



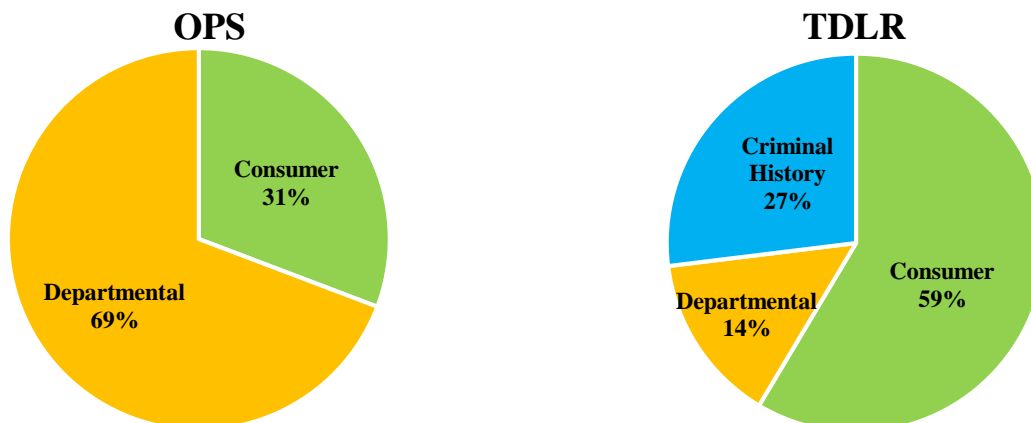
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Orthotists and Prosthetists (OPS)

Key Statistics	OPS Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	913	823,189
Complaints Received	40	32,683
Cases Opened	13	10,465
Cases Closed	12	9,763
Average Time to Close (days)	92.00	157.58
% of Cases Resolved Within 6 Months	83.33%	68.64%
% of Cases Resulting in Disciplinary Action	8.33%	13.48%
Open Cases Pending at End of Fiscal Year	7	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	2	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	OPS Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	1	853
Average Penalty Assessed on Orders	\$750.00	\$2,199.86
Total Penalties Assessed	\$750.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	OPS Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	8	1,615
Other Informal Resolutions	3	6,749
Cease & Desist Orders	0	46

**Source of Cases Opened Fiscal Year 2020**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**OPS Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Expired License	6
Employed unlicensed or expired license	3
Lacks honesty, trustworthiness and integrity	1
Fraud or deceit in services provided	1
Operating without a license	1

**OPS Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Unprofessional or unethical conduct	1