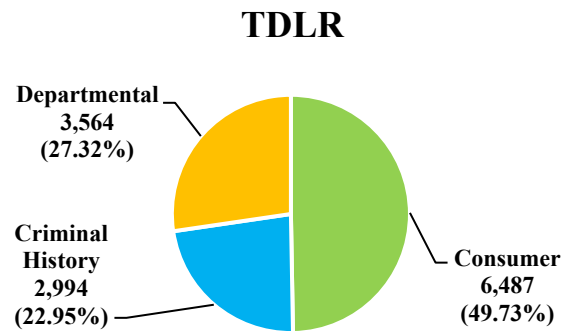
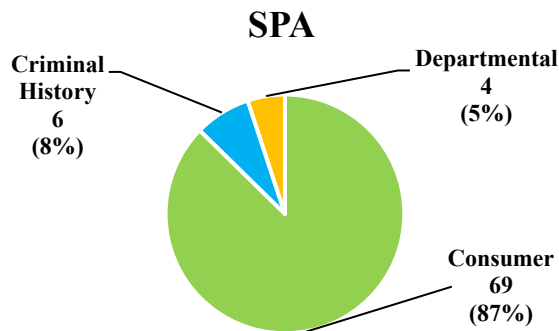


## Speech-Language Pathologists and Audiologists (SPA)

Key Statistics	SPA Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Complaints Received by Source</b>	<b>1,030</b>	<b>111,084</b>
Consumer complaints	74	14,240
Department initiated complaints	4	3,535
Criminal History Records reviewed for licensure	952	93,309
<b>Cases Opened</b>	<b>79</b>	<b>13,045</b>
Consumer	69	6,487
Departmental	4	3,564
Criminal History	6	2,994
<b>Cases Closed</b>	<b>58</b>	<b>11,284</b>
Average Time to Close (days)	91.74	215.01
% of Cases Resolved Within 6 Months	86.21%	55.52%
% of Cases Resulting in Disciplinary Action	17.24%	12.46%
Open Cases Pending at End of Fiscal Year	36	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	SPA Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Final Orders</b>	<b>11</b>	<b>1,329</b>
Agreed Orders	7	843
Commission Orders	0	12
Default Orders	4	472
Average Penalty Assessed on Orders	\$4,820.45	\$2,217.58
<b>Total Penalties Assessed</b>	<b>\$53,025.00</b>	<b>\$2,947,160.00</b>
<b>Total Penalties Collected</b>	<b>\$14,725.00</b>	<b>\$1,451,668.00</b>
Licenses Revoked (Disciplinary)	4	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	SPA Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	2	2,757
Other Informal Resolutions	45	7,121
Cease & Desist Orders	0	8

### Cases Opened Fiscal Year 2023



### SPA Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Code of ethics violation	51
Falsified records	9
Practiced without a license	6
Criminal history	6
Failed to pay dishonored check	3
Violation that involved supervision	3
Billed for services not provided	3
Medical evaluation or waiver violation	1
Failed to maintain records	1

### SPA Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Billed for services not provided	4
Falsified records	4
Failed to comply with an order	2
Failed to maintain records	1