

HEARING INSTRUMENT FITTERS AND DISPENSERES LICENSING REPORT May 30, 2018

HEARING INSTRUMENTS FITTERS AND DISPENSERS

	TOTAL FY 2017	1st Quarter FY 2018	2nd Quarter FY 2018
New Licenses Issued	52	19	11
Renewed Licenses Issued	324	85	78
Online Renewals	215	61	65
% Renewed Online	66%	72%	83%
Total Population	646	660	664

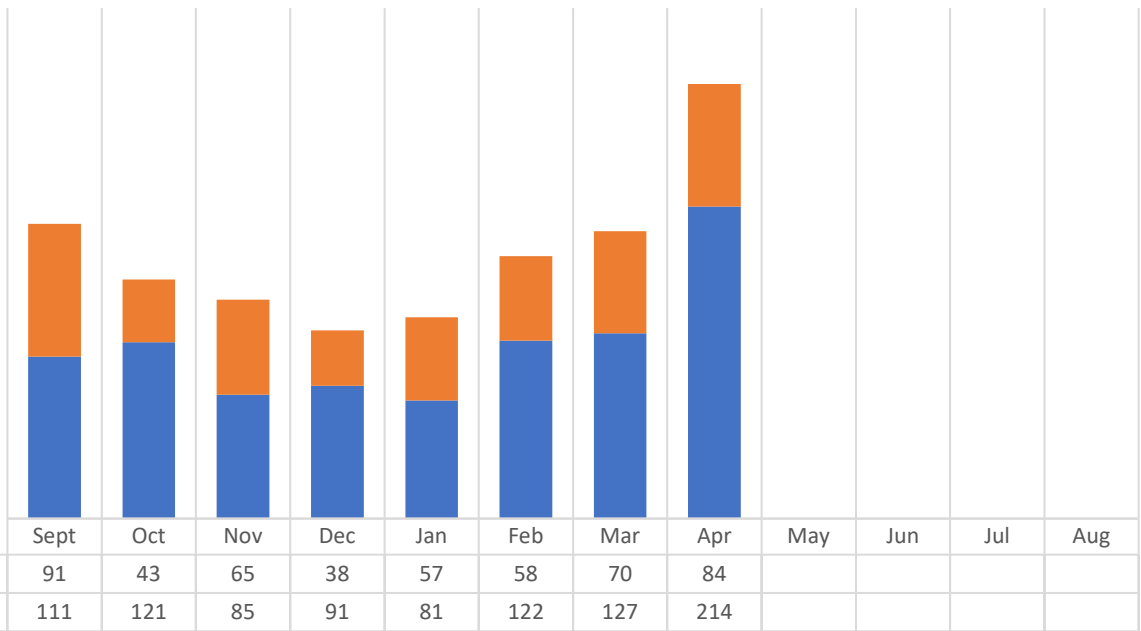
APPRENTICE PERMIT

	TOTAL FY 2017	1st Quarter FY 2018	2nd Quarter FY 2018
New Licenses Issued	55	4	6
Renewed Licenses Issued	7	0	2
Online Renewals	0	0	0
% Renewed Online	0	0	0
Total Population	61	52	44

TEMPORARY TRAINING PERMIT

	TOTAL FY 2017	1st Quarter FY 2018	2nd Quarter FY 2018
New Licenses Issued	72	22	24
Renewed Licenses Issued	21	1	14
Online Renewals	0	0	0
% Renewed Online	0	0	0
Total Population	95	105	110

HEARING FITTERS CUSTOMER SERVICE CONTACTS FISCAL YEAR 2018



Hearing Instrument Fitter and Dispenser Advisory Board

Enforcement Division Staff Report

May 30, 2018

Key Statistics

Shown below are key statistics for the Hearing Instrument Fitter and Dispenser program and for all TDLR programs combined through March of Fiscal Year 2018.

<u>Statistic</u>	<u>HFD</u>	<u>TDLR</u>
• Number of cases opened:	12	5,772
• Number of cases resolved:	23	5,329
• Number of Agreed Orders:	0	757
• Total amount of penalties assessed:	\$0	\$1,845,325
• Total amount of penalties collected:	\$0	\$766,398

**HEARING INSTRUMENT FITTERS AND DISPENSERS ADVISORY BOARD
MAY 30TH, 2018**

WORKGROUP UPDATE

The Education & Examination workgroup met to discuss a possible rule proposal regarding examination proctors. Our goal is to make positive changes to help with the challenge of finding qualified proctor/raters to assist with the Texas Practical Examination.

STATISTICS AND TRENDS

PRACTICAL EXAMINATION STATISTICS (AS OF MARCH 31ST, 2018)

FY 2018	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	27	0	0	27	0	34	0	34	0			0				0	61
FAIL	8	0	0	8	0	5	0	5	0			0				0	13
TOTAL	35	0	0	35	0	39	0	39	0			0				0	74
RATE	77.1%	0.0%	0.0%	77.1%	0.0%	87.2%	0.0%	87.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	82.4%

FY 2017	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS						39	0	39	10	0	38	48	0	0	0	0	87
FAIL						6	0	6	1	0	7	8	0	0	0	0	14
TOTAL						45	0	45	11	0	45	56	0	0	0	0	101
RATE						86.7%	0.0%	86.7%	90.9%	0.0%	84.4%	85.7%	0.0%	0.0%	0.0%	0.0%	86.1%

JURISPRUDENCE EXAMINATION STATISTICS (AS OF MARCH 31ST, 2018)

FY 2018	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Jurisprudence Exams Completed	1	7	1	9	1	4	7	12	3			3				0	24

**PRACTICAL EXAMINATION PORTION STATISTICS
(AS OF APRIL 30TH, 2018)**

SEPTEMBER – OCTOBER – NOVEMBER					1 ST QUARTER					MARCH – APRIL – MAY					3 RD QUARTER				
EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE
Practical – Audiometric Portion	14	5	19	73.68%	Practical – Audiometric Portion	0	0	0	0.0%	Practical – Audiometric Portion	0	0	0	0.0%	Practical – Audiometric Portion	0	0	0	0.0%
Practical – Ear Impression Portion	13	3	16	81.25%	Practical – Ear Impression Portion	0	0	0	0.0%	Practical – Ear Impression Portion	0	0	0	0.0%	Practical – Ear Impression Portion	0	0	0	0.0%
TOTAL	27	8	35	77.14%	TOTAL	0	0	0	0.0%	TOTAL	0	0	0	0.0%	TOTAL	0	0	0	0.0%
DECEMBER – JANUARY – FEBRUARY					2 ND QUARTER					JUNE – JULY – AUGUST					4 TH QUARTER				
EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE
Practical – Audiometric Portion	14	5	19	73.68%	Practical – Audiometric Portion				0.0%	Practical – Audiometric Portion				0.0%	Practical – Audiometric Portion				0.0%
Practical – Ear Impression Portion	20	0	20	100.00%	Practical – Ear Impression Portion				0.0%	Practical – Ear Impression Portion				0.0%	Practical – Ear Impression Portion				0.0%
TOTAL	34	5	39	87.18%	TOTAL	0	0	0	0.0%	TOTAL	0	0	0	0.0%	TOTAL	0	0	0	0.0%

**CONTINUING EDUCATION STATISTICS
(AS OF MARCH 31ST, 2018)**

FY 2018	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
New Provider Licenses Issued	1	1	0	2	0	0	0	0	0			0				0	2
New Course Approvals	63	17	17	97	34	1	192	227	34			34				0	358
Provider License Renewal	1	0	1	2	0	1	1	2	2			2				0	6
Total Approved Providers	24	25	25	25	25	25	25	25	25			25				0	25
Total Approved Courses (Per Year)	441	458	475	475	34	35	227	227	261			261				0	261

Regulatory Program Management Staff Report
Texas Department of Licensing and Regulation
Hearing Instrument Fitters and Dispensers Advisory Committee Meeting
May 30, 2018

Hearing Instrument Fitters and Dispensers Program Update

- Staff will be reviewing the Hearing Instrument Fitters and Dispensers web pages and making recommendations to make the website more consistent and easier to navigate for applicants and license holders as part of the agency's Web Content Initiative.
- Staff organized and led a Standard of Care Workgroup meeting in May, 2018 to review and study the American National Standards Institute (ANSI) standards and rules under 16 Texas Administrative Code (TAC) Chapter 112 regarding audiometric testing and audiometric test rooms.

Public Outreach

- Staff will attend the Texas Hearing Aid Association Convention in Dallas, Texas on June 15 & 16, 2018.

Medical & Health Professions Section Update

- The Medical & Health Professions Section remains focused on maintaining the successful operation of the thirteen programs which transferred from Department of State Health Services (DSHS).
- The second issue of *The Health Monitor*, the newsletter for the medical and health professions programs, was delivered to subscribers in February and is also available on the program web pages. The third issue will be published in late May.
- Section staff attended training on the customer service software system, Dynamics, and assisted customer service with program-related emails.
- Section staff continue to provide monthly training sessions for Customer Service and Licensing Division staff who work with the medical and health professions programs.