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FOR IMMEDIATE RELEASE

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TDLR Releases 2021-2025 Strategic Plan, Announces Goals and Legislative Priorities for 2021 Legislative Session

AUSTIN – The Texas Department of Licensing and Regulation released its 2021-2025 Strategic Plan and Supplemental Schedule which can be found at:

<https://www.tdlr.texas.gov/StratPlan/2021/TDLR%20Strategic%20Plan%20FY%202021-25.pdf>

<https://www.tdlr.texas.gov/StratPlan/2021/TDLR%20Strategic%20Plan%20FY%202021-25%20Supplemental%20Schedules.pdf>].

The TDLR Strategic Plan covers five agency goals for the next four years:

- Fully implement and administer the recommendations resulting from the Sunset review process.
- Improve efficiencies, streamline rules, and decrease regulatory burdens by removing redundancies and eliminating process bottlenecks for all TDLR programs.
- Focus the agency's regulatory and educational outreach efforts on protecting public health and safety, combating human trafficking, and preventing consumer harm.
- Position TDLR to respond effectively to the next pandemic, natural disaster, or crisis.
- Continue to streamline and improve administration of and services for programs transferred to TDLR.

The plan also includes the agency's priorities for the legislative session that begins in January 2021.

- Allowing some of TDLR's health-related professions (Dietitians, Dyslexia Therapy, Hearing Instrument Fitters and Dispensers, Orthotists and Prosthetists, Podiatry, and Speech-Language Pathologists and Audiologists) to permanently offer telehealth as a treatment option. During the COVID-19 stay at home orders, Gov. Greg Abbott temporarily approved telehealth services.
- Improving the safety of residential elevators by requiring contractors to register with TDLR and submit plans for review before they can install elevator equipment in a single-family residence. An initial inspection of residential equipment also would be required.

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- Amending the Texas Open Meetings Act to allow for videoconferencing as a meeting option. This change would allow governmental bodies to make decisions and preserve public participation at a lower cost than traditional in-person meetings.

About TDLR

TDLR provides regulatory oversight for a broad range of occupations, businesses, facilities, and equipment in Texas. The agency protects the health and safety of Texans by ensuring they are served by qualified, licensed professionals. Inspections of individuals, businesses, and equipment are done on a regular basis to safeguard the public. Currently, the agency regulates 39 business and occupational licensing programs with more than 1,000,000 licensees across the state.

Visit TDLR's [website](#) for more information and resources. You can search the [TDLR licensee database](#), and also find [past violations](#) in which a final order was issued against companies or individuals. TDLR's Customer Service line is available anytime between 7 a.m. until 6 p.m., Monday through Friday, at 1-800-803-9202. TDLR representatives are fluent in English, Spanish and Vietnamese.

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