1,744
FRANKLIN	6	1	6	0	12	25
FREESTONE	11	2	2	0	6	21
FRIO	5	0	2	0	2	9
GAINES	4	0	2	0	3	9
GALVESTON	241	54	132	1	257	685
GARZA	4	0	0	0	1	5
GILLESPIE	32	1	18	1	29	81
GLASSCOCK	0	0	2	0	2	4
GOLIAD	9	0	1	0	5	15
GONZALES	3	1	5	0	9	18
GRAY	6	0	1	0	11	18
GRAYSON	105	7	55	4	84	255
GREGG	97	7	59	0	73	236
GRIMES	16	6	8	1	17	48
GUADALUPE	132	14	65	3	131	345
HALE	32	0	17	1	10	60
HALL	0	0	0	0	0	0
HAMILTON	8	0	4	0	9	21
HANSFORD	2	0	0	0	1	3
HARDEMAN	0	0	1	0	6	7
HARDIN	37	1	12	2	31	83
HARRIS	3,593	558	1,660	91	3,465	9,367
HARRISON	39	4	18	0	38	99
HARTLEY	2	0	0	0	2	4
HASKELL	3	1	1	0	2	7
HAYS	186	19	87	6	207	505
HEMPHILL	2	0	0	0	1	3
HENDERSON	30	2	15	1	32	80

HIDALGO	507	11	278	7	565	1,368
HILL	14	0	12	0	23	49
HOCKLEY	14	0	4	2	15	35
HOOD	57	5	19	1	50	132
HOPKINS	24	1	11	2	45	83
HOUSTON	10	0	6	1	16	33
HOWARD	13	1	4	0	20	38
HUDSPETH	11	1	6	0	14	32
HUNT	72	3	24	0	60	159
HUTCHINSON	3	1	0	1	7	12
IRION	19	0	4	0	24	47
JACK	4	3	4	0	9	20
JACKSON	8	0	0	0	4	12
JASPER	14	0	3	0	18	35
JEFF DAVIS	2	0	0	0	0	2
JEFFERSON	178	11	131	7	173	500
JIM HOGG	0	0	1	0	3	4
JIM WELLS	25	0	37	0	24	86
JOHNSON	126	18	68	2	150	364
JONES	9	2	5	0	6	22
KARNES	6	0	2	0	4	12
KAUFMAN	88	11	47	2	86	234
KENDALL	60	14	36	0	44	154
KENEDY	0	0	0	0	0	0
KENT	1	0	0	0	1	2
KERR	74	8	61	4	36	183
KIMBLE	0	0	0	0	2	2
KING	0	0	0	0	0	0
KINNEY	0	0	0	0	2	2
KLEBERG	30	0	31	0	22	83
KNOX	1	0	0	0	5	6
LA SALLE	5	1	1	0	1	8
LAMAR	31	1	12	1	59	104
LAMB	8	0	2	4	4	18
LAMPASAS	23	5	13	0	25	66
LAVACA	7	0	4	0	9	20
LEE	12	1	6	4	7	30
LEON	3	0	2	1	4	10
LIBERTY	17	2	22	2	10	53
LIMESTONE	12	0	11	0	15	38
LIPSCOMB	1	0	0	0	0	1
LIVE OAK	7	0	4	1	1	13
LLANO	13	1	6	0	5	25
LOVING	0	0	0	0	0	0
LUBBOCK	460	101	181	20	346	1,108
LYNN	5	0	3	0	2	10
MADISON	5	0	3	1	2	11
MARION	6	1	2	0	4	13
MARTIN	0	0	0	0	1	1
MASON	3	0	1	1	2	7
MATAGORDA	11	2	6	1	9	29
MAVERICK	12	1	10	0	16	39
MCCULLOCH	5	0	3	0	2	10
MCLENNAN	248	27	100	12	376	763

MCMULLEN	0	0	0	0	0	0
MEDINA	52	3	33	0	40	128
MENARD	0	0	0	0	0	0
MIDLAND	135	8	66	2	84	295
MILAM	10	1	5	0	4	20
MILLS	12	0	3	0	12	27
MITCHELL	2	1	1	0	0	4
MONTAGUE	9	0	4	0	11	24
MONTGOMERY	448	79	193	14	207	941
MOORE	8	2	1	0	5	16
MORRIS	5	0	6	0	9	20
MOTLEY	0	0	0	0	0	0
NACOGDOCHES	83	3	17	1	94	198
NAVARRO	32	1	14	2	21	70
NEWTON	4	0	3	0	6	13
NOLAN	8	3	4	0	6	21
NUECES	410	37	184	15	234	880
OCHILTREE	3	0	0	0	0	3
OLDHAM	8	1	0	0	5	14
ORANGE	38	2	16	1	25	82
OUT OF STATE/UNKNOWN	1,573	412	322	6	2,022	4,335
PALO PINTO	11	1	10	0	13	35
PANOLA	11	1	4	0	12	28
PARKER	132	11	47	2	104	296
PARMER	2	0	0	0	1	3
PECOS	1	0	3	0	1	5
POLK	29	0	5	0	16	50
POTTER	188	16	42	11	194	451
PRESIDIO	4	0	0	0	1	5
RAINS	2	0	2	0	6	10
RANDALL	118	4	29	10	104	265
REAGAN	0	0	0	0	0	0
REAL	2	1	0	0	5	8
RED RIVER	7	0	2	0	8	17
REEVES	1	0	1	0	2	4
REFUGIO	3	0	0	0	1	4
ROBERTS	3	1	1	0	2	7
ROBERTSON	6	3	5	0	11	25
ROCKWALL	166	19	28	0	101	314
RUNNELS	3	0	1	0	6	10
RUSK	17	1	33	1	30	82
SABINE	3	0	0	0	4	7
SAN AUGUSTINE	3	0	1	0	4	8
SAN JACINTO	9	0	5	2	8	24
SAN PATRICIO	30	0	24	1	27	82
SAN SABA	2	0	1	0	3	6
SCHLEICHER	1	0	0	0	3	4
SCURRY	4	1	1	0	4	10
SHACKELFORD	5	1	5	0	5	16
SHELBY	15	1	2	0	14	32
SHERMAN	0	0	0	0	1	1
SMITH	266	15	135	10	196	622
SOMERVELL	13	1	3	0	12	29
STARR	22	0	7	0	23	52

STEPHENS	2	0	19	0	5	26
STERLING	0	0	0	0	1	1
STONEWALL	1	0	0	0	2	3
SUTTON	1	0	0	0	0	1
SWISHER	7	0	2	1	4	14
TARRANT	2,094	281	699	39	2,439	5,552
TAYLOR	194	51	74	5	162	486
TERRELL	0	0	0	0	0	0
TERRY	2	0	1	0	2	5
THROCKMORTON	2	1	0	0	2	5
TITUS	14	1	1	0	16	32
TOM GREEN	111	5	59	3	87	265
TRAVIS	2,026	400	551	23	2,762	5,762
TRINITY	13	3	5	0	11	32
TYLER	13	2	5	0	11	31
UPSHUR	30	2	13	2	24	71
UPTON	0	0	0	0	0	0
UVALDE	18	0	11	0	9	38
VAL VERDE	9	1	2	0	12	24
VAN ZANDT	29	3	28	1	24	85
VICTORIA	103	6	27	4	52	192
WALKER	76	6	31	8	23	144
WALLER	56	6	19	0	47	128
WARD	2	0	0	0	1	3
WASHINGTON	18	2	11	0	16	47
WEBB	160	3	176	2	83	424
WHARTON	21	1	3	1	18	44
WHEELER	2	0	0	0	1	3
WICHITA	140	21	38	3	161	363
WILBARGER	15	0	4	1	37	57
WILLACY	11	0	3	0	14	28
WILLIAMSON	586	96	180	11	544	1,417
WILSON	36	1	8	1	35	81
WINKLER	0	0	0	0	1	1
WISE	41	4	23	0	37	105
WOOD	30	6	22	2	24	84
YOAKUM	1	0	0	0	0	1
YOUNG	6	0	8	0	12	26
ZAPATA	2	0	4	0	0	6
ZAVALA	3	0	1	0	2	6
Total	27,860	3,742	10,438	596	26,347	68,983

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