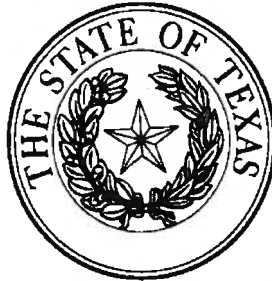


Health Professions Council

Annual Report

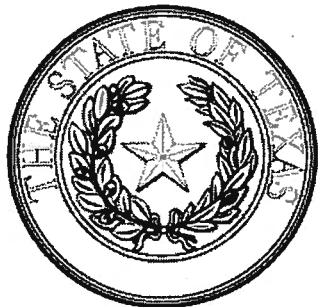
To the

**Governor
Lieutenant Governor
Speaker of the House of Representatives**



February 1, 2011

*Board of Nursing
Board of Pharmacy
Texas Medical Board
Office of the Governor
Texas Optometry Board
Board of Dental Examiners
Funeral Services Commission
Board of Chiropractic Examiners
Board of Examiners of Psychologists
Board of Physical Therapy Examiners
Board of Podiatric Medical Examiners
Board of Veterinary Medical Examiners
Board of Occupational Therapy Examiners
Department of State Health Services, Professional Licensing and Certification Unit*



TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for 2010

An Efficient Model for Licensing and Regulation

Members

Katherine Thomas

Board of Nursing

Gay Dodson

Texas State Board of Pharmacy

Mari Robinson

Texas Medical Board

Sherri Sanders-Meek

Texas State Board of Dental

Examiners

Dewey Helmcamp

Texas State Board of Veterinary

Medical Examiners

Sherry Lee,

Texas State Board of Examiners of

Psychologists

John Maline,

Executive Council of Physical Therapy

and Occupational Therapy Examiners

Hemant Makan

Texas State Board of Podiatric

Medical Examiners

Glenn Parker

Texas Board of Chiropractic

Examiners

Chris Kloeris

Texas Optometry Board

Chet Robbins

Texas Funeral Services Commission

Cindy Bourland

Department of State Health Services

Barabara Deane

Office of the Attorney General

Becky Dean

Governor's Office

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John Monk, Administrative Officer

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Health Professions Council

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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 15 agencies that represent a total of 35 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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Appendix D –Agencies Reports on Number of Persons Regulated by County*

*Due to document size, provided as pdf on CD. Also available on Council Website (www.hpc.state.tx.us)

Framework

- Members
- Statutory Requirements
- Staffing/Funding

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 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 Texas State Board of Podiatric Medical Examiners;
- (6) the State Board of Veterinary Medical Examiners;
- (7) the Texas Medical Board;
- (8) the Texas Board of Nursing;
- (9) the Texas State Board of Examiners of Psychologists;
- (10) the Texas Funeral Service Commission;
- (11) the entity that regulates the practice of physical therapy;
- (12) the entity that regulates the practice of occupational therapy;
- (13) the Texas Department of State Health Service's Professional Licensing and Certification Unit
- (14) Governor's office.
- (15) 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. Currently, the presiding officer (Chair) is Katherine A. Thomas, Executive Director for the Board of Nursing. The assistant presiding officer (Vice-Chair) is Gay Dodson, Executive Director for the State Board of Pharmacy. Council officers serve two-year terms ending August 31 of odd numbered years.

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 bureaucracy. Repeated efforts to consolidate boards under one umbrella agency had received only 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 (fig 1). 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. Studies show consolidations often failed to achieve economies of scale.

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 and Funding: The Health Professions Council employs a small staff (currently only 5 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. Additional amounts are transferred by member agencies to pay for shared services such as technology support and toll-free phone service on a usage basis. During the last Legislative Session (81st Regular) the Council was added additional transfers for the purchase of a shared regulatory database system. A report of financial support by member agencies is provided at the end of this report.

Eighty percent of the participating agencies are collocated in the William P. Hobby Building at 333 Guadalupe St. to facilitate resource sharing.

Economies of Scale

- Information Technology Sharing
- Human Resources Program
- Training Opportunities

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 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.

Shared Database System: The Texas Department of Information Resources notified agencies that they will no longer be providing cold site recovery floor space as part of their Master Service Agreement. Moreover, agencies were informed that legacy databases would no longer be supported under upcoming contracts with IBM. Agencies were left to determine their own course of action in the case of a disaster or system failure.

The Council's IT Committee along with members of the Council's ITSS met with representatives from the Department of Information Resources to discuss issues related to database hardware and software. This meeting stemmed from conversations regarding how to proceed with the purchase and design of new database systems for member agencies. The Council wrote a letter to DIR leadership requesting a meeting to discuss future plans. At the Council's request, leadership at DIR was asked to respond to concerns regarding legacy systems. DIR created a Task Force to develop recommendations. The Task Force was further divided into three groups. One of those groups, the Licensing Workgroup was chaired by the Council's own Administrative Officer.

HPC took the lead in finding enterprise Licensing and Regulatory software for the management of licensing, enforcement legal and some accounting functions. The Legislature awarded funding for the regulatory database system. Implementation of this unprecedented project began in earnest at the beginning of Fiscal Year 2010. Three additional staff were added to the Council to oversee the implementation. They include a Project Manger, a Database Administrator, and a Systems Analyst. Together the team adds value to the six participating agencies that would otherwise need to develop their

own solutions and likely duplicate this effort. It should be noted that the Council was successful in enjoining two additional agencies, the Texas Board of Land Surveying and the Texas Board of Plumbing Examiners in the project to further promote the Council's goal of realizing economies of scale, sharing resources, and developing best practices across small state agencies.

Information Technology Sharing: The Council has studied the resources and needs of member agencies for Information Technology support. The Council found that although some of its larger members (the Medical Board, the Board of Pharmacy, and the Board of Nursing) had resources devoted to meet its Information Technology support needs (or at least to address their needs in a prioritized fashion), some of the other smaller members struggled to meet their needs. In the past, only limited Network Manager Services had been shared by members of the Council.

Some agencies had planned to cut back on already inadequate resources devoted to this area in order to absorb cuts in their budget in the FY 04/05 biennium. 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 (one from the Texas State Board of Dental Examiners and one from the Texas Optometry Board) to provide direct ongoing support services to eight (8) of the smaller member agencies in the Hobby Building. The staff positions are funded through contributions from the eight member agencies.

During the previous reporting period it was noted that all of the member agencies located in the Hobby Building are utilizing the imaging system. The Shared Document Imaging System was updated to allow for remote access. This feature allows member agencies to input data directly from their offices rather than transporting source documents to the center and then back. This feature will provide a more efficient means for inputting information. Additionally, agencies are able to scan images remotely and upload them to the server with little or no interruption of staff scheduling. As the Regulatory Database comes online the Imaging System will integrate into the system to provide an electronic archive that will provide additional online services. The ITSS staff is developing data to determine goal dates for significant archival storage on the system, freeing up space in agencies.

Human Resources Pilot 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 pilot 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.

In discussing this pilot program, the committee felt that these functions could be implemented into the current role of HPC. This would result in zero cost to the members. After the program was running smoothly, it is the belief of the committee that further more detailed Human Resources duties could be carried out by a Human Resource Specialist I. The Council believes that an employee sharing program such as the model designed for Information Technology would result in savings to members. In this scenario, a Memorandum of Understanding would be designed and a new FTE employee would be hired to carry out more complex duties of Human Resources. In Fiscal Year 2010, Council Staff continued their support of agencies in the hiring of new member employees. The Council has had preliminary discussions with agencies and the Legislative Budget Board to review the potential hiring of a dedicated Human Resources Specialist. At a recent council meeting the Council reviewed the proposal and in light of the current financial uncertainty determined it would be best to table the proposal for review at a future time. In an effort to aid the program one of the council staff completed certification for the Professional in Human Resources Certification.

Training/Information Dissemination 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 staff have also coordinated training opportunities available through the State Auditor's Office. The SAO offers training to agencies when the number of attendees is at or above minimums needed to justify providing the training at another location. 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.

Fiscal Year 2008 was the first year in which the number of people trained through HPC training opportunities was measured. The Council expanded their training opportunities in Fiscal Year 2009 and will work with the Texas Workforce Commission in Fiscal Year 2010 to provide additional opportunities at lower cost to agencies located in the Hobby Building. The Council is pleased to report that the performance measure goal related to training was attained. The Council has been able to provide onsite training on topics such as Accounting, the Texas Register, Equal Employment Opportunity, Risk Management, and Board Member Training. Holding training onsite has been a great convenience to member agencies. The Council fully expects to meet the goals set forth by the legislature.

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.

Employee Assistance Program: HPC member agencies participate as a group in an employee assistance program (EAP).

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. In addition, the HPC Administrative Officer tracks legislation and keeps member agencies aware of legislation that could affect member agencies as a group.

Regulatory Best Practices

- Criminal Background Checks
- Improved Customer Service
- Board Member Training Program

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.

Criminal Background Checks: The Council is in the process of developing a uniform policy regarding the processing of criminal background checks for the member agencies. The Texas Board of Nursing has taken the lead on sharing their experience in implementing background checks on both initial licensees and renewals. That experience will help smaller agencies develop well thought out procedures.

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 health related 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 last session significant progress was made in this direction. Senate Bill 29 (80th Regular) provided for the collection of the data needed for statistical analysis by the Health Profession Resource Center, a division of the Statewide Health Coordinating Council which is located in the Texas Department of State Health Services.

Last year, Council staff worked diligently with the HPRC and DIR to implement the provisions of SB 29. An evaluation of the system is not available at this time. Council members are proud of their work in this area and are pleased to provide the information to HPRC. It should be noted that the planned Regulatory Database System will implement fields consistent with the Minimum Data Set.

The agencies participating in the in the database program are currently in the testing phase of the interface that will provide the Minimum Data Set. When the system comes online only a few remaining agencies will be supported by DIR in this area.

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.

Annual Report: The Council prepares an annual report that includes a statistical compilation of numbers of licensees, numbers of complaints and enforcement actions taken by member agencies/boards. The annual report also includes a summary of the Council's activities over the past year and recommendations for statutory changes to improve the regulation of health care professionals.

Responsiveness

- Toll Free Complaint Line
- Representation in Statewide Forums

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.

Telephone Complaint System: 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 we refer the public to one of our boards, but we also receive inquiries that we refer 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.

Representation in 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 Texas Health Care Policy Council, the Statewide Health Coordinating Council (SHCC) planning sessions for the state health plan and the East Texas Rural

Access Program (ETRAP). This approach allows member agencies to achieve representation and input into these processes.

During previous legislative sessions, the Health Professions Council worked with the Legislative Budget Board and the Governor's Office to develop a performance measure directly related to representing members at various statewide forums. Fiscal Year 2008 was the first year in which this has been quantified. The Council met their requirement and will continue to seek areas to represent the Council.

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. It is clear that Texas is growing rapidly, which indicates that the agencies will see increased workloads as the need for enforcement and licensure continue to grow. Meeting the challenges of that increased workload is an opportunity the Council looks forward to in 2011.

Cost of Regulation Comparison between Texas and Florida (fig 1)

Profession	TEXAS			FLORIDA ***			Comparison of Florida to Texas		
	FY2010* Estimated	Number ** of Licensees	Cost per Licensee	FY2010 Expenditures	Number of Licensees	Cost per Licensee	FY2009 Expenditures Difference	Number of Licensees****	Cost per Licensee
Chiropractic	\$562,698	9,678	\$58.14	\$1,359,116	7,826	\$173.67	\$796,418	(1,852)	\$115.52
Dental	\$2,617,789	50,459	\$51.88	\$3,745,761	26,351	\$142.15	\$1,127,972	(24,108)	\$90.27
Medical (1)	\$8,970,000	74,428	\$120.52	\$18,983,613	78,859	\$240.73	\$10,013,613	4,431	\$120.21
Nurse & LVN	\$8,573,930	320,703	\$26.73	\$18,940,943	240,468	\$78.77	\$10,367,013	(80,235)	\$52.03
Optometry	\$437,057	3,714	\$117.68	\$682,701	3,128	\$218.25	\$245,644	(586)	\$100.58
PT/OT (2)	\$944,215	27,373	\$34.49	\$1,489,039	29,766	\$50.02	\$544,824	2,393	\$15.53
Pharmacy	\$5,867,328	83,276	\$70.46	\$5,697,144	71,149	\$80.07	\$(170,184)	(12,127)	\$9.62
Podiatric	\$216,972	1,364	\$159.07	\$469,642	1,790	\$262.37	\$252,670	426	\$103.30
Psychologists	\$855,225	8,237	\$103.83	\$894,845	4,579	\$195.42	\$39,620	(3,658)	\$91.60
Veterinarians	\$959,693	7,491	\$128.11	\$1,142,619	8,538	\$133.83	\$182,926	1,047	\$5.71
Totals	\$30,004,907	586,723	\$51.14	\$53,405,423	472,454	\$113.04	\$23,400,516	(114,269)	\$61.90
2009 Totals	\$31,998,513	550,241	\$41.60	\$65,126,818	381,791	\$171	\$33,128,305	-387448	\$128.98

(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: This is an estimate of agency FY2010 expenditures from the Legislative Budget Recommendations 2010-2011 Biennium.

** Source: Health Professions Council Annual Report, February 1, 2010

*** Source: Florida Department of Health Division of Medical Quality Assurance 2009-2010 Annual Report.

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

**Health Professions Council
Administrative Office Budget**

	2010 Estimated Expended
Salaries and Wages	\$253,487
Other Personnel Costs	\$4,260
Professional Fees and Services	\$2,190,446
Consumable	\$1,231
Utilities	\$4,948
Travel	\$11.25
Other Operating Expense	\$59,407
<i>TOTAL</i>	\$2,513,779
Board of Chiropractic Examiners	\$5,435
Board of Dental Examiners	\$20,187
RDB Share	\$644,427
Texas Medical Board	\$25,646
Board of Nursing	\$22,638
Executive Council of Occupational Therapy and Physical Therapy Examiners	\$11,004
Texas Optometry Board	\$5,481
RDB Share	\$47,784
Board of Pharmacy	\$20,384
RDB Share	\$943,228
Board of Podiatric Medical Examiners	\$4,877
Texas Department of State Health Services: Professional Licensing and Certification Division	\$11,846
Board of Examiners of Psychologists	\$9,082
	\$93,339
Board of Veterinary Medical Examiners	\$8,173
Texas Funeral Service Commission	\$8,468
TOTAL MEMBER AGENCY TRANSFERS	\$153,221
Participating RDB Agencies outside HPC Transfers	\$623,530

**Appendix A – Health Professions Council
Disciplinary Data**

1. Total Number of Licensees & Registrants (As of August 31, 2010)		9,678
Doctors of Chiropractic (DCs) – Active	4,839	
Doctors of Chiropractic (DCs) – Expired, eligible to renew	289	
Doctors of Chiropractic (DCs) – Inactive, eligible to renew	657	
Chiropractic Radiologic Technologists – Active	82	
Chiropractic Radiologic Technologists – Expired, eligible to renew	17	
Chiropractic Clinics, Active Registration	3,457	
Chiropractic Clinics, Expired, eligible to renew	337	
2. Number of New Licenses or Registrations Issued		790
Doctors of Chiropractic	286	
Chiropractic Radiologic Technologists	16	
Chiropractic Clinics	488	
3. Numbers of Licenses or Registrations Renewed		9,279
Doctors of Chiropractic	5,876	
Chiropractic Radiologic Technologists (Rad Techs)	70	
Chiropractic Clinics (Facilities)	3,333	
Percentage of Active DCs Renewing Licenses Online	90.40%	
4. Jurisdictional Complaints Received or Re-Opened		275
Total number of complaints received	287	
Less: Number of non-jurisdictional complaints received	(17)	
Number of jurisdictional complaints received	270	
Previously Closed Jurisdictional Complaints Re-Opened	5	
5. Jurisdictional Complaints Resolved		
Total number of jurisdictional complaints resolved		247
Total number of complaints resolved with disciplinary action		71
Percent of jurisdictional complaints resolved with disciplinary action		28.74%
Average Time to Resolve a Jurisdictional Complaint		464.06 days
6. Disciplinary Actions Taken		71
Licenses Revoked or Surrendered in lieu of revocation	12	
Licenses Suspended – No probation	5	
Licenses Suspended, Probation plus Fine/Stipulations	9	
Cease & Desist Orders Issued, No Fine	0	
Cease & Desist Orders Issued, With Fine	1	
Fine Plus Stipulations	3	
Fine Only	38	
Formal Letter of Reprimand Plus Fine/Stipulation	2	
Formal Letter of Reprimand Only	1	
Statutory Authority: Texas Occupations Code Chapter 201		
(The Texas Chiropractic Act)		

- | | | |
|----|---|------------|
| 1. | Amount of fees collected by the agency: | Appendix B |
| 2. | Expenses of the Agency: | Appendix C |
| 3. | Unfunded Needs: | Appendix D |

Texas State Board of Dental Examiners

1.	Total Number of Licenses:		58,141
	Dentists	17,312	
	Dental Hygienists	13,009	
	Dental Laboratories	1,064	
	Dental Assistants	26,756	
2.	Total Number of new licenses issued:		6,510
	Dentists	957	
	Dental Hygienists	563	
	Dental Laboratories	50	
	Dental Assistants	4,940	
3.	Total number of renewal licenses issued:		49,857
	Dentists	13,811	
	Dental Hygienists	10,798	
	Dental Laboratories	828	
	Dental Assistants	24,420	
4.	Total number complaints received:		1,082* ¹
5.	Total number of jurisdictional complaints received:		1222
	Administration	10	
	Business Promotion	120	
	Dental Labs	14	
	Self-report	87	
	PDWOL	34	
	Professional Conduct	489	
	Quality of Care	431	
	Sanitation	37	
6.	Total number of jurisdictional complaints resolved		982
7.	Average length of time required for jurisdictional complaint resolution		431.8
8.	Number of cases heard at settlement conferences		124
9.	Number of cases at SOAH		66
10.	Cases disposed by board order		251
11.	Number of Board Orders		192

¹ Some complaints have multiple allegations

12.	Total number of board-approved disciplinary actions taken:	190
	Suspension/Probated	53
	Suspension/Downtime	3
	Reprimand	44
	Surrender	12
	Warning	72
	Revocation	6
	Mandatory Retirement	0
13.	Amount of fees collected by the agency:	Appendix B
14.	Expenses of the Agency:	Appendix C
15.	Unfunded Needs:	Appendix D

Texas Medical Board

1.	Total number of licensees:		68,615
	Physicians:	62,886	
	Acupuncturists:	875	
	Physician Assistant:	4,854	
2.	Total number of new licenses issued:		2,473
	Physicians:	1,708	
	Acupuncturists:	53	
	Physician Assistant:	712	
3.	Total number of complaints received:		6,968
4.	Total number of Investigations opened:		2,873
	Physicians:	2,741	
	Acupuncturists:	2	
	Physician Assistant:	97	
	Other:	31	
5.	Total number of investigations completed:		2,538
	Physicians:	2,408	
	Acupuncturists:	4	
	Physician Assistant:	106	
	Unknown/Other:	20	
6.	Total number and types of board-approved disciplinary actions taken:		422

	2009		
	<u>Physician</u>	<u>Acupuncturists</u>	<u>Physician Assist.</u>
Temporary Suspension & Restriction	10	0	0
Revocation/Surrender	34	0	1
Suspension	11	0	0
Restriction	196	0	0
Reprimand	43	0	6
Administrative Penalty	114	0	2
Cease and Desist	3	0	2
Total number of disciplinary actions	411	0	11

Statutory Authority: Physicians-Texas Occupations Code Annotated, Chapter 164
Physicians Assistants-Texas Occupations Code Annotated, Chapter 204
Acupuncturists-Texas Occupations Code Annotated, Chapter 205

Disposition of Complaints by Category

1. Administrative	5. Quality of Care
Disciplinary Actions:	Disciplinary Actions:
Revocation/Voluntary Surrender 4	Revocation/Voluntary Surrender 24
Suspension 2	Restriction/Terms and Cond. 151
Restriction/Terms and Cond. 8	Reprimand 44
Reprimand 5	Administrative Penalty 21
Administrative Penalty 44	Rehabilitation Order 5
Total Actions: 63	Total Actions: 245
Total Dismissed: 83	Total Dismissed: 1560
Total Complaints Resolved: 146	Total Complaints Resolved: 1805
2. Criminal Behavior	6. Disciplinary action by peers, another state, or military
Disciplinary Actions:	Disciplinary Actions:
Revocation/Voluntary Surrender 1	Revocation/Voluntary Surrender 6
Restriction/Terms and Cond. 2	Suspension 1
Reprimand 2	Restriction/Terms and Cond. 15
Administrative Penalty 9	Reprimand 4
Cease and Desist 4	Administrative Penalty 17
Total Actions: 18	Rehabilitation Order 4
Total Dismissed: 36	Total Actions: 47
Total Complaints Resolved: 54	Total Dismissed: 25
	Total Complaints Resolved: 72
3. Medical Error	
Total Actions: 0	7. Substance Abuse
Total Dismissed: 2	Disciplinary Actions:
Total Complaints Resolved: 2	Revocation/Voluntary Surrender 2
	Restriction/Terms and Cond. 3
4. Mental/Physical Impairment	Rehabilitation Order 14
Disciplinary Actions:	Total Actions: 19
Revocation/Voluntary Surrender 2	Total Dismissed: 5
Suspension 1	Total Complaints Resolved: 24
Restriction/Terms and Cond. 3	
Reprimand 1	8. Unprofessional Conduct
Rehabilitation Order 26	Disciplinary Actions:
Total Actions: 33	Revocation/Voluntary Surrender 16
Total Dismissed: 23	Suspension 2
Total Complaints Resolved: 56	Restriction/Terms and Cond. 29
	Reprimand 11
	Administrative Penalty 23
	Rehabilitation Order 4
	Total Actions: 85
	Total Dismissed: 260

	Total Complaints Resolved:	345

Board of Nursing – RN Statistics (FY 2010)

1. Total number of licensees:		229,798
2. Total number of new licenses issued:		16,026
3. Total number of renewal licenses issued:		105,711
4. Total number of complaints received:		9,604
5. Total number of jurisdictional complaints received:		9,469
6. Total number of jurisdictional complaints resolved:		8,273
7. Ave. length of time required for jurisdictional complaint resolution:		172 days
8. Total number (licensees) and types of board-approved Disciplinary sanctions imposed:		1,110
Applicant/Petitioner - w/Stipulations (TS, TSX, TTO)	192	
Applicant Denied (GD,TD)	13	
Compact - Voluntary Surrender	0	
Cease and Desist Order (CDO)	0	
Denied Reinstatement (DR)	19	
Enforced Suspension/TPAPN (ET)	3	
Exception Denied (ED)	3	
Fine (FI)	0	
Fine W/Remedial Education (FR)	114	
License Denied (LD)	2	
Limited License (LI)	15	
Peer Assistance Order (PAO)	0	
Probation (PR)	0	
Reinstated-Clear (RC)	0	
Reinstated-W/Stipulations (RI)	25	
Remedial Education (RE)	73	
Reprimand W/Stipulations (RS) (CS)	54	
Reprimand (RP)	0	
Reinstated w/TPAPN (RT)	7	
Revocation (RV)	90	
Stipulation Only (ST)	0	
Stipulation - Exec (STX)	0	
Suspend/Probate (SP)	40	
Suspension (S) (SU)	40	
TPAPN Order (TPO)	91	
Voluntary Surrender (VS)	145	
Warning (W) (WA)	0	
Warning W/Stipulation (WS)	184	
Warning-Delinquent (WD)	0	

Statutory Authority: Texas Occupations Code, Chapters 301, 303 and 304.

Board of Nursing – LVN Statistics (FY 2010)

1. Total number of licensees:	90,905
2. Total number of new licenses issued:	6,263
3. Total number of renewal licenses issued:	41,644
4. Total number of complaints received:	7,470
5. Total number of jurisdictional complaints received:	7,421
6. Total number of jurisdictional complaints resolved:	6,156
7. Ave. length of time required for jurisdictional complaint resolution:	196 days
8. Total number (licensees) and types of board-approved Disciplinary sanctions imposed:	990
Applicant/Petitioner - w/Stips (TS, TSX, TTO)	160
Applicant Denied (TD)	16
Cease and Desist Order (CDO)	1
Denied Reinstatement (DR)	13
Enforced Reinstatement/TPAPN (ET)	2
Exception Denied (ED)	1
Fine (FI)	0
Fine and Remedial Education (FR)	103
License Denied (LD)	0
Limited License (LI)	2
Probation (PR)	1
Reinstated-w/Stips (RI)	13
Remedial Education (RE)	56
Reprimand w/Stips (RS) (CS)	33
Reprimand (RP)	0
Reinstated w/TPAPN (RT)	1
Revocation (RV)	175
Suspend/Probate (SP)	45
Suspension (S) (SU)	14
Stipulations (ST)	0
TPAPN Order (TPO)	53
Voluntary Surrender (VS)	124
Warning w/Stipulation (WS)	117
Warning (W) (WA)	60

Statutory Authority:

02/2004 - Texas Occupations Code, Chapters 301, 303 and 304.

Texas State Board of Physical Therapy Examiners

Total # of licenses	16251
Total # of new licenses issued	1268
Total # of renewal licenses issued	7235
Total # of complaints received	409
Total # of jurisdictional complaints received	409
Total # of jurisdictional complaints resolved	346
Avg length of time required for jurisdictional complaint resolution	127 days
Total # and types of board-approved disciplinary action taken	52
Letter of Reprimand	0
Community Service	29
Suspension	26
Revocation/Surrender	1
Fine	0

Complaint Types – Physical Therapy

Criminal history/drug history	172
CE Audit failure	61
Fraudulent ad for "physical therapy"	25
Patient injury/neglect/abandonment	45
Practiced with expired license	20
Practiced without a license	5
Fraudulent billing/documentation	24
Practiced in an unregistered facility	33
Disciplinary action taken bvy another jurisdiction	16
Practiced beyond the scope of licensure	8

Statutory Authority: Title 3, Subtitle H, Chapter 454, Occupations Code.

"Sec. 452.351. GROUNDS FOR DENIAL OF LICENSE OR DISCIPLINE OF LICENSE HOLDER.

(a) The board may deny, suspend, or revoke a license, place a license holder on probation, reprimand a license holder, impose an administrative penalty, or otherwise discipline a license holder if the applicant or license holder has:

(b) The board shall revoke or suspend a license, place on probation a person whose license has been suspended, or reprimand a license holder for a violation of this chapter or a rule adopted by the board.

Texas State Board of Occupational Therapy Examiners

Total # of licensees	9400
Total # of new licenses issued	795
Total # of renewal licenses issued	3966
Total # of complaints received	166
Total # of jurisdictional complaints received	166
Total # of jurisdictional complaints resolved	160
Avg length of time required for jurisdictional complaint resolution	119 days
Total # and types of board-approved disciplinary action taken	25
Letter of Reprimand	0
Community Service	16
Suspension	16
Revocation/Surrender	1
Fine	0

Complaint Types - Occupational Therapy

Criminal history/drug history	71
Practiced w/ expired license	20
Fraudulent billing/documentation	20
Practiced in an unregistered facility	20
Practiced without a license	3
Patient injury/neglect/abandonment	10
Failed CE audit	10
Disciplinary action taken by another jurisdiction	11
Practiced beyond the scope of licensure	1

Statutory Authority:

Title 3, Subtitle H, Chapter 454, Occupations Code:

"Sec. 454.301. GROUNDS FOR DENIAL OF LICENSE OR DISCIPLINE OF LICENSE HOLDER.

(a) The board may deny, suspend or revoke a license, or take other disciplinary action against a license holder if the applicant or license holder has:

(b) The board shall revoke or suspend a license, place on probation a person whose license has been suspended, or reprimand a license holder for a violation of this chapter or a rule adopted by the board

Texas Optometry Board

1. Total number of licensees: 3,866
2. Total number of new licenses issued: 171
3. Total number of renewal licenses issued: 3,686
4. Total number of complaints received: 191
5. Total number of jurisdictional complaints received: 174
 - Standard of Care 37
 - Violation of Act/Rules Other 89
 - Crime - Applicant 14
 - Prescription Release- Glasses 10
 - Practicing w/o License 3
 - Advertising 3
 - Professional Identification 3
 - Prescription Release- Contacts 4
 - Professional Misconduct 3
 - Control by Optical 2
 - Drugs/ Alcohol 1
 - Insurance 3
 - Crime - Reported 1
 - Records Release 1
6. Total number of jurisdictional complaints resolved: 152
7. Average length of time required for jurisdictional complaint resolution: 108 days
8. Total number and types of board-approved disciplinary actions taken: 15
 - Licenses Suspended: 2
 - Administrative Penalties: 13

Statutory Authority: Texas Occupations Code, Chapter 351

Texas State Board of Pharmacy

1.	Total number of licensees:	83,276
	Pharmacists:	26,551
	Pharmacies:	6,762
	Pharmacy Technicians:	36,134
	Pharmacy Technician trainees:	13,829
2.	Total number of new licenses issued:	14,241
	Pharmacists:	1,394
	Pharmacies:	511
	Pharmacy Technicians:	4,922
	Pharmacy Technician trainees:	7,414
3.	Total number of renewal licenses issued:	30,314
	Pharmacists:	13,500
	Pharmacies:	3,181
	Pharmacy Technicians:	13,633
4.	Total number of complaints received:	
5.	Total number of jurisdictional complaints received:	5,661
6.	Total number of jurisdictional complaints resolved:	5,463
7.	Average length of time required for jurisdictional complaint resolution:	182 days

PHARMACISTS, PHARMACIES, INTERNS, AND APPLICANTS FOR LICENSURE

Revoke	11
Revoke and Fine	03
Retire (unable to apply for reinstatement)	01
Restrict	07
Suspension	05
Suspension with Conditions	01
Suspension followed by Probation with Conditions	21
Suspension and Fine	03
Suspension/Probation	01
Suspension/Probation with Conditions	15
Suspension/Probation and Fine	05
Suspension/Probation/Fine with Conditions	14
Grant License or Intern Registration with Suspension	00
Grant License or Intern Registration with Restrictions	00
Grant License or Intern Registration with Probation/Fine/ Conditions	02
Grant License or Intern Registration with Probation	03
Grant License or Intern Registration with Probation and Conditions	07
Grant License or Intern Registration with Reprimand and Fine	01
Grant License or Intern Registration with Reprimand	02
Grant License or Intern Registration with Fine	16
Grant Reinstatement with Probation/Conditions	03
Deny or Issuance of License	00
Fine	73
Fine and Conditions	57
Fine and Reprimand	03
Fine and Reprimand with Conditions	46
Reprimand with Conditions	26
Reprimand	13
Grant Modification of Previously Entered Order	05
Total	344

TECHNICIANS, TECHNICIAN TRAINEES AND APPLICANTS FOR TECHNICIAN OR
TECHNICIAN TRAINEE REGISTRATION

See next page. PLEASE DO NOT COMBINE STATISTICS FROM PAGES 2 AND 3.
TSBP wishes to report disciplinary statistics on pharmacists/pharmacies separately from
disciplinary statistics on technicians/tech trainees.

TECHNICIANS, TECHNICIAN TRAINEES AND APPLICANTS FOR TECHNICIAN OR
TECHNICIAN TRAINEE REGISTRATION

Revoke	132
Revoke and Fine	01
Retire (unable to apply for reinstatement)	00
Restrict	00
Suspension	07
Suspension, followed by Probation	00
Suspension with Conditions and Fine	00
Suspension with Conditions and Fine, followed by Probation	01
Suspension with Conditions, followed by Probation	22
Suspension/Probation with Conditions	17
Suspension/Probation with Conditions and Fine	03
Fine	77
Fine and Reprimand	07
Reprimand	24
Grant Registration with Suspension	05
Grant Registration with Probation	04
Grant Registration with Probation/Conditions	24
Grant Registration with Probation/Conditions and Fine	03
Grant Registration with Probation and Fine	05
Grant Registration with Fine	53
Grant Registration with Fine and Reprimand	11
Grant Registration with Reprimand	64
Deny Registration	00
Grant Reinstatement of Registration with Fine	01
Grant Modification of previously entered Order	03
Total	464

Texas State Board of Podiatric Medical Examiners

1.	Total number of licensees:	959
	Radiology Technologists	277
2.	Total number of new licenses issued:	47
3.	Total number of renewal licenses issued:	959
4.	Total number of complaints received:	98
5.	Total number of jurisdictional complaints received:	93
	1) Death	(1)
	2) Substance Abuse	(6)
	3) Fraud	(14)
	4) Negligence	(36)
	5) Advertising	(22)
	6) Fees	(9)
	7) Records	(12)
	8) Inappropriate Phys. Bhvr	(9)
	9) Impaired Physician	(1)
	10) Office Inspection	(4)

*This amounts to 114 and not 93 because some complaints have multiple categories; for example a dirty office with drug use would be "Office Inspection" & "Substance Abuse."

6.	Total number of jurisdictional complaints resolved:	50
7.	Average length of time required for jurisdictional complaint resolution:	175 days
8.	Total number and types of board-approved disciplinary actions taken:	4
	Continuing Education:	3
	Revocation:	1
	Unlicensed Practice:	0
	Impaired Physician:	0

Statutory Authority: Texas Occupations Code, Chapter 202

TEXAS STATE BOARD OF EXAMINERS OF PSYCHOLOGISTS
HPC ANNUAL REPORT
FISCAL YEAR 2010

Number of individuals regulated by the agency	7051
Number of licenses regulated by the agency	8237
Number of new licensees	571
Number of persons regulated by the agency by county	See spreadsheet

Complaints received, by classification

Administrative Violations	13
General Forensic	6
General Therapy	29
Sexual Misconduct	6
Child Custody	22
School Psychology	7
C.E. Violations	95
Cease/Desist	6
Miscellaneous	2
Total	186

Complaints resolved, by resolution type

Dismiss – No Violation	65
Disciplinary Action – Agreed Order	32
Resigned in Lieu of Adjudication	2
Dismissed – C.E. Complaint	70
Resigned in Lieu of Adjudication – C.E.	9
Dismiss – Cease/ Desist Order	6
Dismiss – C.E. Fine	11
Applicant Eligibility Order	5
Total	197

Texas State Board of Veterinary Medical Examiners

1.	Total number of licensees:	7491
2.	Total number of new licenses issued:	396
3.	Total number of renewal licenses issued:	6818
4.	Total number of complaints received:	478
5.	Total number of jurisdictional complaints received:	478
	Standard of Care: (Negligence, malpractice etc.)	180
	Controlled Substance Registration: (Expired)	125
	Practicing Veterinary Medicine without License:	53
	Unprofessional Conduct: (Includes; honesty, Allowing illegal practice, violation of a Board Order, Record keeping, unauthorized treatment, Loan defaults)	56
	Continuing Educations Violations: (shortage of hours)	38
	Criminal Activity:	03
	Other/Misc:	19
	Substance Abuse: (Alcohol and Drug abuse)	04
6.	Total number of non-jurisdictional complaints received: 3	N/A
7.	Total number of jurisdictional complaints resolved:	537
8.	Average length of time required for jurisdictional complaint resolution:	242 days
9.	Total number and types of board-approved disciplinary actions taken:	75
	Revocation:	0
	Voluntary Surrender:	1
	Reprimand:	18
	Reprimand, with fine:	8
	Fine Only:	48

Statutory Authority: Occupation Code, §801.401. The Board may revoke or suspend a license, impose a civil penalty, place a licensee or person whose license has been suspended on probation, or reprimand a licensee. The Board may require that a licensee who violates this Act participate in continuing education programs. The Board may also require a suspended licensee on probation to report regularly to the Board or limit practice to the areas prescribed by the Board.

1 As of end of Fiscal Year 2010 (08-31-2010), includes provisional license.

2 As reported by the licensee.

3 The agency receives few non-jurisdictional complaints and they are not tracked.

**TEXAS FUNERAL SERVICE COMMISSION
HPC ANNUAL REPORT
FISCAL YEAR 2010**

Number of individuals regulated by the agency	4263
Number of facilities regulated by the agency	1416
Number of new individual licenses	345
Number of new facility licenses	103
Number of persons regulated by the agency by county	See spreadsheet

Jurisdictional complaints received, by classification

Crematory Issues	1
Licensing Issues	11
Service Issues	154
Vital Statistics	2
Undetermined	59
Total	227
Complaints referred to Texas Dept. of Banking, Non Jurisdictional	31
Complaints referred to Texas Dept. of Insurance, Non Jurisdictional	1

Jurisdictional complaints resolved, by resolution type

Administratively Closed – No Violation	140
Dismissed at Informal Conference	16
Dismissed per Office of Attorney General	1
Letter of Warning Issued	29
Administrative Penalty	11
Probations	17
Revocations	1
Cease and Desist Order/License Suspensions	10
Total	225
Complaints referred to Texas Dept. of Banking, Non-jurisdictional	31
Complaints referred to Texas Dept. of Insurance, Non Jurisdictional	1

Department of State Health Services (DSHS)
Division for Regulatory Services
Health Care Quality Section
Professional Licensing and Certification Unit

Advisory Board of Athletic Trainers
Chemical Dependency Counselor Licensing Program
Code Enforcement Officer Registration Program
Contact Lens Permit Program
Council on Sex Offender Treatment
Texas State Board of Examiners of Dietitians
State Committee of Examiners in the Fitting and Dispensing of Hearing Instruments
Texas State Board of Examiners of Marriage and Family Therapists
Massage Therapy Licensing Program
Medical Radiologic Technologist Certification Program
Texas Board of Licensure for Professional Medical Physicists
Texas Midwifery Board
Offender Education Program
Optician Registry Program
Texas Board of Orthotics and Prosthetics
Perfusionist Licensing Program
Personal Emergency Response System (PERS) Provider Licensing Program
Texas State Board of Examiners of Professional Counselors
Respiratory Care Practitioner Certification Program
Sanitarian Registration Program
Texas State Board of Social Worker Examiners
State Board of Examiners for Speech-Language Pathology and Audiology

Funding

The DSHS Professional Licensing and Certification Unit (PLCU) is organizationally placed within the Division for Regulatory Services, Health Care Quality Section. PLCU functions as a consolidated licensing operation for 22 regulatory programs and consists of:

- 8 governor-appointed licensing boards, each with independent rulemaking and enforcement authority;
- 2 governor-appointed licensing boards, each with independent enforcement authority and quasi-independent rulemaking authority;
- 1 licensing board appointed by the DSHS Commissioner with independent enforcement authority and quasi-independent rulemaking authority; and
- 11 licensing programs that do not have appointed boards, and for which the rulemaking authority is the Executive Commissioner of the Health and Human Services Commission and the enforcement authority is DSHS.

The boards and programs within PLCU do not function as independent state agencies. DSHS 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 DSHS for Strategy D.1.4 (Health Care Professionals). This appropriation funds a total of 25 programs within DSHS, not all of which are organizationally placed within PLCU. The legislative appropriation is made to DSHS, not to the individual boards, programs, or unit.

Total fee revenue collected by PLCU programs in Fiscal Year 2009 was \$9,081,600 and total expenses of PLCU programs was \$4,980,369. Not all licensing fees collected by PLCU programs were appropriated to DSHS 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. In the 81st Legislature, 2009, an exceptional item request was approved for additional regulatory capacity at DSHS, but no additional resources were allocated to the Health Care Professionals strategy. However, DSHS has worked with the Legislative Budget Board to allocate some of the new funding to this strategy, which will help address the needs of the growing programs.

Chemical Dependency Counselor Licensing Program

1. Total number of licensees:		7,471
Licensed Chemical Dependency Counselors	4,568	
Registered Counselor Interns	2,694	
Clinical Training Institutions	205	
Certified Clinical Supervisors	4	
2. Total number of new licenses issued:		886
3. Total number of renewal licenses issued:		2,251
4. Total number of complaints received:		116
Standard of Care/Service/Product	23	
Abuse/Neglect/Exploitation	7	
Sexual Misconduct	18	
Unlicensed Person/Facility	4	
Fraud/Deceit/Bribery	2	
Financial	1	
Client Rights	2	
Confidentiality	3	
Advertising/Mislabeled	1	
Unprofessional Conduct	46	
Criminal History	7	
Unauthorized Activity	1	
Required Activity Not Performed	1	
5. Total number of jurisdictional complaints received:		104
6. Total number of complaint investigations completed:		69
7. Total number of jurisdictional complaints resolved:		98
No Violation	10	
Not Substantiated	30	
Violation Found and Corrected	2	
License Expiration	9	
Warning Letter	28	
Cease and Desist	2	
Reprimand	5	
Probated Suspension	1	
Emergency Suspension	7	
Surrender	3	
Revocation	1	
8. Average length of time required for jurisdictional complaint resolution:		198 days
9. Total fees collected:		\$456,489**
10. Total expenses:		\$632,050**

Statutory Authority:

Occupations Code, Chapter 504

** Fee and expense totals include both the Chemical Dependency Counselor Licensing Program and the Offender Education Programs

Code Enforcement Officer Registration Program

1. Total number of licensees:		2,055
Code Enforcement Officers	1,919	
Code Enforcement Officers in Training	136	
2. Total number of new licenses issued:		417
3. Total number of renewal licenses issued:		812
4. Total number of complaints received:		12
Standard of Care/Service/Product	2	
Unlicensed Person/Facility	6	
Unprofessional Conduct	4	
5. Total number of jurisdictional complaints received:		11
6. Total number of complaint investigations completed:		4
7. Total number of jurisdictional complaints resolved:		10
No Violation	4	
Not Substantiated	2	
License Expiration	1	
Warning Letter	1	
Cease and Desist	2	
8. Average length of time required for jurisdictional complaint resolution:		200 days
9. Total fees collected:		\$136,498
10. Total expenses:		\$55,751

Statutory Authority: Occupations Code, Chapter 1952

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

Texas State Board of Examiners of Dietitians

1. Total number of licensees:		4,318
Licensed Dietitians	4,302	
Provisional Licensed Dietitians	16	
2. Total number of new licenses issued:		348
3. Total number of renewal licenses issued:		1,987
4. Total number of complaints received:		2
Standard of Care/Service/Product	1	
Unprofessional Conduct	1	
5. Total number of jurisdictional complaints received:		1
6. Total number of complaint investigations completed:		1
7. Total number of jurisdictional complaints resolved:		3
Administrative Penalty	1	
Warning Letter	2	
8. Average length of time required for jurisdictional complaint resolution:		308 days
9. Total fees collected:		\$241,667
10. Total expenses:		\$72,455

Statutory Authority: Occupations Code, Chapter 701

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

State Committee of Examiners in the Fitting and Dispensing of Hearing Instruments

1. Total number of licensees:		640
Fitter/Dispenser of Hearing Instruments	484	
Temporary Training Permits	97	
Apprenticeship Permits	59	
2. Total number of new licenses issued:		104
3. Total number of renewal licenses issued:		224
4. Total number of complaints received:		39
Standard of Care/Service/Product	30	
Unlicensed Person/Facility	5	
Advertising/Mislabeled	2	
Unprofessional Conduct	2	
5. Total number of jurisdictional complaints received:		39
6. Total number of complaint investigations completed:		0
7. Total number of jurisdictional complaints resolved:		38
No Violation	10	
Administrative Penalty	3	
Warning Letter	24	
Surrender	1	
8. Average length of time required for jurisdictional complaint resolution:		209 days
9. Total fees collected:		\$180,634
10. Total expenses:		\$84,402

Statutory Authority: Occupations Code, Chapter 402

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

Texas State Board of Examiners of Marriage and Family Therapists

1. Total number of licensees:		3,122
Marriage and Family Therapists	2,831	
Marriage and Family Therapist Associates	291	
2. Total number of new licenses issued:		203
3. Total number of renewal licenses issued:		1,474
4. Total number of complaints received:		45
Standard of Care/Product	7	
Abuse/Neglect/Exploitation	1	
Sexual Misconduct	1	
Unlicensed Person/Facility	11	
Fraud/Deceit/Bribery	3	
Confidentiality	2	
Unprofessional Conduct	18	
Criminal History	1	
Order Non-Compliance	1	
5. Total number of jurisdictional complaints received:		45
6. Total number of complaint investigations completed:		29
7. Total number of jurisdictional complaints resolved:		39
No Violation	19	
Not Substantiated	2	
License Expiration	3	
Warning Letter	3	
Cease and Desist	5	
Reprimand	1	
Probated Suspension	1	
Revocation	1	
Civil Penalty	4	
8. Average length of time required for jurisdictional complaint resolution:		252 days
9. Total fees collected:		\$231,191
10. Total expenses:		\$221,869

Statutory Authority: Occupations Code, Chapter 502

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

Massage Therapy Licensing Program

1. Total number of licensees:		28,512
Massage Therapists	26,364	
Massage Therapy School/Training Programs	59	
Massage Therapy Instructors	1,295	
Massage Therapy Establishments	794	
2. Total number of new licenses issued:		2592
3. Total number of renewal licenses issued:		12,337
4. Total number of complaints received:		416
Standard of Care/Service/Product	34	
Sexual Misconduct	63	
Unlicensed Person/Facility	242	
Fraud/Deceit/Bribery	10	
Financial	4	
Confidentiality	2	
Advertising/Mislabeling	15	
Unprofessional Conduct	12	
Criminal History	32	
Required Activity Not Performed	2	
5. Total number of jurisdictional complaints received:		412
6. Total number of complaint investigations completed:		114
7. Total number of jurisdictional complaints resolved:		349
No Violation	41	
Not Substantiated	33	
Violation Found and Corrected	13	
License Expiration	15	
Administrative Penalty	32	
Warning Letter	32	
Cease and Desist	129	
Reprimand	9	
Denial	15	
Surrender	8	
Revocation	20	
Civil Penalty	2	
8. Average length of time required for jurisdictional complaint resolution:		206 days
9. Total fees collected:		\$2,104,763
10. Total expenses:		\$740,569

Medical Radiologic Technologist Certification Program

1. Total number of licensees:		26,144
Medical Radiologic Technologists	21,026	
Temp Medical Radiologic Technologists	687	
Limited Medical Radiologic Technologists	449	
Temp Limited Medical Radiologic Technologists	295	
Non-Certified Technicians	3,432	
Limited Curriculum Providers	2	
Non-Certified Technician Programs	19	
Hardship Exemptions	234	
2. Total number of new licenses issued:		2,728
3. Total number of renewal licenses issued:		9,603
4. Total number of complaints received:		36
Standard of Care	4	
Sexual Misconduct	1	
Unlicensed Person/Facility	18	
Fraud/Deceit/Bribery	1	
Unprofessional Conduct	8	
Criminal History	3	
Unauthorized Activity	1	
5. Total number of jurisdictional complaints received:		35
6. Total number of complaint investigations completed:		6
7. Total number of jurisdictional complaints resolved:		37
No Violation	9	
Not Substantiated	1	
Violation Found and Corrected	1	
License Expiration	5	
Administrative Penalty	7	
Warning Letter	2	
Cease and Desist	5	
Denial	2	
Probated Suspension	1	
Surrender	1	
Revocation	2	
Civil Penalty	1	
8. Average length of time required for jurisdictional complaint resolution:		295 days
9. Total fees collected:		\$884,292
10. Total expenses:		\$357,770

Statutory Authority: Occupations Code, Chapter 601

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

Texas Board of Licensure for Professional Medical Physicists

1. Total number of licensees:		558
Medical Physicists	444	
Temp Medical Physicists	114	
2. Total number of new licenses issued:		45
3. Total number of renewal licenses issued:		276
4. Total number of complaints received:		0
5. Total number of jurisdictional complaints received:		0
6. Total number of complaint investigations completed:		0
7. Total number of jurisdictional complaints resolved:		1
Not Substantiated	1	
8. Average length of time required for jurisdictional complaint resolution:		187 days
9. Total fees collected:		\$80,951
10. Total expenses:		\$32,356

Statutory Authority: Occupations Code, Chapter 602

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

Texas Midwifery Board

1. Total number of licensees:		204
Midwives	203	
Approved Midwifery Courses	1	
2. Total number of new licenses issued:		22
3. Total number of renewal licenses issued:		90
4. Total number of complaints received:		24
Standard of Care/Service/Product	11	
Unlicensed Person/Facility	2	
Fraud/Deceit/Bribery	3	
Advertising/Mislabeled	1	
Unprofessional Conduct	7	
5. Total number of jurisdictional complaints received:		21
6. Total number of complaint investigations completed:		3
7. Total number of jurisdictional complaints resolved:		13
No Violation	6	
Not Substantiated	1	
Administrative Penalty	3	
Warning Letter	1	
Suspension	1	
Emergency Suspension	1	
8. Average length of time required for jurisdictional complaint resolution:		186 days
9. Total fees collected:		\$59,458
10. Total expenses:		\$40,805

Statutory Authority:

Occupations Code, Chapter 203

Offender Education Programs

1. Total number of certificate holders:		4,017
DWI Education Instructors	718	
DWI Intervention Instructors	754	
Alcohol Education Program for Minor Instructors	1,106	
Drug Offender Education Program Instructors	614	
DWI Education Programs	239	
DWI Intervention Programs	159	
Alcohol Education Program for Minors	225	
Drug Offender Education Programs	202	
2. Total number of new certificates issued:		280
3. Total number of renewal registrations issued:		387
4. Total number of complaints received:		2
Standard of Care/Service/Product		1
Financial		1
5. Total number of jurisdictional complaints received:		0
6. Total number of complaint investigations completed:		0
7. Total number of jurisdictional complaints resolved:		0
8. Average length of time required for jurisdictional complaint resolution:	760 days	
9. Total fees collected:	\$456,489**	
10. Total expenses:	\$632,050**	

Statutory Authority:

Drug Offender Education Programs
Transportation Code §§521.371 - 521.377

DWI Education Programs
Code of Criminal Procedure, Art. 42.12, §13(h)

DWI Intervention Programs
Code of Criminal Procedure, Art. 42.12, §13(j)

Alcohol Education Programs for Minors
Alcoholic Beverage code, §106.115

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

** Fee and expense totals include both the Chemical Dependency Counselor Licensing Program and the Offender Education Programs

Optician's Registry Program

1. Total number of registrants:		175
Opticians-Dual	62	
Registered Contact Lens Technicians	10	
Registered Spectacle Dispensers	103	
2. Total number of new registrations issued:		20
3. Total number of renewal registrations issued:		93
4. Total number of complaints received:		2
Unprofessional Conduct	2	
5. Total number of jurisdictional complaints received:		2
6. Total number of complaint investigations completed:		1
7. Total number of jurisdictional complaints resolved:		1
Not Substantiated	1	
8. Average length of time required for jurisdictional complaint resolution:		154 days
9. Total fees collected:		\$48,119**
10. Total expenses:		\$17,834**

Statutory Authority:

Occupations Code, Chapter 352

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

** Fee and expense totals include both the Contact Lens Permit Program and the Opticians' Registry Program

Texas Board of Orthotics and Prosthetics

1. Total number of licensees:		742
Licensed Prosthetist/Orthotists	386	
Registered Prosthetist/Orthotist Students	41	
Temporary Prosthetist/Orthotists	1	
Registered Prosthetist/Orthotist Technicians	26	
Licensed Prosthetist/Orthotist Assistants	46	
Accredited Prosthetic/Orthotic Facility	242	
2. Total number of new licenses issued:		98
3. Total number of renewal licenses issued:		354
4. Total number of complaints received:		55
Standard of Care/Service/Product	12	
Unlicensed Person/Facility	41	
Unprofessional Conduct	1	
Order Non-Compliance	1	
5. Total number of jurisdictional complaints received:		55
6. Total number of complaint investigations completed:		17
7. Total number of jurisdictional complaints resolved:		34
No Violation	6	
Not Substantiated	3	
License Expiration	2	
Administrative Penalty	5	
Warning Letter	11	
Cease and Desist	1	
Denial	4	
Probated Suspension	1	
Revocation	1	
Civil Penalty		
8. Average length of time required for jurisdictional complaint resolution:		533 days
9. Total fees collected:		\$185,630
10. Total expenses:		\$71,827

Statutory Authority: Occupations Code, Chapter 605

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

Perfusionist Licensing Program

1. Total number of licensees:		339
Licensed Perfusionists	321	
Provisional Licensed Perfusionists	18	
2. Total number of new licenses issued:		21
3. Total number of renewal licenses issued:		137
4. Total number of complaints received:		0
5. Total number of jurisdictional complaints received:		0
6. Total number of complaint investigations completed:		0
7. Total number of jurisdictional complaints resolved:		1
Probated Suspension	1	
8. Average length of time required for jurisdictional complaint resolution:		445 days
9. Total fees collected:		\$51,005
10. Total expenses:		\$18,310

Statutory Authority: Occupations Code, Chapter 603

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

Personal Emergency Response System (PERS) Licensing Program

1. Total number of registrants/licenses:		273
PERS Registrants-Individuals	221	
PERS Licenses-Businesses	52	
2. Total number of new applications (licenses and registrants):		53
3. Total number of renewals (licenses and registrants):		66
4. Total number of complaints received:		0
5. Total number of jurisdictional complaints received:		0
6. Total number of complaint investigations completed:		0
7. Total number of jurisdictional complaints resolved:		0
8. Average length of time required for jurisdictional complaint resolution:		0
9. Total fees collected:		\$30,850
10. Total expenses:		\$19,236

Statutory Authority: Health and Safety Code, Chapter 781

* 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:		16,600
Licensed Professional Counselors	14,171	
Professional Counselor Interns	2,429	
2. Total number of new licenses issued:		1,960
3. Total number of renewal licenses issued:		6,853
4. Total number of complaints received:		216
Standard of Care/Service/Product	54	
Abuse/Neglect/Exploitation	2	
Sexual Misconduct	18	
Unlicensed Person/Facility	40	
Fraud/Deceit/Bribery	7	
Financial	1	
Client Rights	1	
Confidentiality	8	
Advertising/Mislabeling	4	
Unprofessional Conduct	77	
Criminal History	3	
ReOpen/Reinstate	1	
5. Total number of jurisdictional complaints received:		203
6. Total number of complaint investigations completed:		112
7. Total number of jurisdictional complaints resolved:		171
No Violation	69	
Not Substantiated	29	
Violation Found and Corrected	19	
Licensed Expiration	3	
Administrative Penalties	2	
Warning letters	29	
Cease and Desist	5	
Reprimand	8	
Probated Suspension	4	
Surrender	1	
Revocation	2	
Civil Penalties		
8. Average length of time required for jurisdictional complaint resolution:		284 days
9. Total fees collected:		\$966,945
10. Total expenses:		\$584,457

Statutory Authority:

Occupations Code, Chapter 503

Sanitarian Registration Program

1. Total number of registrants:		1,254
Registered Professional Sanitarians	1,221	
Registered Sanitarians in Training	33	
2. Total number of new licenses issued:		73
3. Total number of renewal licenses issued:		508
4. Total number of complaints received:		3
Standard of Care/Service/Product	1	
Fraud/Deceit/Bribery	1	
Unprofessional Conduct	1	
5. Total number of jurisdictional complaints received:		3
6. Total number of complaint investigations completed:		2
7. Total number of jurisdictional complaints resolved:		2
No Violation	2	
8. Average length of time required for jurisdictional complaint resolution:		76 days
9. Total fees collected:		\$113,526
10. Total expenses:		\$53,946

Statutory Authority:

Occupations Code, Chapter 1953

* 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:		20,777
Licensed Clinical Social Workers	6,441	
Licensed Master Social Workers-Advanced Practitioner	426	
Licensed Master Social Workers	7,566	
Temp Licensed Master Social Workers	96	
Licensed Baccalaureate Social Workers	6,198	
Temp Licensed Baccalaureate Social Workers	50	
2. Total number of new licenses issued:		1,561
3. Total number of renewal licenses issued:		9,838
4. Total number of complaints received:		150
Standard of Care/Service/Product	38	
Abuse/Neglect/Exploitation	3	
Sexual Misconduct	3	
Unlicensed Person/Facility	15	
Fraud/Deceit/Bribery	8	
Confidentiality	7	
Advertising/Mislabeling	5	
Unprofessional Conduct	60	
Criminal History	10	
ReOpen/Reinstate	1	
5. Total number of jurisdictional complaints received:		150
6. Total number of complaint investigations completed:		91
7. Total number of jurisdictional complaints resolved:		104
No Violation	47	
Not Substantiated	11	
License Expiration	3	
Withdrawn	1	
Warning Letter	25	
Cease and Desist	4	
Reprimand	1	
Denial	3	
Probated Suspension	3	
Surrender	2	
Revocation	3	
Civil Penalty	1	
8. Average length of time required for jurisdictional complaint resolution:		308 days
9. Total fees collected:		\$1,109,607
10. Total expenses:		\$656,027

Statutory Authority:

Occupations Code, Chapter 505

State Board of Examiners for Speech-Language Pathology and Audiology

1. Total number of licensees:		13,443
Speech Language Pathologists	9,735	
Temp Speech Language Pathologists	5	
Speech Language Pathologist Interns	541	
Speech Language Pathologist Assistants	2,059	
Audiologists	1,059	
Audiologist Interns	38	
Audiologist Assistants	6	
2. Total number of new licenses issued:		2,060
3. Total number of renewal licenses issued:		5,699
4. Total number of complaints received:		36
Standard of Care/Service/Product	16	
Unlicensed Person/Facility	5	
Fraud/Deceit/Bribery	5	
Advertising/Mislabeled	4	
Unprofessional Conduct	6	
5. Total number of jurisdictional complaints received:		36
6. Total number of complaint investigations completed:		5
7. Total number of jurisdictional complaints resolved:		49
No Violation	17	
License Expiration	3	
Withdrawn	2	
Administrative Penalty	7	
Warning Letter	13	
Cease and Desist	4	
Probated Suspension	2	
Suspension	1	
8. Average length of time required for jurisdictional complaint resolution:		299 days
9. Total fees collected:		\$917,826
10. Total expenses:		\$338,300

Statutory Authority: Occupations Code, Chapter 401

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

Appendix B - Health Professions Council

FY 10 Estimated Fees Collected Section IV.D Operating Budget

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

FY 10 Estimated Expenses Section II.C Operating Budget

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

Appendix B Estimated Fees and Revenues

Agency	FY 2010 Revenue Estimate	FY 2010 Expenses Estimate
Texas State Board of Chiropractic Examiners	\$2,315,000	\$642,485
Texas State Board of Dental Examiners	\$6,963,088	\$2,771,845
Texas Funeral Services Commission	\$1,562,141	\$801,751
Texas Medical Board	\$30,236,692	\$11,519,230
Texas Board of Nursing	\$13,267,000	\$8,463,179
Texas Optometry Board	\$1,453,494	\$526,858
Texas State Board of Pharmacy		\$6,110,971
Executive Council of Physical Therapy and Occupational Therapy Examiners	\$3,703,479	\$1,141,398
Texas State Board of Podiatric Medical Examiners	\$431,440	\$242,988
Texas State Board of Examiners of Psychologists	\$2,165,711	\$972,374
Texas State Board of Veterinary Medical Examiners	\$2,543,560	\$1,011,657

Appendix C - Health Professions Council

Unfunded Needs of the Agency

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

Appendix C - Health Professions Council

Unfunded Needs of the Agency

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

Agency	(8) any unfunded needs of the agency.
Chiropractic	None
Dental	None
Funeral Serv	<p>Agency staff must often refer telephone calls and inquiries to the Assistant Attorney General assigned to this agency in coordination with the Administrative Law Division located at the Office of the Attorney General (OAG). The Assistant Attorney General assigned to this agency represents 15 other regulatory agencies. Due to the workload of the OAG, a reply to these inquiries/investigations received at the Texas Funeral Service Commission takes several weeks if not months.</p> <p>General Counsel for the TFSC is needed to reduce the agency's pending investigation caseload, to litigate SOAH cases more expeditiously, and to facilitate answers to problems the consuming public and death care professionals face regarding the death care industry. The agency also receives inquiries from members of the Texas Legislature for a timely solution to one of their constituent's concerns regarding death care related issues. A General Counsel would be immediately available to help resolve the matters based on the agency's jurisdiction with the laws currently in effect.</p> <p>Currently, TFSC investigators and the legal assistant must use their own judgment to determine whether the results of an investigation warrant a violation of law or rule. Having a General Counsel on staff to review the investigative summary and findings would ensure every aspect of the complaint has been examined thereby protecting the consuming public.</p>

Nurse

Advanced Practice Registered Nurse Applications - In the past three years, the APRN section has experienced a consistent high number of applications for initial approval which has created a backlog and a delay in processing applications. These applications require a high level of expertise regarding APRN practice and education in the State of Texas and within the United States. Along with the consistently high number of applications, the review of the applications has become more complex due to new rules implemented by the board in the past few years. These rules require review of transcripts and course descriptions to assure specific course content. With new requirements, comes additional correspondence and phone calls. To alleviate the backlog and decrease the number of days it takes to process an application, we have hired two part-time contract workers. One is an APRN and the other is an administrative assistant. We do not anticipate this trend to slow down and further anticipate additional Compact APRN applications upon implementation of the APRN Compact in fiscal year 2011. We are requesting two FTEs to assist in this area. If we are unable to maintain the two contract workers, we anticipate the number of days to approve an APRN application will stay at 70 days and most likely climb higher to 90 days as the backlog increases.

Criminal Background Checks - New/Accepted Student Program - This new program has been a big success being implemented by schools of nursing faster than expected. This program provides board reviews of criminal background history for students prior to admission to schools of nursing to determine eligibility for licensure. This program also allows programs to determine whether students should be admitted to clinical learning experiences given past criminal background history. We anticipated that up to 50 schools of nursing would adopt this process but that number has tripled to over 150. This means the number of prospective students completing the criminal background process has grown exponentially. Along with this growth has come additional files to review for eligibility issues from both examination and endorsement applications. The average case load for one operations staff member has gone from 324 in fiscal year 2007 to 1,035 in fiscal year 2008, 1,499 in fiscal year 2009 and 1,637 in fiscal year 2010. In that same time period, the same staff member have opened, reviewed and closed 1,139 examination and endorsement eligibility cases in fiscal year 2007, 2,031 cases in fiscal year 2008, 2,987 cases in fiscal year 2009 and 3,267 cases in fiscal year 2010. One person cannot handle this consistently growing caseload. We did not anticipate the consistent growth in "hits" from our criminal background checks. The Texas Board of Nursing has hired four additional temporary staff to assist with administrative duties but we are close to filling all appropriated staff positions (96.7) and since temporary staff count towards our FTE cap, we will exceed that cap if we do not get additional FTEs and will be forced to let go all temporary staff. The schools of nursing and new students participating in this program are currently experiencing a 60 day turn-around from receipt of a school roster to completion of background check reviews. Without the temporary staff, this time frame will increase to 120 days.

<p>Optometry</p>	<p>To control costs, the agency continues to put additional emphasis on the agency's website to deliver information and to automate much of the license renewal process. The agency also continues to participate in sharing arrangements with other Health Profession Council agencies.</p> <p>The agency's database is being replaced this year. The agency is sharing the cost of the replacement database with five other agencies so that a sufficient database is obtained at the lowest possible cost. As the database is installed, issues are arising that may require additional programming beyond the contracted amount. Although every effort will be made to find solutions that do not need additional programming, it appears that additional expenses may be necessary in 2012.</p> <p>The additional 2.5 percent reduction means that the agency cannot fill a half-time administrative assistant position that has been extremely valuable to the agency the last two years.</p>
<p>Pharmacy</p>	<p>Although the TSBP was successful in obtaining additional appropriations for the requested exceptional items during the 82nd Legislative session, a number of unfunded mandates continue to cause annual increases in areas such as hazardous and longevity pay, gasoline, postage, mileage and hotel per diem.</p> <p>Additionally, in FY2010, all agencies were faced with an ordered 5% budget reduction for FY2010 and an additional 2.5% budget reduction for FY2011. In light of these budget reductions and potential future decreases in the State of Texas budget for 2012-2013, the agency's ability to provide quality customer service, information, and protection to the citizens of Texas will be severely tested.</p> <p>If the tight State of Texas budget for 2012-2013 results in decreases in appropriations for TSBP, these decreases will severely impact the agency's ability to provide quality customer service, information, and protection to the citizens of Texas.</p>
<p>PT/OT</p>	<p>None</p>

<p>Podiatry</p>	<p>We received funding for our 81st Session/2009 LAR for FY 2010/2011 in full.</p> <p>Future needs are being analyzed as we work through the present FY 2010 5% Reduction and are awaiting the 82nd Session Strategic Planning & LAR process for later this year to present future needs and their requisite funding.</p>
<p>Psychologists</p>	<p>Given the dire economic situation of the state, the Texas State Board of Examiners of Psychologists is requesting no additional funds for unfunded needs of the agency at this time. However, when the economy of the state recovers, the agency will seek higher salaries for its staff based on the 2010 State Auditor's report which states that the average salary at this agency is \$7,400 below the average salary of Article VIII agencies.</p>
<p>Vet Med</p>	<p>None</p>
<p>DSHS PLCU</p>	<p>Funding</p> <p>The DSHS Professional Licensing and Certification Unit (PLCU) is organizationally placed within the Division for Regulatory Services, Health Care Quality Section. PLCU functions as a consolidated licensing operation for 23 regulatory programs and consists of:</p> <ul style="list-style-type: none"> • 8 governor-appointed licensing boards, each with independent rulemaking and enforcement authority; • 2 governor-appointed licensing boards, each with independent enforcement authority and quasi-independent rulemaking authority; • 1 licensing board appointed by the DSHS Commissioner with independent enforcement authority and quasi-independent rulemaking authority; and • 12 licensing programs that do not have appointed boards, and for which the rulemaking authority is the Executive Commissioner of the Health and Human Services Commission and the enforcement authority is DSHS.

The boards and programs within PLCU do not function as independent state agencies. DSHS 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 DSHS for Strategy D.1.4 (Health Care Professionals). This appropriation funds a total of 26 programs within DSHS, not all of which are organizationally placed within PLCU. The legislative appropriation is made to DSHS, not to the individual boards, programs, or unit.

Total fee revenue collected by PLCU programs in Fiscal Year 2010 was \$9,297,897 and total expenses of PLCU programs was \$5,030,589. Not all licensing fees collected by PLCU programs were appropriated to DSHS 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. In the 81st Legislature, 2009, an exceptional item request was approved for additional regulatory capacity at DSHS, but no additional resources were allocated to the Health Care Professionals strategy. However, DSHS has worked with the Legislative Budget Board to allocate some of the new funding to this strategy, which will help address the needs of the growing programs.

**Appendix D - Health Professions Council
Agencies Reports on Number of Persons
Regulated by County***

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

*Due to document size, provided as pdf on CD. Also available on Council Website (www.hpc.state.tx.us)