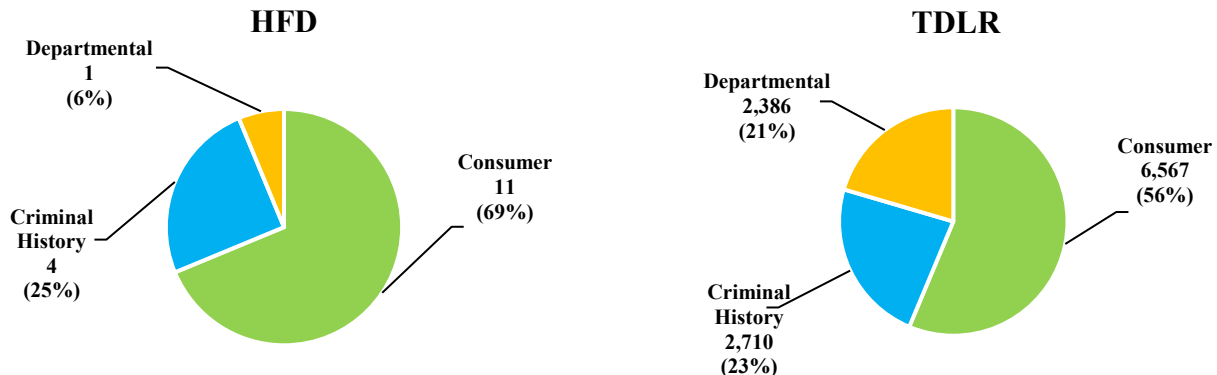


Hearing Instrument Fitters and Dispensers (HFD)

Key Statistics	HFD Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	873	890,735
Complaints Received by Source	52	64,954
<i>Consumer complaints</i>	15	14,098
<i>Department initiated complaints</i>	1	2,368
<i>Criminal History Records reviewed for licensure</i>	36	48,488
Cases Opened	16	11,663
<i>Consumer</i>	11	6,567
<i>Departmental</i>	1	2,386
<i>Criminal History</i>	4	2,710
Cases Closed	18	11,754
Average Time to Close (days)	125.06	215.79
% of Cases Resolved Within 6 Months	77.78%	57.64%
% of Cases Resulting in Disciplinary Action	0.00%	10.81%
Open Cases Pending at End of Fiscal Year	5	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	HFD Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	0	1,160
<i>Commission Orders</i>	0	27
<i>Default Orders</i>	0	384
<i>Agreed Orders</i>	0	749
Average Penalty Assessed on Orders	\$0.00	\$2,231.30
Total Penalties Assessed	\$0.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	HFD Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$0.00	\$390,011.62
Warning Letters	2	3,378
Other Informal Resolutions	16	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



HFD Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Criminal history	4
False, misleading, and deceptive advertisement	4
Unprofessional conduct	3
Records violation	2
Unethical conduct	1
Unlicensed	1
Employ unlicensed or expired license	1
Failed to pay dishonored check	1
Late, incorrect, or no refund	1

HFD Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2022 for the HFD program	N/A