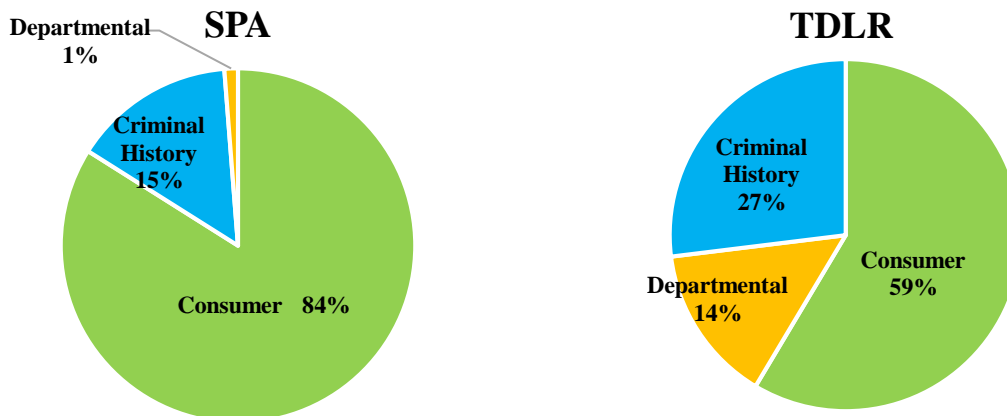# TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

Speech-Language Pathologists and Audiologists (SPA)

Key Statistics	SPA Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	22,567	823,189
Complaints Received	630	32,683
Cases Opened	81	10,465
Cases Closed	44	9,763
Average Time to Close (days)	84.20	157.58
% of Cases Resolved Within 6 Months	84.09%	68.64%
% of Cases Resulting in Disciplinary Action	9.09%	13.48%
Open Cases Pending at End of Fiscal Year	51	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	1	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	SPA Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	3	853
Average Penalty Assessed on Orders	$1,416.67	$2,199.86
Total Penalties Assessed	$4,250.00	$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	1	240
Cases Heard in District Court	0	2
Informal Case Actions	SPA Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	$0.00	$183,910.04
Warning Letters	2	1,615
Other Informal Resolutions	38	6,749
Cease & Desist Orders	0	46

Source of Cases Opened Fiscal Year 2020

SPA: Departmental 1%, Criminal History 15%, Consumer 84%

TDLR: Criminal History 27%, Departmental 14%, Consumer 59%

TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

SPA Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	**Count**
Code of ethics violation	30
Billed for services not provided	18
Practicing without a license	16
Falsified records	12
Criminal History	11
Failed to maintain records	4
Unprofessional conduct	2
Failed to comply with an order	1
Lacks honesty, trustworthiness and integrity	1
Medical evaluation/waiver violation	1
Violation involving supervision	1

SPA Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	**Count**
Criminal History	1
Billed for services not provided	1
Failed to maintain records	1
Falsified records	1