

HEARING INSTRUMENT FITTERS AND DISPENSERS LICENSING REPORT September 24th, 2019

HEARING INSTRUMENTS FITTERS AND DISPENSERS

	TOTAL FY2018	1st Quarter FY2019	2nd Quarter FY2019	3rd Quarter FY2019
New Licenses Issued	66	5	10	13
Renewed Licenses Issued	252	89	93	68
Online Renewals	195	79	44	25
% Renewed Online	77%	89%	47%	38%
Total Population	686	680	674	678

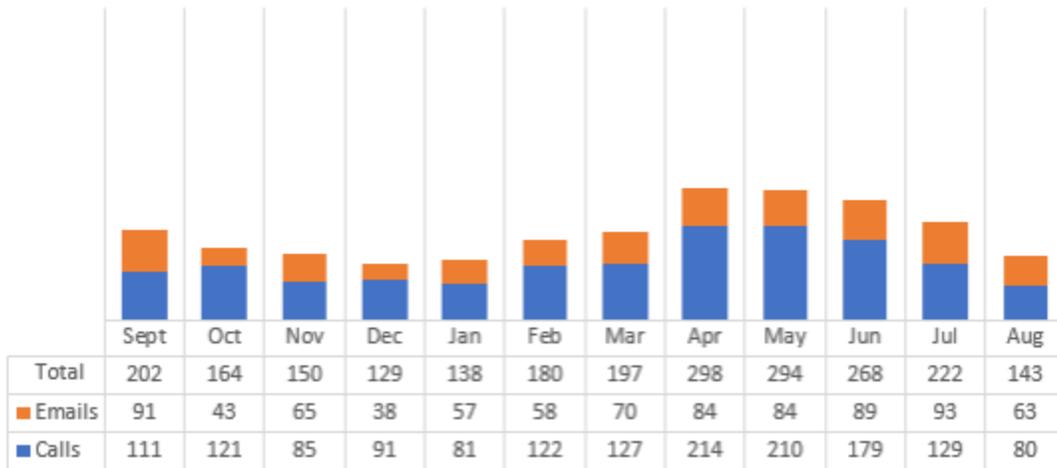
APPRENTICE PERMIT

	TOTAL FY2018	1st Quarter FY2019	2nd Quarter FY2019	3rd Quarter FY2019
New Licenses Issued	34	12	14	13
Renewed Licenses Issued	4	2	0	0
Total Population	36	43	51	50

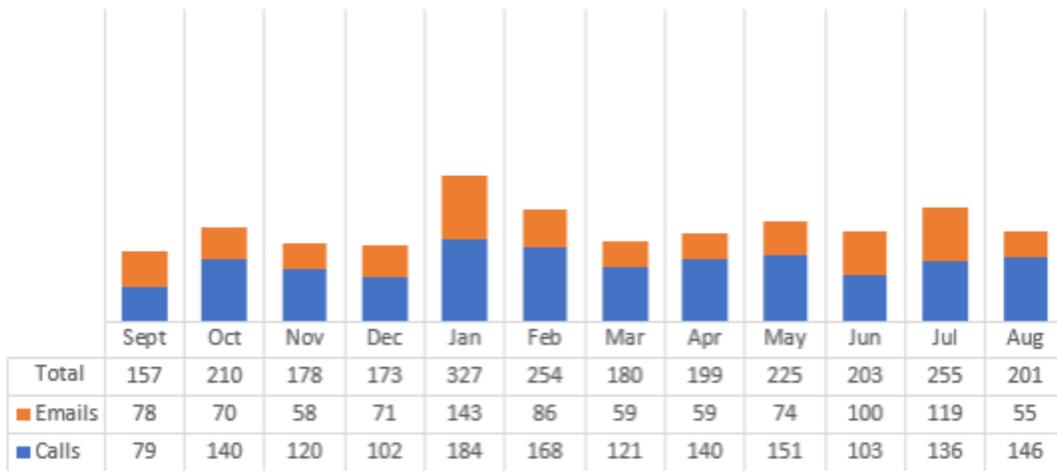
TEMPORARY TRAINING PERMIT

	TOTAL FY2018	1st Quarter FY2019	2nd Quarter FY2019	3rd Quarter FY2019
New Licenses Issued	100	35	28	32
Renewed Licenses Issued	33	4	8	11
Total Population	112	126	126	131

**HEARING FITTERS
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2018**



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



Hearing Instrument Fitter and Dispenser Advisory Board

Enforcement Division Staff Report

September 24, 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.
- Robert Clayton Bare, HFD20190013057 – On July 18, 2019The Department issued a letter to Robert Clayton Bare, Hearing Aid Fitter licensee, notice that his license had been revoked by operation of law – that is, revoked automatically without formal action by any body or tribunal – effective February 11, 2019, when Mr. Bare was incarcerated in federal prison after being convicted of a felony conviction.

Key Statistics Fiscal Year 2019

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

<u>Statistic</u>	<u>HFD</u>	<u>TDLR</u>
• Number of cases opened:	18	10,037
• Number of cases resolved:	24	9,325
• Number of Final Orders:	2	1,698
• Total amount of penalties assessed:	\$0	\$2,953,750
• Total amount of penalties collected:	\$0	\$1,555,995

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

<u>Statistic</u>	<u>HFD</u>	<u>TDLR</u>
• Number of cases opened:	27	10,585
• Number of cases resolved:	32	9,833
• Number of Final Orders:	1	2,037
• Total amount of penalties assessed:	\$0	\$3,209,055
• Total amount of penalties collected:	\$0	\$1,528,594



**HEARING INSTRUMENT FITTERS AND DISPENSERS ADVISORY BOARD
SEPTEMBER 24TH, 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 AUGUST 31ST, 2019)

FY 2019	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN*	JUL	AUG	Q4*	TOT
PASS	39	0	0	39	0	42	0	42	0	0	43	43	8*	0	0	8*	132
FAIL	9	0	0	9	0	9	0	9	0	0	13	13	2*	0	0	2*	33
TOTAL	48	0	0	48	0	51	0	51	0	0	56	56	10*	0	0	10*	165
RATE	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%*	0.0%	0.0%	80.0%*	80.0%

EXAMINATIONS ARE ONLY OFFERED OR ADMINISTERED IN SEPTEMBER (Q1), JANUARY (Q2), MAY (Q3), *JUNE (Q4)

*An additional exam date for the practical examination was added to accommodate candidates.

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	35	35					96
FAIL	8	0	0	8	0	5	0	5	0	0	11	11					24
TOTAL	35	0	0	35	0	39	0	39	0	0	46	46					120
RATE	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)

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					87
FAIL						6	0	6	1	0	7	8					14
TOTAL						45	0	45	11	0	45	56					101
RATE						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 AUGUST 31ST, 2019)

FY 2018					FY 2019				
SEPTEMBER 1 ST QUARTER					SEPTEMBER 1 ST 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%
TOTAL	27	8	35	77.14%	TOTAL	39	9	48	81.25%
JANUARY 2 ND QUARTER					JANUARY 2 ND 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%
TOTAL	34	5	39	87.18%	TOTAL	42	9	51	82.35%
MAY 3 RD QUARTER					MAY 3 RD 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%
TOTAL	35	11	46	76.09%	TOTAL	43	13	56	76.79%
JUNE 4 TH QUARTER					JUNE* 4 TH QUARTER				
EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE	EXAMINATION PORTION	PASS	FAIL	TOTAL	RATE
Practical – Audiometric					Practical – Audiometric	5	0	5	100.00%
Practical – Ear Impression					Practical – Ear Impression	3	2	5	60.00%
TOTAL					TOTAL	8	2	10	80.00%
Examinations are offered or administered only in: <ul style="list-style-type: none"> September (1st Quarter) January (2nd Quarter) May (3rd Quarter) 					Examinations are offered or administered only in: <ul style="list-style-type: none"> September (1st Quarter) January (2nd Quarter) May (3rd Quarter) June (4th Quarter)* 				

JURISPRUDENCE EXAMINATION STATISTICS

(AS OF AUGUST 31ST, 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	6	5	1	12	74
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 AUGUST 31ST, 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	0	0	0	1
New Course Approvals	6	5	0	11	131*	15	38	184	3	13	38	54	17	27	55	99	348
Provider License Renewed	2	0	1	3	0	0	5	5	1	0	2	3	0	0	1	1	12
Total Approved Providers	23	23	23	23	20	20	19	19	20	20	20	20	19	19	20	20	20
Total Approved Courses (Per Year)	364	369	369	369	500*	15	53	53	56	69	107	107	124	151	206	206	206
*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 AUGUST 31ST, 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	20	69	153

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.

Texas Department of Licensing and Regulation
Regulatory Program Management Division
Medical and Health Professions Section Staff Report
Hearing Instrument Fitters and Dispensers Advisory Board Meeting
September 24, 2019

Hearing Instrument Fitters and Dispensers Program Update

- Medical and Health Professions Section staff have been assisting Customer Service with email responses to applicants and licensees.
- Regulatory Program Management staff are currently working with Bill Implementation Teams (BIT) to implement legislative changes from the 86th Texas Legislature. The bill teams are working to develop draft proposed rules, which will be presented to the advisory board and discussed at a future advisory board meeting. The bill teams will also be updating webpages, forms, applications, and other program material, as needed, to reflect statutory changes.
- Staff continues to work with our Licensing Division, IT, and General Counsel Office to update surety bond tracking within our licensing software.
- Staff is working to update forms and applications to make sure the rule and statute citations are correct.
- Staff assisted the Education & Examination Division with a review of the contents of the Jurisprudence Test. Questions and rule/statute citations were updated, as needed.

Public Outreach

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

Medical & Health Professions Section Update

- Medical and Health Professions Section staff issued the most recent edition of the TDLR Health Monitor in September 2019. Links to previous issues can be found under Agency Newsletters on the main TDLR page.