Personnel Updates
• The Compliance Division put together its health professions team, under the direction of Stephen Mills. Yvonne Feinleib and Katie Brice, from DSHS, joined the team on October 1. Mary Hoffman, Heather Muehr, and Stewart Myrick, from DSHS, joined the team on October 17.

Public Outreach - Academic Language Therapy Association (ALTA)
• Compliance staff conducted phone conferences in October and November with Courtney Hoffman, Janna Curry, Linda Gladden and Karen Vickery to update them on transition activities and gather feedback.
• Staff attended the ALTA regional conference in Austin on January 21.
• Staff plan to attend the ALTA annual conference on May 5-6, 2017 in Richardson.
Current Projects

On the Move
We relocated to the North Campus on February 15th, 2017, suite 105W. At that time our furniture had not came in. We received confirmation from Bob Posey that our furniture is scheduled for installation beginning Wednesday March 29th through Friday March 31st. E&E staff will occupy the 3rd floor training room in the interim.

Transfer of the Health Services Programs
On October 3, 2016, we assumed all activities relating to the Health Professions Programs. We have completed the adoption of the rules with some changes. The TDLR health profession rules became effective on October 1, 2016.

Phase II – Transfer of the Health Services Programs
The following programs will come to TDLR from the Department of State Health Services (DSHS) as authorized by Senate Bill 202, 84th Regular Session, on November 1, 2017
• Code Enforcement Officers
• Laser Hair Removal
• Massage Therapy
• Mold Assessors and Remediators
• Offender Education Providers
• Sanitarians
Our staff is diligently working to become familiar with each new program.

Work Group
Rebecca Armas and Frances Mendieta met with most of the Advisory Board Education work groups to go over the Jurisprudence Examination Items. The work groups updated all items that reference DSHS to TDLR.

New Technology
The Education and Examination Division has begun utilizing Touchpoint for emails. Touchpoint allows us to track what has been completed and the time it has taken to answer emails. Currently, E&E averages 958 emails a month. The goal is to be able to report work our staff accomplish. As we continue to grow as a model agency our workload and performance numbers will increase. The use of Touchpoint is a step to utilizing the effectiveness of innovation.
Total E-Mail Answered by Staff
(as of January 31, 2017)

<table>
<thead>
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<th>MONTH</th>
<th>FY2017</th>
<th>FY 2016</th>
<th>FY 2015</th>
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<td>1389</td>
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<td>November</td>
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<td>February</td>
<td>974</td>
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<tr>
<td>TOTAL</td>
<td>5,747</td>
<td>6,312</td>
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Continuing Education Course Completion Record Fees
CE Completion Fees Totals Invoiced for fiscal year $1,053,300.00
Total Payments Received for fiscal year $917,430.00
Current Balance Due (as of 02/28/2017) $135,870.00

Personnel Work Chart

Statistics and Trends
Because Dyslexia Therapists and Practitioners take a National Examination, we will not have statistics for examinations. We will perform random audits on Continue Education courses and will show those statistics.
Key Statistics

**Performance Measures**

- Cases opened: 11,305
- Cases closed: 12,314
- Average time to close (days): 186
- % of complaints resolved within 6 months: 72%
- % of complaints resulting in disciplinary action: 30%

**Source of Complaints FY2016**

- Consumer 26%
- Department 39%
- Criminal History 29%
- Other 6%

**Complaints by Program FY2016**

- COS 29%
- ELC 24%
- ELE 6%
- BAR 7%
- ACR 9%
- VSF 8%
- TOW 17%

**Case Outcomes**

- Commission Orders: 48
- Agreed Orders: 2,270
- Default Orders: 912
- Penalties Assessed: $4,525,675
- Penalties Collected: $2,362,706
- Licenses Revoked (Disciplinary): 161
- Licenses Suspended: 4
- Licenses Denied/Revoked (Criminal History): 528
- Cease & Desist Orders: 621

**Fiscal Year 2016**

- 11,305
- 12,314
- 186
- 72%
- 30%

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**Fiscal Year 2015**

- 48
- 2,270
- 912
- $4,525,675
- $2,362,706
- 161
- 4
- 528
- 621

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April 13, 2017
## Dyslexia Therapists and Practitioners

### Licensing Division Report

**April, 13th, 2017**

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<th>Initials</th>
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### Total Population

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