

Licensing Division

Dyslexia Therapists and Practitioners Advisory Committee Meeting – October 27, 2020

Personnel Updates

We want to assure you that we have continued to process license applications since the City of Austin issued its “Stay at Home-Work Safe” order on March 23. Most of us are working safely at home under TDLR’s “Work at Home” initiative and the Licensing division continues to issue licenses.

Protecting the sensitive information on those application is of utmost importance so we do not take applications home. When we receive paper applications, we scan them in to a secure, shared directory and we pull each one and process it remotely just as if we were in the office working with paper. There is not change to how we process applications filed online, other then the roof we’re sitting under to do the work.

A few staff members report to the office every day to take care of duties that cannot be performed at home like scanning the incoming applications and mailing the output such as licenses and renewal letters. We have been affected by illness and quarantine, but only on a limited scale and everyone has recovered.

Statistics

DYSLEXIA PRACTITIONERS

	TOTAL FY 2020	September FY2021
New Licenses Issued	7	1
Renewed Licenses Issued	27	1
Online Renewals	16	1
% Renewed Online	59%	100%
Total Population	61	59

DYSLEXIA THERAPISTS

	TOTAL FY 2020	September FY2021
New Licenses Issued	74	11
Renewed Licenses Issued	370	45
Online Renewals	218	45
% Renewed Online	60%	100%
Total Population	933	941

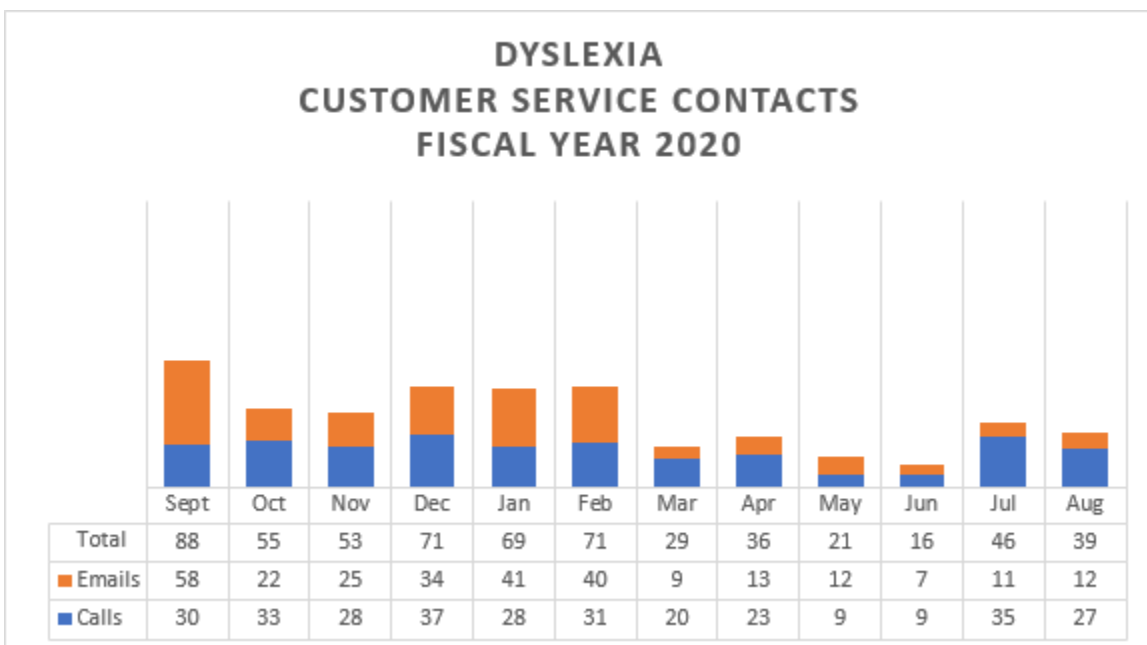
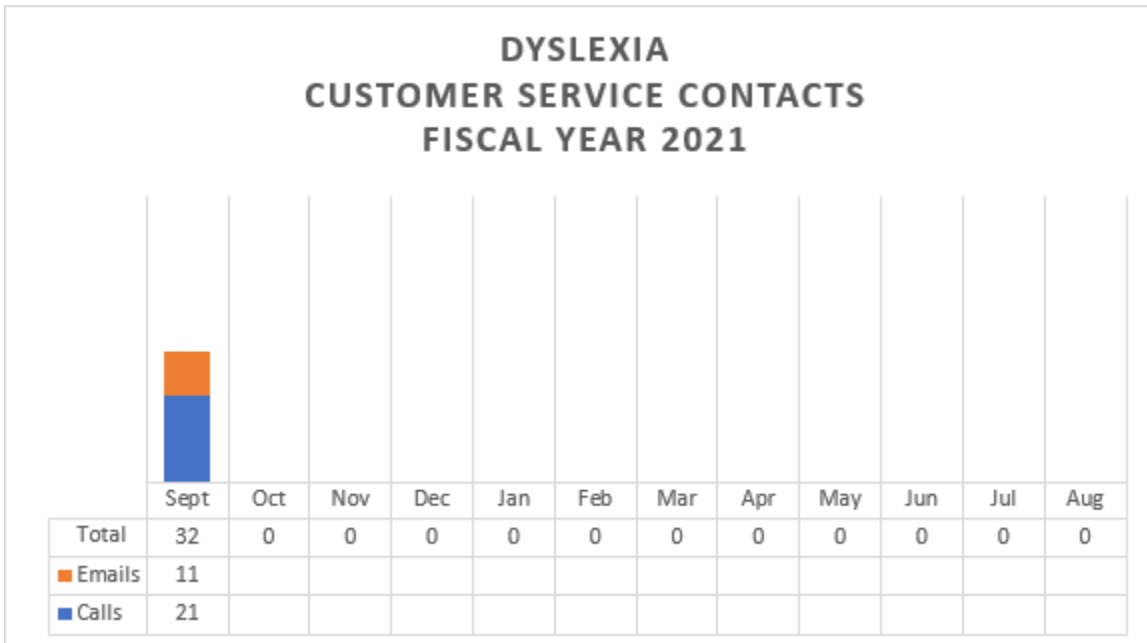
Current Projects

Staff have been working with Licensing Workgroup and Office of General Counsel on streamlining the licensing process and updating rules to current practices.

Customer Service

Staff Report for Dyslexia Therapists and Practitioners Advisory Committee – October 27, 2020

Statistics



Enforcement Division

Staff Report Dyslexia Therapists and Practitioners Advisory Committee for October 27, 2020

Personnel Updates:

- On February 15, Debbie Hawkins was promoted to Legal Assistant Supervisor. Debbie has worked for TDLR for 8 years as a Legal Assistant in the Enforcement Division.
- On March 1, John Medlock was promoted to Chief Prosecutor. John has worked for TDLR for 7 years, previously serving as a Prosecutor and Senior Prosecutor in the Enforcement Division.
- On May 1, Trevor Theilen was promoted to Senior Prosecutor. Trevor has worked for TDLR for 9 years as a Prosecutor in the Enforcement Division.
- On August 31, Investigations Manager Gregg Dodson retired after 22 years of service with TDLR. Gregg oversaw the Investigations Section within the Enforcement Division, which includes 42 investigators. This position is currently posted on the Department's website, and we hope to conduct interviews soon.
- On August 31, Prosecution Legal Assistant Manager Daryl Kunze retired after 18 years of service with TDLR. Daryl oversaw the Prosecution Legal Assistant Section within the Enforcement Division, which includes 33 legal assistants and administrative assistants.
- On August 31, Senior Investigator Esmer Arguijo retired after 21 years of service with TDLR. Esmer conducted investigations of cases in the building and mechanical, water well, and property tax programs.
- On October 1, Jackie Revilla was promoted to Prosecution Legal Assistant Manager, to fill the vacancy created by Daryl Kunze's retirement. Jackie has worked for TDLR for 18 years, previously serving as a Legal Assistant Supervisor in the Enforcement

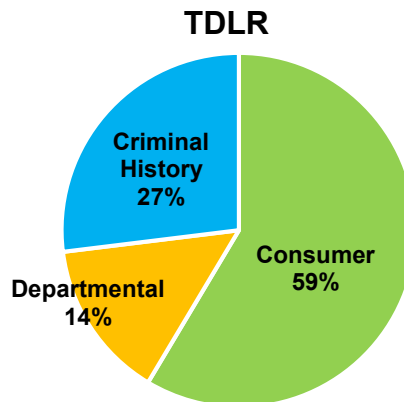
Division.

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 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

Staff Report for Dyslexia Therapists and Practitioners Advisory Committee – October 27, 2020

Personnel Updates

The MHP Section currently has two vacancies. Elizabeth “Bebe” Perez resigned effective August 31, 2020 and Marinela La Fleur retired October 31, 2020. They both worked with the barbering, cosmetology and massage therapy programs. We will miss them and wish them well.

Current Projects

Staff have been working with the Standard of Care Workgroup and Office of General Counsel on draft rule recommendations regarding telehealth.

Staff participated in Licensing Workgroup and Education and Examination Workgroup meetings.

Staff have been working to implement House Bill 2059, which requires certain health care practitioners to complete a Health and Human Services Commission (HHSC) approved human trafficking prevention training course to renew their license. This requirement went into effect on September 1, 2020.

Staff have been involved in the development of the new Texas Licensing System. This system will eventually replace the current licensing databases in use by the agency.

Outreach

RPM staff have been unable to attend conferences in person during the COVID pandemic. However, we are available to attend virtually. Please contact Mary Hoffman if you are aware of any upcoming outreach opportunities that we may be able to attend virtually.