

# HEARING INSTRUMENT FITTERS AND DISPENSERS LICENSING REPORT June 26, 2019

## HEARING INSTRUMENTS FITTERS AND DISPENSERS

	<b>TOTAL FY 2017</b>	<b>TOTAL FY2018</b>	<b>1<sup>st</sup> Quarter FY2019</b>	<b>2<sup>nd</sup> Quarter FY2019</b>	<b>3<sup>rd</sup> Quarter FY2019</b>
New Licenses Issued	52	66	5	10	13
Renewed Licenses Issued	324	252	89	93	68
Online Renewals	215	195	79	44	25
% Renewed Online	66%	77%	89%	47%	38%
<b>Total Population</b>	646	686	680	674	678

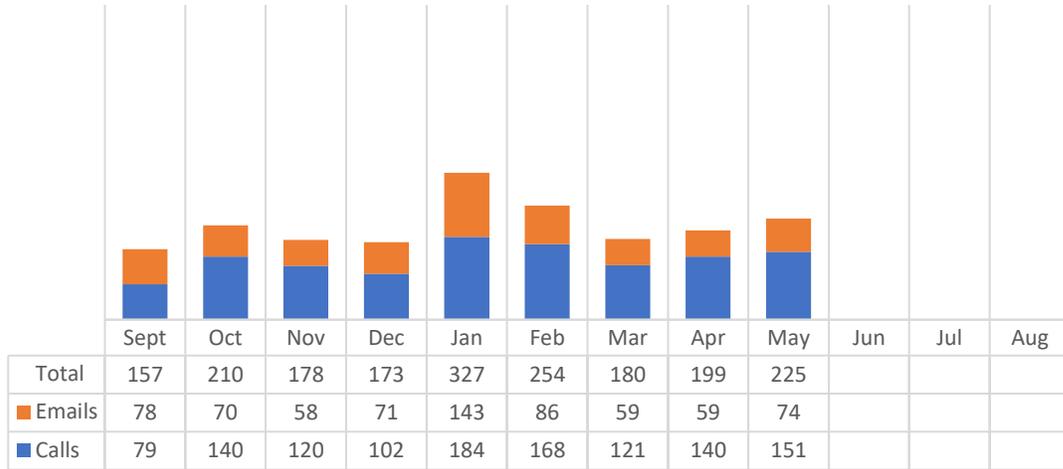
## APPRENTICE PERMIT

	<b>TOTAL FY 2017</b>	<b>TOTAL FY2018</b>	<b>1<sup>st</sup> Quarter FY2019</b>	<b>2<sup>nd</sup> Quarter FY2019</b>	<b>3<sup>rd</sup> Quarter FY2019</b>
New Licenses Issued	55	34	12	14	13
Renewed Licenses Issued	7	4	2	0	0
<b>Total Population</b>	61	36	43	51	50

## TEMPORARY TRAINING PERMIT

	<b>TOTAL FY 2017</b>	<b>TOTAL FY2018</b>	<b>1<sup>st</sup> Quarter FY2019</b>	<b>2<sup>nd</sup> Quarter FY2019</b>	<b>3<sup>rd</sup> Quarter FY2019</b>
New Licenses Issued	72	100	35	28	32
Renewed Licenses Issued	21	33	4	8	11
<b>Total Population</b>	95	112	126	126	131

**HEARING FITTERS  
CUSTOMER SERVICE CONTACTS  
FISCAL YEAR 2019**



**Hearing Instrument Fitter and Dispenser Advisory Board**

**Enforcement Division Staff Report**

**June 26, 2019**

**Case Highlights**

- On March 22, a Commission Order was entered against Respondent resulting in the revocation of his Hearing Instrument Fitter and Dispenser license. This Order was based on Respondent’s conviction of Aggregate Theft Over \$100,000 by a Governmental Contractor, a crime directly related to the duties and responsibilities of a hearing aid fitter and dispenser.

**Key Statistics Fiscal Year 2019**

Shown below are key statistics for the Hearing Instrument Fitter and Dispenser program and for all TDLR programs through April for Fiscal Year 2019.

<b><u>Statistic</u></b>	<b><u>HFD</u></b>	<b><u>TDLR</u></b>
• Number of cases opened:	13	7,136
• Number of cases resolved:	18	6,613
• Number of Final Orders:	2	1,137
• Total amount of penalties assessed:	\$0	\$1,906,570
• Total amount of penalties collected:	\$0	\$956,162



**HEARING INSTRUMENT FITTERS AND DISPENSERS ADVISORY BOARD  
JUNE 26<sup>TH</sup>, 2019**

**EDUCATION SERVICES UPDATES**

**BILL UPDATES THAT WILL HAVE AN IMPACT IN E&E**

**HB 2699** – Relating to the permit and license examinations for hearing instrument fitters and dispensers  
(Signed by Governor on 6/2/2019 Effective 09/01/2019)

**STATISTICS AND TRENDS**  
**PRACTICAL EXAMINATION STATISTICS**  
(AS OF APRIL 30<sup>TH</sup>, 2019)

<b>FY 2019</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>
<b>PASS</b>	39	0	0	39	0	42	0	42	0	0	43	43					124
<b>FAIL</b>	9	0	0	9	0	9	0	9	0	0	13	13					31
<b>TOTAL</b>	48	0	0	48	0	51	0	51	0	0	56	0					155
<b>RATE</b>	81.3%	0.0%	0.0%	81.3%	0.0%	0.0%	0.0%	82.4%	0.0%	0.0%	76.8%	76.8%					80.0%

EXAMINATIONS ARE ONLY OFFERED OR ADMINISTERED IN SEPTEMBER (Q1), JANUARY (Q2), AND MAY (Q3)

<b>FY 2018</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>
<b>PASS</b>	27	0	0	27	0	34	0	34	0	0	35	35					96
<b>FAIL</b>	8	0	0	8	0	5	0	5	0	0	11	11					24
<b>TOTAL</b>	35	0	0	35	0	39	0	39	0	0	46	46					120
<b>RATE</b>	77.1%	0.0%	0.0%	77.1%	0.0%	87.2%	0.0%	87.2%	0.0%	0.0%	76.1%	76.1%					80.0%

EXAMINATIONS ARE ONLY OFFERED OR ADMINISTERED IN SEPTEMBER (Q1), JANUARY (Q2), AND MAY (Q3)

<b>FY 2017</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>
<b>PASS</b>						39	0	39	10	0	38	48					87
<b>FAIL</b>						6	0	6	1	0	7	8					14
<b>TOTAL</b>						45	0	45	11	0	45	56					101
<b>RATE</b>						86.7%	0.0%	86.7%	90.9%	0.0%	84.4%	85.7%					86.1%

EXAMINATIONS ARE ONLY OFFERED OR ADMINISTERED IN SEPTEMBER (Q1), JANUARY (Q2), AND MAY (Q3)

**PRACTICAL EXAMINATION PORTION STATISTICS**  
(AS OF APRIL 30<sup>TH</sup>, 2019)

FY 2018					FY 2019				
SEPT – OCT – NOV 1 <sup>ST</sup> QUARTER					SEPT – OCT – NOV 1 <sup>ST</sup> QUARTER				
EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE
Practical – Audiometric	14	5	19	73.68%	Practical – Audiometric	19	7	26	73.08%
Practical – Ear Impression	13	3	16	81.25%	Practical – Ear Impression	20	2	22	90.91%
<b>TOTAL</b>	<b>27</b>	<b>8</b>	<b>35</b>	<b>77.14%</b>	<b>TOTAL</b>	<b>39</b>	<b>9</b>	<b>48</b>	<b>81.25%</b>
DEC – JAN – FEB 2 <sup>ND</sup> QUARTER					DEC – JAN – FEB 2 <sup>ND</sup> QUARTER				
EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE
Practical – Audiometric	14	5	19	73.68%	Practical – Audiometric	21	6	27	77.78%
Practical – Ear Impression	20	0	20	100.00%	Practical – Ear Impression	21	3	24	87.50%
<b>TOTAL</b>	<b>34</b>	<b>5</b>	<b>39</b>	<b>87.18%</b>	<b>TOTAL</b>	<b>42</b>	<b>9</b>	<b>51</b>	<b>82.35%</b>
MAR – APR – MAY 3 <sup>RD</sup> QUARTER					MAR – APR – MAY 3 <sup>RD</sup> QUARTER				
EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE
Practical – Audiometric	16	8	24	66.67%	Practical – Audiometric	20	9	29	68.97%
Practical – Ear Impression	19	3	22	86.36%	Practical – Ear Impression	23	4	27	85.19%
<b>TOTAL</b>					<b>TOTAL</b>	<b>43</b>	<b>13</b>	<b>56</b>	<b>76.79%</b>
Examinations are offered or administered only in:					Examinations are offered or administered only in:				
<ul style="list-style-type: none"> <li>September (1<sup>st</sup> Quarter)</li> <li>January (2<sup>nd</sup> Quarter)</li> <li>May (3<sup>rd</sup> Quarter)</li> </ul>					<ul style="list-style-type: none"> <li>September (1<sup>st</sup> Quarter)</li> <li>January (2<sup>nd</sup> Quarter)</li> <li>May (3<sup>rd</sup> Quarter)</li> </ul>				
<b>TOTAL</b>					<b>TOTAL</b>				

**JURISPRUDENCE EXAMINATION STATISTICS**  
(AS OF MAY 31<sup>ST</sup>, 2019)

FY 2019	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Jurisprudence Examinations Completed	2	8	5	15	1	10	6	17	12	9	9	30	-	-	-	0	62
FY 2018	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Jurisprudence Examinations Completed	1	7	1	9	1	4	7	12	3	3	5	11	6	3	6	15	47

## CONTINUING EDUCATION STATISTICS

(AS OF APRIL 30<sup>TH</sup>, 2019)

FY 2019	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
New Provider Licenses Issued	0	0	0	0	0	0	0	0	1	0	0	1	-	-	-	0	1
New Course Approvals	6	5	0	11	131*	15	38	184	3	13	38	54	-	-	-	0	249
Provider License Renewed	2	0	1	3	0	0	5	5	1	0	2	3	-	-	-	0	11
Total Approved Providers	23	23	23	23	20	20	19	19	20	20	20	20	-	-	-	0	20
Total Approved Courses (Per Year)	364	369	369	369	500*	15	53	53	56	69	107	107	-	-	-	0	107
*TOTAL COURSE NUMBERS RESET AT THE END OF EACH CALENDAR YEAR																	

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	0	0	0	0	0	2
New Course Approvals	63	17	17	97	34	1	192	227	34	13	7	54	41	27	9	77	455
Provider License Renewed	1	0	1	2	0	1	1	2	2	4	0	6	2	2	0	4	14
Total Approved Providers	24	25	25	25	25	25	25	25	25	24	24	24	23	24	24	24	24
Total Approved Courses (Per Year)	441	458	475	475	34	35	227	227	261	274	281	281	322	349	358	358	358

## CONTINUING EDUCATION AUDIT STATISTICS

(AS OF JULY 2019)

FY2019	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
CONTINUING EDUCATION AUDITS	0	0	0	0	40	19	15	74	10	0	0	10	24	25	-	49	133

### 112.71. Continuing Education – Records and Audits ... (b) The Audit Process

(1) The department shall select for audit a random sample of license holders for each renewal month. License holders will be notified of the continuing education audit when they receive their renewal documentation. (2) If selected for an audit, the license holder shall submit copies of certificates, transcripts or other documentation satisfactory to the department, verifying the license holder's attendance, participation and completion of the continuing education. All documentation must be provided at the time of renewal.

**Regulatory Program Management Staff Report**  
**Texas Department of Licensing and Regulation**  
**Hearing Instrument Fitters and Dispensers Advisory Board Meeting**  
June 26, 2019

**Hearing Instrument Fitters and Dispensers Program Update**

- Staff worked with the Licensing Division and General Counsel to update the surety bond form.
- Staff has assisted Customer Service with Regulatory Program Management-related emails.

**Public Outreach**

- On June 21-22, 2019, staff attended the Texas Hearing Aid Association's 72<sup>nd</sup> Annual Convention and Trade Show in Houston, Texas.

**Medical & Health Professions Section Update**

- MHP has distributed two issues of *The Health Monitor* newsletter for the medical and health professions programs, since your last meeting. The sixth issue was emailed to subscribers on March 11 and the seventh issue was just delivered. The latest issue has an article on the revised surety bond form and can be found on the program web pages. Links to previous issues can be found under Agency Newsletters on the main TDLR page.