

Licensing Division

Dyslexia Therapists and Practitioners Advisory Committee Meeting February 24, 2021

Personnel Updates

Staff continues to work from home and go into the office on a rotating schedule.
Licensing Managers go into the office on a rotating schedule.

Statistics

DYSLEXIA PRACTITIONERS

	TOTAL FY 2020	1ST Quarter FY2021	December FY2021
New Licenses Issued	7	1	1
Renewed Licenses Issued	27	6	1
Online Renewals	16	5	1
% Renewed Online	59%	83%	100%
Total Population	61	64	64

DYSLEXIA THERAPISTS

	TOTAL FY 2020	1ST Quarter FY2021	December FY2021
New Licenses Issued	74	29	6
Renewed Licenses Issued	370	165	42
Online Renewals	218	159	40
% Renewed Online	60%	96%	95%
Total Population	933	924	920

CUSTOMER SERVICE DIVISION

Staff Report for the Dyslexia Therapists and Practitioners Advisory Board – Wednesday, February 24, 2021

Personnel Updates

- 2 CSR III agents have been promoted to ESRs (CSR IVs), which means they will be assisting in tracking and resolving more complex customer issues and working on emails as well as assisting customers on the phones.
- 6 new CSR III agents have been hired since December 1, 2020. These include Spanish, English, Vietnamese, and Chinese Mandarin speakers.
- Since March of 2020, customer service employees continue to work from home.

Statistics



Enforcement Division

Staff Report for Dyslexia Therapists and Practitioners Advisory Committee

February 24, 2021

Personnel Updates:

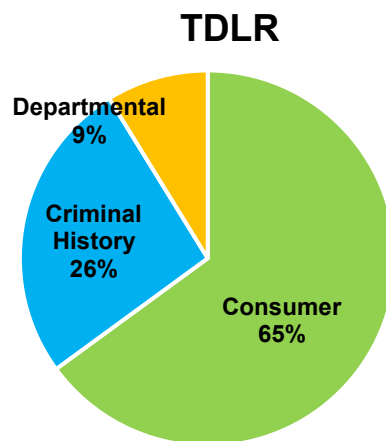
- On November 6, 2020, Prosecutor Ken Sharp retired after 7 years of service with TDLR and 13 years of total service to the citizens of Texas. During his tenure at TDLR Ken worked briefly on the Transportation team before joining the criminal history review team where he reviewed thousands of applications to see if the applicant's criminal records were serious enough to prevent them from being licensed. Ken was also very active in the Department's Veteran's Association, where he was both a cofounder of the organization and its first Commander.
- On December 4, 2020, Prosecutor Michael Shirk retired after 8 years of service with TDLR and nearly two decades of service to the citizens of Texas. Michael was a member of the Transportation team where his enthusiasm for public service and protecting the citizens of Texas was clearly evident. He was a joy to work with and served as a mentor for many of our attorneys on staff. He will be missed, but he left a legacy of public service that will be long remembered.
- Three Attorneys, Amanda Barrera, Aroosa Nizami and Natalie Olvera, were promoted to Attorney III positions to fill the vacancies that were created by the promotions and retirements in the Enforcement Division. Amanda's and Aroosa's promotions were effective December 15, 2020 and Natalie's promotion was effective January 1, 2021.
- On January 4th, 2021, Arthur Arevalo was hired to fill the Investigations Manager's position. Art retired from the Austin Police Department after nearly 26 years of service. Since then, he worked for the Travis County Sheriff's Office and more recently served as a Captain with the Texas State University Police Department. We look forward to his contribution to the success of our team as we continue to strengthen the Enforcement division with staff that embraces our mission and shares our dedication to make a positive impact serving the citizens of Texas.

Statistics:

Shown below are the Enforcement Performance Measures and key statistics for the Dyslexia Therapists and Practitioners (DYS) program and for all TDLR programs combined through December 2020 of **Fiscal Year 2021**:

Key Statistics:	DYS	TDLR
Cases opened	0	3,185
Cases closed	0	3,403
Average time to close (days)	0	199.89
% of cases resolved within 6 months	0%	61.53%
% of cases resulting in disciplinary action	0%	16.26%
Cases pending at end of December 2020	0	5,741

Source of Cases Opened for Fiscal Year 2021 through December 2020

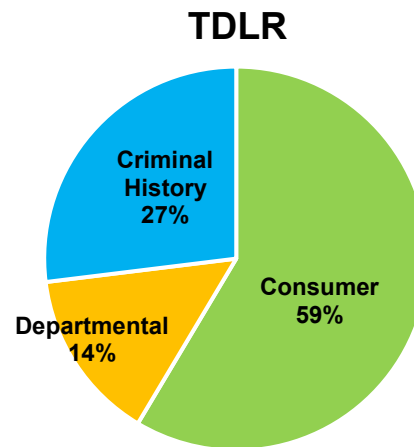


Case Outcomes	DYS	TDLR
Commission Orders	0	10
Default Orders	0	228
Agreed Orders	0	306
Penalties Assessed	0	\$1,232,505.00
Penalties Collected	0	\$476,040.00
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended	0	6
Licenses Denied/Revoked (Criminal History)	0	88
Cease & Desist Orders	0	7
Informally Resolved	0	2,796

Shown below are the Enforcement Performance Measures and key statistics for the Dyslexia Therapists and Practitioners (DYS) program and for all TDLR programs combined for **Fiscal Year 2020**:

Performance Measure	DYS	TDLR
Cases opened	0	10,465
Cases closed	0	9,763
Average time to close (days)	0	157.58
% of cases resolved within 6 months	0%	68.64%
% of cases resulting in disciplinary action	0%	13.48%
Cases Pending	0	5,850

**Source of Cases Opened
Fiscal Year 2020**



Case Outcomes	DYS	TDLR
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	0	853
Penalties Assessed	\$0	\$2,360,451.00
Penalties Collected	\$0	\$1,296,792.16
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	0	240
Cease & Desist Orders	0	46
Informally Resolved	0	8,365

Regulatory Program Management Division

Staff Report for the Dyslexia Therapists Advisory Committee

February 24, 2021

Personnel Updates

The Medical and Health Professions Section has two new staff members. Angela Sanders and Shawn O'Neal joined our section on February 1, 2021. Angela has worked for TDLR since 2017 and Shawn has been with TDLR since 2005. We are happy to welcome them to our team and look forward to working with them.

Current Projects

The TDLR Health Occupations Annual Report was submitted to the Chairs of the House Licensing and Administrative Procedures Committee, House Public Health Committee, Senate Business and Commerce Committee and Senate Health and Human Services Committee on Feb 1. The report is statutorily required and contains programmatic license and complaint data. The report was emailed to advisory board members earlier in February. It is also available on the TDLR webpage under Agency Reports.

Staff have been working on rule review projects for six of the Medical and Health Profession programs. Program rule reviews occur every four years.

Staff have been working on draft emergency rules, to be enacted if a disaster declaration is issued from the Governor's Office in the future.

Staff have been reviewing bills filed with the Texas Legislature, 87th Regular Session.

Staff have been involved in the development of the new Texas Licensing System.

MHP staff, Stewart Myrick and Steve Uecker, continue to work with the Texas Division of Emergency Management's State Operations Center as TDLR liaisons and health professions subject matter experts in support of the state's COVID-19 pandemic response. These duties are being performed remotely.

Outreach

No current in-person outreach opportunities have been available to staff due to the COVID-19 pandemic. RPM staff are able to attend conferences and events virtually. Please email Mary Hoffman if you know of any virtual outreach opportunities that we may attend.

Volume 13 of the Health Monitor was distributed February 3, 2021. You can always find the most recent issue of the newsletter on the program webpage. Links to previous issues can be found under Agency Newsletters on the main TDLR webpage.