

## Licensing Division

Staff Report for the Hearing Instrument Fitters and Dispensers  
Advisory Board  
August 30, 2023

### Statistics

#### HEARING INSTRUMENTS FITTERS AND DISPENSERS

	TOTAL FY 2022	1 <sup>st</sup> Quarter FY 2023	2 <sup>nd</sup> Quarter FY 2023	3 <sup>rd</sup> Quarter FY 2023
New Licenses Issued	43	21	9	16
Renewed Licenses Issued	264	81	78	81
Online Renewals	251	81	78	77
% Renewed Online	95%	100%	100%	95%
Total Population	693	699	690	700

#### APPRENTICE PERMIT

	TOTAL FY 2022	1 <sup>ST</sup> Quarter FY 2023	2 <sup>nd</sup> Quarter FY 2023	3 <sup>RD</sup> Quarter FY 2023
New Licenses Issued	60	10	4	11
Renewed Licenses Issued	8	3	0	1
Total Population	61	52	49	37

TEMPORARY TRAINING PERMIT

	TOTAL FY 2022	1 <sup>ST</sup> Quarter FY 2023	2 <sup>nd</sup> Quarter FY 2023	3 <sup>RD</sup> Quarter FY 2023
New Licenses Issued	90	24	14	10
Renewed Licenses Issued	33	11	9	8
Total Population	100	109	107	93

## Staff Report for Hearing Instrument Fitters and Dispensers, August 30<sup>th</sup>, 2023.

## Practical Examination Statistics (As of July 31<sup>st</sup>, 2023)

**Examinations are only offered or administered in September (Q1), January (Q2), and May (Q3)**

**Practical Examination Portion Statistics**  
(As of July 31<sup>st</sup>, 2023)

FY 2022					FY2023				
September 1 <sup>st</sup> Quarter					September 1 <sup>st</sup> Quarter				
Examination Portion	Pass	Fail	Total	Rate	Examination Portion	Pass	Fail	Total	Rate
Practical – Audiometric	22	2	24	91.67%	Practical-Audiometric	19	3	22	86.36%
Practical – Ear Impression	18	1	19	94.74%	Practical-Ear Impression	16	2	18	88.89%
<b>Total</b>	<b>40</b>	<b>3</b>	<b>43</b>	<b>93.02%</b>	<b>Total</b>	<b>35</b>	<b>5</b>	<b>40</b>	<b>87.50%</b>
January 2 <sup>nd</sup> Quarter					January 2 <sup>nd</sup> Quarter				
Examination Portion	Pass	Fail	Total	Rate	Examination Portion	Pass	Fail	Total	Rate
Practical – Audiometric	20	4	24	83.33%	Practical-Audiometric	16	4	20	80.00%
Practical – Ear Impression	20	3	23	86.96%	Practical-Ear Impression	19	1	20	95.00%
<b>Total</b>	<b>40</b>	<b>7</b>	<b>47</b>	<b>85.11%</b>	<b>Total</b>	<b>35</b>	<b>5</b>	<b>40</b>	<b>87.50%</b>
May 3 <sup>rd</sup> Quarter					May 3 <sup>rd</sup> Quarter				
Examination Portion	Pass	Fail	total	Rate	Examination Portion	Pass	Fail	Total	Rate
Practical-Audiometric	20	6	26	76.92%	Practical-Audiometric	15	3	18	83.33%
Practical-Ear Impression	22	2	24	91.67%	Practical-Ear Impression	15	0	15	100.00%
<b>Total</b>	<b>42</b>	<b>8</b>	<b>50</b>	<b>84.00%</b>	<b>Total</b>	<b>30</b>	<b>3</b>	<b>33</b>	<b>90.91%</b>

## Continuing Education Statistics

(As of July 31<sup>st</sup>, 2023)

<b>FY 2023</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>Q1</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>Q2</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>Q3</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>Q4</b>	<b>TOT</b>
New Provider Registrations Issued	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
Provider Renewal Licenses Issued	1	2	0	3	1	2	2	5	3	3	1	7	1	1		2	17
Total Provider License Count (End of Month)	18	18	18	18	18	19	18	18	18	19	19	19	20	19		19	19

<b>JANUARY 1<sup>ST</sup> – DECEMBER 31<sup>ST</sup>, 2023</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>TOT</b>
Total New Course Approvals Issued	63	25	21	13	2	16	7						147
*Total Course Count (End of Month)	63	88	109	122	124	140	147						147
<b>*COURSE COUNT RESETS JANUARY 1<sup>ST</sup> OF EACH CALENDAR YEAR</b>													

<b>FY 2022</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>Q1</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>Q2</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>Q3</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>Q4</b>	<b>TOT</b>
New Provider Registrations Issued	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Provider Renewal Licenses Issued	0	2	0	2	3	0	0	3	1	3	2	6	3	1	1	5	16
Total Provider License Count (End of Month)	21	21	21	21	20	20	19	19	18	20	20	20	19	19	19	19	19

<b>JANUARY 1<sup>ST</sup> – DECEMBER 31<sup>ST</sup>, 2022</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>TOT</b>
Total New Course Approvals Issued	65	23	38	2	19	34	33	38	25	14	19	95	405
*Total Course Count (End of Month)	65	88	126	128	147	181	214	252	277	291	310	405	405
<b>*COURSE COUNT RESETS JANUARY 1<sup>ST</sup> OF EACH CALENDAR YEAR</b>													

## Jurisprudence Examination Statistics

(As of July 31<sup>st</sup>, 2023)

<b>FY 2023</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>Q1</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>Q2</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>Q3</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>Q4</b>	<b>TOT</b>
Jurisprudence Examinations Completed	6	5	7	18	4	3	5	12	4	5	5	14	9	2		11	55
<b>FY 2022</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>Q1</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>Q2</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>Q3</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>Q4</b>	<b>TOT</b>
Jurisprudence Examinations Completed	6	11	3	20	2	12	6	20	5	8	2	15	6	5	5	16	71



# Customer Service Division

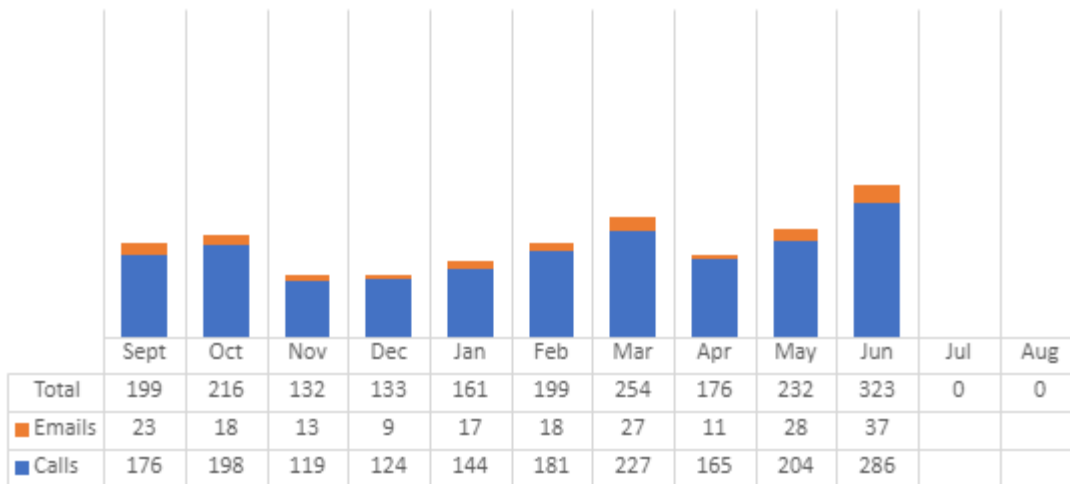
Staff Report for the Hearing Instrument Fitters and Dispensers

Advisory Board

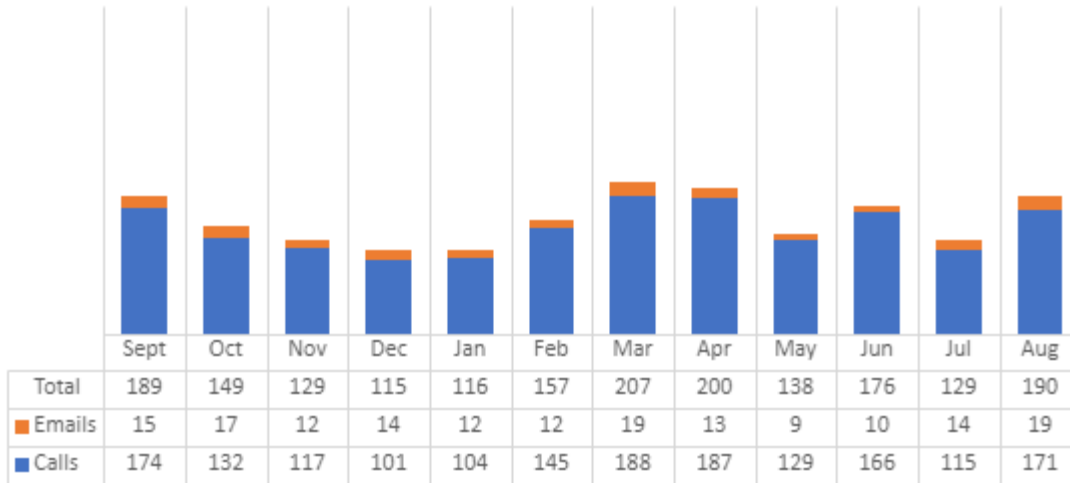
August 30, 2023

## Statistics

HEARING FITTERS  
CUSTOMER SERVICE CONTACTS  
FISCAL YEAR 2023



# HEARING FITTERS CUSTOMER SERVICE CONTACTS FISCAL YEAR 2022





# Enforcement Division

## Staff Report for the Hearing Instrument Fitters and Dispensers

### Advisory Board

August 30, 2023

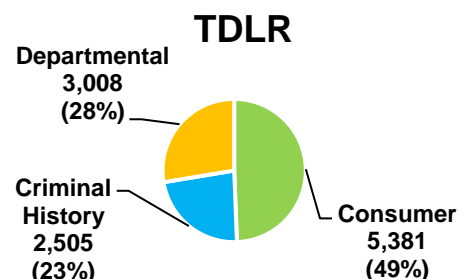
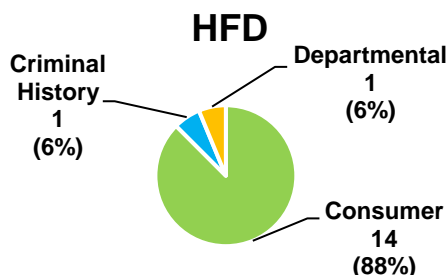
#### Statistics:

Shown below are the Complaints Received, Enforcement Performance Measures and key statistics for the Hearing Instrument Fitters and Dispensers (HFD) program and for all TDLR programs combined through **June 30<sup>th</sup>** of **Fiscal Year 2023**:

Complaints Received Break Down	HFD	TDLR
Consumer complaints	15	11,634
Departmental initiated complaints	1	2,961
Criminal History Records Reviewed for licensure	77	72,441
<b>Total Complaints Received</b>	<b>93</b>	<b>87,036</b>

Key Statistic	HFD	TDLR
Cases opened	16	10,894
Cases closed	12	9,502
Average time to close (days)	114.67	215.39
% of cases resolved within 6 months	75.00%	55.26%
% of cases resulting in disciplinary action	0.00%	11.80%
Cases pending at end of June 2023	9	7,938

#### Source of cases opened through June 30<sup>th</sup> of Fiscal Year 2023



<b>Case Outcomes</b>	<b>HFD</b>	<b>TDLR</b>
Commission Orders	0	9
Default Orders	0	389
Agreed Orders	0	656
Penalties Assessed	\$0.00	\$2,309,570.00
Penalties Collected	\$0.00	\$1,064,476.00
Licenses Revoked (Disciplinary)	0	51
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	0	118
Cease & Desist Orders	0	6
Informally Resolved	12	8,382

### **HFD Alleged Violations at Opening through June 30<sup>th</sup> of Fiscal Year 2023**

<b>Violation:</b>	<b>Count</b>
Late, incorrect or no refund	7
Unprofessional conduct	3
False, misleading, and deceptive advertisement	3
Records violation	2
Failed to pay dishonored check	1
Unethical conduct	1
Criminal history	1
Contract missing required information	1
Expired license	1

### **HFD Violations Resulting in Disciplinary Action through June 30<sup>th</sup> of Fiscal Year 2023**

<b>Violation:</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action through June of Fiscal Year 2023 for the HFD program.	N/A

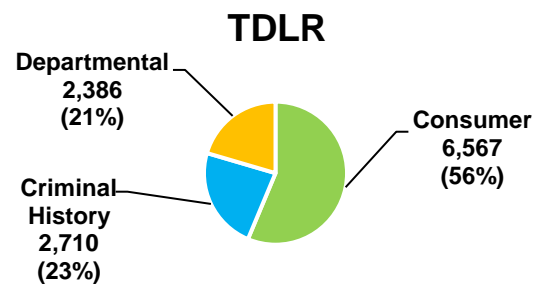
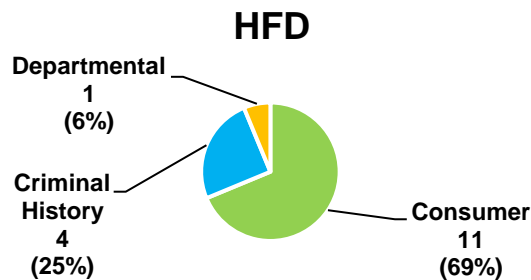
## **Statistics Fiscal Year 2022:**

Shown below are the Complaints Received, Enforcement Performance Measures and key statistics for the Hearing Instrument Fitters and Dispensers (HFD) program and for all TDLR programs combined for **Fiscal Year 2022:**

<b>Complaints Received Break Down</b>	<b>HFD</b>	<b>TDLR</b>
Consumer complaints	15	14,098
Departmental initiated complaints	36	2,368
Criminal History Records Reviewed for licensure	1	48,488
<b>Total Complaints Received</b>	<b>52</b>	<b>64,954</b>

Key Statistic	HFD	TDLR
Cases opened	16	11,663
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%
Cases pending at the end of Fiscal Year 2022	5	6,540

### Source of cases opened for Fiscal Year 2022



Case Outcomes	HFD	TDLR
Commission Orders	0	27
Default Orders	0	384
Agreed Orders	0	749
Penalties Assessed	\$0.00	\$2,588,310.00
Penalties Collected	\$0.00	\$1,322,419.50
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	0	182
Cease & Desist Orders	0	17
Informally Resolved	18	10,486

### HFD Alleged Violations at Opening for Fiscal Year 2022

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

## HFD Violations Resulting in Disciplinary Action for Fiscal Year 2022

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

# REGULATORY PROGRAM MANAGEMENT DIVISION

Staff Report for the Hearing Instrument Fitters and Dispensers  
Advisory Board  
August 30, 2023

## **Current Projects**

Staff have been assigned to bill implementation teams and are beginning implementation work for medical and health-related bills that passed the 88<sup>th</sup> Legislative Session, including SB 2017 relating to over-the-counter hearing aids.

Staff continue to assist Enforcement, Licensing, Education & Examination, and Customer Service with questions, as well as addressing daily questions and emails from licensees.

## **Outreach**

Staff attended the Texas Hearing Aid Association Conference June 23-24, 2023, in Irving, Texas. Katie gave a panel presentation.