



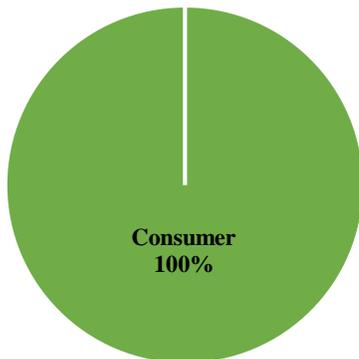
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

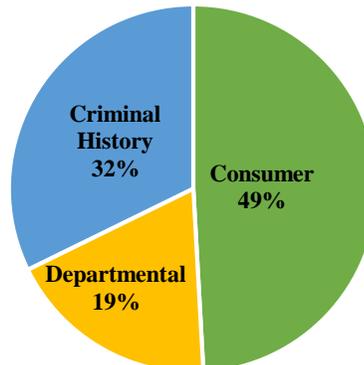
Dyslexia Therapy (DYS)

| Key Statistics | DYS Fiscal Year 2019 | TDLR Fiscal Year 2019 |
|--|----------------------|-----------------------|
| Number of Licensees | 964 | 832,593 |
| Complaints Received | 14 | 37,043 |
| Cases Opened | 1 | 10,902 |
| Cases Closed | 1 | 10,113 |
| Average Time to Close (days) | 76.00 | 151.96 |
| % of Cases Resolved Within 6 Months | 100% | 68.52% |
| % of Cases Resulting in Disciplinary Action | 0% | 21% |
| Open Cases Pending at End of Fiscal Year | 0 | 4,361 |
| Number of Cases Referred to the State Office of Administrative Hearings (SOAH) | 0 | 204 |
| Number of Contested Cases Heard at SOAH | 0 | 92 |
| Formal Case Outcomes | DYS Fiscal Year 2019 | TDLR Fiscal Year 2019 |
| Commission Orders | 0 | 51 |
| Default Orders | 0 | 614 |
| Agreed Orders | 0 | 1,254 |
| Average Penalty Assessed on Orders | \$0.0 | \$2,092.92 |
| Total Penalties Assessed | \$0.0 | \$3,452,750 |
| Licenses Revoked (Disciplinary) | 0 | 106 |
| Licenses Suspended (Disciplinary) | 0 | 13 |
| Licenses Denied/Suspended/Revoked (Criminal History) | 0 | 358 |
| Cases Heard in District Court | 0 | 1 |
| Informal Case Actions | DYS Fiscal Year 2019 | TDLR Fiscal Year 2019 |
| Consumer Restitution | \$0.0 | \$324,299 |
| Warning Letters | 0 | 1,500 |
| Other Informal Resolutions | 1 | 6,434 |
| Cease & Desist Orders | 0 | 38 |

**Source of DYS Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

DYS Alleged Violations at Opening

| Fiscal Year 2019 | |
|-------------------------------------|--------------|
| Alleged Violation at Opening | Count |
| Code of Ethics violation | 1 |

DYS Violations Resulting in Disciplinary Action

| Fiscal Year 2019 | |
|---|--------------|
| Violation Resulting in Disciplinary Action | Count |
| | |
| There were no violations resulting in Disciplinary Action for Fiscal Year 2019 for the DYS program | N/A |