

# Health Professions Council

## Annual Report

To the

**Governor**  
**Lieutenant Governor**  
**Speaker of the House of Representatives**



February 1, 2022

*Board of Nursing*  
*Board of Pharmacy*  
*Texas Medical Board*  
*Office of the Governor*  
*Texas Optometry Board*  
*Board of Dental Examiners*  
*Health and Human Services*  
*Funeral Service Commission*  
*Board of Chiropractic Examiners*  
*Behavioral Health Executive Council*  
*Board of Physical Therapy Examiners*  
*Board of Veterinary Medical Examiners*  
*Board of Occupational Therapy Examiners*





# TEXAS HEALTH PROFESSIONS COUNCIL

Annual Report for Fiscal Year 2021

*An Efficient Model for Licensing and Regulation*

## Members

**Katherine Thomas**

*Board of Nursing*

**Tim Tucker**

*Texas State Board of Pharmacy*

**Brint Carlton**

*Texas Medical Board*

**Casey Nichols**

*Texas State Board of Dental*

*Examiners*

**John Helenberg**

*Texas State Board of Veterinary*

*Medical Examiners*

**Darrel Spinks**

*Behavioral Health Executive*

*Council*

**Ralph Harper,**

*Executive Council of Physical*

*Therapy and Occupational*

*Therapy Examiners*

**Patrick Fortner**

*Texas Board of Chiropractic*

*Examiners*

**Kelly Parker**

*Texas Optometry Board*

**Glenn Bower**

*Texas Funeral Service Commission*

**Vacant**

*Health and Human Services*

**Kara Holsinger**

*Office of the Attorney General*

**Scot Kibbe**

*Governor's Office*

## **Staff**

**John Monk, Director**

**Rita Ybarra, Administrative Asst**

**Hieu Nguyen, Website Admin**

**Angie Berumen, Database Admin**

**James Kocurek, Database Admin**

**Richard White, Systems Analyst**

**Pat Harris, Systems Analyst.**

The Texas Health Professions Council (HPC) provides a unique solution for the multiple challenges of state regulation of health professions. The State of Texas created HPC to achieve the benefits of consolidation without sacrificing, the quality, independence, accessibility and accountability of independent health licensing and regulatory agencies. Originally, established in 1993, the Council has a membership of 13 agencies that represent over 45 professional licensing boards, certification programs, documentation programs, permit programs or registration programs; the Office of the Attorney General and the Office of the Governor. Executive Directors of each of the member agencies actively participate. Through this collaborative effort, the HPC has realized economies of scales in the areas of Information Technology, human resources and staff training. The HPC fosters a spirit of cooperation between agencies striving to achieve regulatory best practices and better serve their respective constituencies.



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## Framework

### MEMBERS

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For over twenty five years, the Texas Health Professions Council (HPC) has provided a unique solution for the multiple challenges of state regulation of health professions. The State of Texas in 1993 created the Health Professions Council to achieve the potentially desirable outcomes of consolidation of small independent health licensing and regulatory agencies without sacrificing the quality, independence, accessibility and accountability of individual boards.

**Members:** The Council consists of one representative from each of the following:

- (1) the Texas Board of Chiropractic Examiners;
- (2) the State Board of Dental Examiners;
- (3) the Texas Optometry Board;
- (4) the State Board of Pharmacy;
- (5) the State Board of Veterinary Medical Examiners;
- (6) the Texas Medical Board;
- (7) the Texas Board of Nursing;
- (8) the Behavioral Health Executive Council;
- (9) the Texas Funeral Service Commission;
- (10) the entity that regulates the practice of physical therapy;
- (11) the entity that regulates the practice of occupational therapy;
- (12) the Health and Human Services Licensing and Certification Unit
- (13) the Governor's office.
- (14) the Office of the Attorney General

The Council elects from its members a presiding officer and an assistant presiding officer to conduct the business of the Council. Continuing in their leadership roles, the presiding officer (Chair) is Chris Kloeris, Executive Director from the Texas Optometry Board The assistant presiding officer (Vice-Chair) is Darrel Spinks, Executive Director for the Texas State Board of Examiners of Psychologists. Council officers serve two-year terms ending August 31 of odd numbered years.



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## STATUTORY REQUIREMENTS

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The Health Professions Council was created on the recommendation of the Texas Sunset Commission to achieve the efficiency and effectiveness goals of consolidation while avoiding the creation of a new multi-tiered bureaucracy. Repeated efforts to consolidate boards under one agency had received varied support while generating heated opposition from the professional associations. Experience in other states had shown that large umbrella agencies sometimes failed to meet the perceived benefits and desired objectives of improved consumer service and decreased costs (fig 1). Problems of consolidation included increased response time for services, decreased quality of services, lack of expertise in regulated professions, and decreased disciplinary actions against licensees. This cooperation has achieved the results of consolidation without the associated costs and upheaval.

The Council has mitigated problems of competition and conflict among the licensed professions by fostering an atmosphere of communication and cooperation. It has provided a forum for discussion of issues and allowed a coordinated response to legislative issues when requested by elected officials. The Council has no authority over member agencies.

## STAFFING/FUNDING

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The Health Professions Council employs a small staff (currently only 7 FTEs are assigned to the agency), to coordinate and or complete the tasks of the Council. An eighth FTE will join the staff in Fiscal Year 2022. The HPC staff is organized as a separate state agency (#364). Its staff report to the Council directly through supervision of its Director, by the Council Chair. The Council utilizes its staff, along with committees consisting of staff from member agencies to carry out its activities. The Council is funded entirely by transfer of funds from member agencies. A rider in the biennial appropriations bill specifies prorated amounts. Agencies continue to offer written support for the Council in their individual Legislative Appropriations Requests. One area of concern that impacts state agencies is the difficulty in hiring qualified individuals for their jobs. Both at the Council and in the agencies it supports, members report higher levels of turnover and non-competitive salaries across the board.

Statutory language provides for the participating agencies to be collocated in the William P. Hobby Building at 333 Guadalupe St. to facilitate resource sharing. The remaining agencies are housed at their agency headquarters.



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## Economies of Scale

### INFORMATION TECHNOLOGY SHARING

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The Council has developed areas to realize cost savings across agencies. These economies of scale have been found primarily in the area of information technology. Other areas that undergo regular review to ensure best practices are incorporated in all of the regulatory agencies that the Council supports include Human Resources, accounting and finance, and employee training.

Employees benefit through increased training opportunities, access to employee assistance programs, and opportunities to refine job skills as administrative sharing allows greater staff specialization. The Council network provides opportunities for communication, shared expertise and joint problem-solving.

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**Shared Database System:** The database system has been up and running since May 31, 2011 although work began in 2009. With any large-scale system start-up, the agencies participating in the Shared Solution experienced many challenges. The Council continues to work with the vendor to resolve issues that arise.

In Fiscal Year 2013 the agencies began the process of adding the Texas Funeral Service Commission to the database. That implementation is complete and the Texas Funeral Service Commission is online. This implementation is another example of HPC responding to the changing environment of government regulation. Serving the needs of the State of Texas is at the core of our mission. The Council saw minimal interference with the agencies that are currently on the database system.

In Fiscal Year 2016 a complete update of the database software and infrastructure was completed. This upgrade added much needed improvements to various aspects of the system. First, the upgrade was completed in the cloud using Amazon Web Based Services. This allows for virtually no downtime related to system overloads, maintenance or other power outages. Further, it allows for a level of redundancy that had been steadily deprecated as various vendors took over the previous system in the state data center. Last, it allows the proprietors of the system to manage maintenance and repair and eliminates an additional level of bureaucracy that existed within the state data center. By having staff that are versed in the proprietary system, the Council will be able to manage any other agencies that need database services in the future. A new update will begin in the fall of 2022.



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During the latest session the Legislature included an additional Rider to review opportunities that illustrate the "...potential costs, savings, and benefits of transitioning the Health Professions Council's shared regulatory database from the current contract vendor arrangement to the Texas Licensing System at the Texas Department of Licensing and Regulation." The Rider 5 Report was concluded in early 2022 and a draft copy of it is included as an appendix in this report. Enterprise Database Systems are difficult to program and require a complex system of business requirements and processes that many consultants fail to anticipate until after initial contracts and promises have been entered into. This causes agencies to succumb to scope creep as consultants race to complete promised systems when discovering functionalities that weren't accounted for in the initial reviews. . This scope creep unsurprisingly brings additional costs to a project. The Council is proud that since the inception of the system we have been able to upgrade the system as newer versions become available and in 2016 the move to a cloud environment has been instrumental in ensuring a secure and reliable system for over a million licensees across the professions.

**Information Technology Sharing:** The Council regularly studies the resources and needs of member agencies for Information Technology support. The Council created a Shared Services Committee and assigned that committee to investigate models to provide member agencies the most efficient IT support possible. The Committee developed a program that facilitates sharing of information technology knowledge and resources among all of the member agencies in the Hobby building through its Technology Committee. In addition to the Regulatory Database Program, this program also utilizes staff, our own and one from the Texas Optometry Board to provide direct ongoing support services to twelve (12) of the smaller member agencies in the Hobby Building. The staff positions are funded through contributions from the agencies. This program has been operating since November 1, 2003.

The impact of COVID cannot be overstated as it relates to the job the ITSS staff do on a daily basis. The job requires knowledge of a variety of technologies and systems. With the help of the ITSS staff, agencies were able to continue to hold board meetings across the state. Many agencies reported increased participation in their meetings as a result of the ability to attend meetings virtually.

## HUMAN RESOURCES PROGRAM

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The Human Resources Committee studied the needs of member agencies to determine what, if any, assistance the Council staff could provide in the area of Human Resources. The Council has developed a program to take a role in the HR functions of member agencies. The recommended program includes the basic job tasks of a Human Resource Specialist I. Specifically, it allows for the coordinating and processing of newly hired and terminating employees. It also includes the administration of employment screenings, evaluation of candidates and background checks. Until a time that the Council determines a need for a full time FTE to fulfill the position, the Council continues to provide various



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services. As Human Resources issues become more complex, the agencies will review the needs for HR professionals at the Council.

## TRAINING OPPORTUNITIES

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The member agencies share training opportunities for member agencies. One member agency staff member from the Board of Nursing offers new employee EEO training. HPC staff handle the coordination and documentation of the training. HPC provides a regular forum for the Employee's Retirement System staff to give presentations to member agency employees on investments through the Citistreet program.

HPC also works with the National Certified Investigator/Inspector Training (NCIT) program of the Council on Licensure, Enforcement, and Regulation (CLEAR) to provide training locally approximately once a year, providing the highest quality training at the lowest possible cost for HPC members and other state agencies employing investigators. Periodically, throughout the year CLEAR provides remote access training through the use of webinars. HPC has regularly provided access to these webinars on behalf of the members. The training is part of the Council's performance measures.

## OTHER OPPORTUNITIES FOR SHARING

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**Courier Services:** The Texas Medical Board (TMB) coordinates the sharing of a courier service with all of the member agencies in the Hobby building to facilitate movement of priority communication, and deposits, etc. with the Comptroller's office. TMB coordinates the contract, pays the vendor, and bills agencies based on use. Other non-HPC member small state agencies located in the Hobby building participate in this sharing as well.

**Legislative Tracking:** HPC member agencies have worked together to improve member agencies' Legislative Tracking. Smaller agencies that could not afford to purchase the services of Legislative Tracking Services, such as Texas Legislative Service or Gallery Watch, have gained access to that service at a much lower cost by sharing the service.





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## Regulatory Best Practices

### AREAS OF SHARED INTEREST

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The Council regularly brings new topics for members to discuss and review. This allows new ideas and practices to be thoroughly vetted prior to implementation. This saves both time and money. By allowing all agencies access to the expertise of both large and small agencies, ideas are reviewed with a depth of knowledge not often found in a single umbrella agency structure. This cooperation requires little, if any, additional appropriations or significant time commitments from any single agency and the results are available to all of the member agencies. The Council meetings serve further as a forum for member agency Executive Directors to identify common issues faced in licensing and regulation, share perspectives, and often move toward consistent policy stances.

Below are examples where agencies have found opportunities to implement regulatory best practices.

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**Improved Customer Service:** The Council has also created a resource list of member agency staff that can communicate in languages other than English. Member agencies have agreed to share staff when it is needed to communicate effectively with customers.

**Board Member Training Program:** The Council has established a training program for the governing bodies (boards) of member agencies. The training has been compiled into a training manual. Each agency must customize the basic training program to include agency/board specific information. The training manual is updated every two years, following the Regular Legislative session.

**Policy and Procedure Development:** In the past the Council, through its committees, has developed model policies and procedures for risk management, disaster recovery, and workforce policy/procedures. When new reporting requirements are mandated, member agency staff meet on an ad hoc basis to review the requirements and instructions. As a group, they clarify expectations and seek further clarification to facilitate quality reporting.

**Minimum Data Set:** The Statewide Health Coordinating Council recommends that the licensing boards for those professions named should change their licensing forms and data systems to include the collection of the minimum data set on an annual or biennial basis. During the 80<sup>th</sup> Regular Session, significant progress was made in this direction. Council staff worked diligently with the HPRC and DIR to implement the provisions of the Minimum Data Set.



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**Peer-to-Peer Sharing/General Sharing:** Member agencies back up each other in administrative functions such as accounting, purchasing, and payroll. These back up arrangements are typically short term in nature, such as for occasions when employees are out on illnesses, vacations or other short terms. However, in some cases, agencies may provide these services to one another for longer periods of time (such as for an extended vacancy) with or without compensation through an interagency contract.

Agencies with certified purchasers assist agencies that are too small to have staff on board with such expertise through a “purchasing pool.” Member agency employees consult with one another, peer to peer, throughout the administrative and regulatory departments and divisions. There is a cost savings to member agencies when their staff share their efforts that cannot be specifically calculated. For example, agency financial staff routinely consult each other when preparing major financial reports such as the Annual Financial Report and the Legislative Appropriations Request. As a result of this relationship between member agency staff, reports are completed quicker, procedures are developed more efficiently, and other state agencies enjoy a reduction in inquiries and clarifications on required reports and procedures.

Other areas where HPC was able to support the smaller agencies include the mentioned contracting and purchasing. The HPC Director is certified by the Comptroller in both. Also in the area of Risk Management and Continuity Planning. The Director was certified by FEMA to assist agencies in developing these plans. The result for many agencies was a smooth transition to working out of the office during the COVID period.

HPC member agencies embrace the spirit of cooperation within the Health Professions Council. The larger member agencies often allow their staff to assist smaller agencies with tasks that the larger agencies are better equipped to handle. Although it cannot be quantified, it is expected that the assistance provided by larger agencies has prevented smaller agencies from having to request additional funding for staff to handle the routine administrative requirements of being a state agency.



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## Responsiveness

The Health Professions Council serves a wide variety of constituents. First and foremost it serves the citizens of Texas. The shared toll-free complaint line directly benefits consumers who can place one toll-free call to obtain information or initiate a complaint against any licensed health professional. Many consumers lack information necessary to determine which board to go to with their complaint. The greatest benefit to consumers is preservation of independent boards with specific expertise in investigation and resolution of consumer problems. Consumers and taxpayers benefit indirectly from improved efficiency and from cooperation among agencies, which produces cooperative rulemaking and less reliance on the administrative law system to resolve conflicts. Licensees benefit from retention of independent boards, which are more responsive and accessible to licensees, and from increased efficiency of the agencies. As more administrative tasks are shared, staff with specific expertise are more available to respond to the needs of licensees and consumers. The Council goes to great lengths to ensure that all of their customers are served.

### COVID

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The Council has assisted agencies in their COVID responsiveness to both the public and the agencies. For example, the Council maintains accounts for the purpose of meeting virtually. Also, when agencies have been understaffed, the Council has stepped in to assist in the processing of accounts payables, job postings and other Human Resources duties.

During this period, agencies were informed that they would need to begin planning for their move to the new George W. Bush building. HPC took a lead role in creating ad hoc workgroups for the move. The topics for the groups to discuss include developing responses to TFC when needed. The more important aspect of the groups is undoubtedly information sharing. Agencies have often found differences in responses from TFC and when questioning those responses together, the group has been successful in finding clarity so agencies can plan accordingly.

Covid responses developed by the Council have required little or no additional funding. This is due in large part to the dedication of the Council staff.



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### **TOLL FREE COMPLAINT LINE**

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The Council operates a complaint system, which allows consumers to file complaints against any state-licensed health professional by calling one toll-free number. The shared complaint line improves effectiveness and efficiency by providing easy “one-stop” access for consumers and significant cost-savings for individual agencies. The 1-800 line receives an average of 2,250 calls per month, of those calls approximately 500 are routed to HPC staff. HPC receives a variety of inquiries. Many times the public is referred to one of our boards or to other state agencies. The cost of the system is shared by member agencies, which split the cost of equipment and lines and pay for long distance charges based on the percentage of calls assigned to each agency each month.

### **STATEWIDE FORUMS**

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The Council has assigned the Administrative Officer to represent HPC member agencies at meetings involving statewide forums. The Administrative Officer represents the views of member agencies in their licensing/regulatory role, generally. The Administrative Officer communicates back to the member agencies. Member agencies may increase their own participation in these forums, depending on the nature of the issues. The Council, through the HPC Chair also assigns member agencies to “outside” committees, as appropriate. Examples of the forums include the Department of Information Resources Occupational Licensing Steering Committee, and other workgroups and task forces. This approach allows member agencies to achieve representation and input into these processes.



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## Future Opportunities

The Health Professions Council's activities are mandated legislatively, identified by the Council to provide means for member regulatory agencies to coordinate administrative and regulatory efforts; or requested by various legislative entities or oversight bodies, such as the Governor's office, individual members of the Texas Senate or House of Representatives, the LBB, Comptroller's office, etc.

As agencies continue to align solutions with their own business processes there is a strong desire within the Council to anticipate future opportunities. As mentioned before the Council regularly reviews areas where agencies could improve services while still focusing on their core missions.

One area where the Council sees potential issues is in the area of hiring and retention. Recent reports estimate that nearly 1 in 5 state employees are leaving the state for work elsewhere. The resulting loss of institutional knowledge for the state will become an issue as agencies struggle to replace those employees. With Covid agencies discovered that employees could be just as productive without having to commute to the office daily. Other agencies have struggled to compete in the greater Austin area with rising salaries and compensation in the private sector. The state cannot afford to lose dedicated public servants en masse while simultaneously being required to maintain performance.

Texas is growing rapidly, which indicates that the agencies will see increased workloads in the near future. Meeting the challenges of that increased workload is an opportunity the Council looks forward to in 2022.



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<b>Health Professions Council - Administrative Office Budget</b>	<b>FY 2021 Budgeted</b>
<p>As mentioned above, the Council works diligently to streamline programs to provide the most cost effective service delivery to the participating agencies. The number one area of savings is related to the Regulatory Database Program. Seven agencies participate in the program at a cost determined by their size and number of licensees. This allows smaller agencies to use a robust database system that they would not otherwise be unable to afford. This is just one example of many where the Council has provided significant savings to agencies.</p>	
<b>Board of Chiropractic Examiners</b>	<b>\$14,085</b>
<b>Board of Dental Examiners</b>	<b>\$274,214</b>
<b>Texas Medical Board</b>	<b>\$64,457</b>
<b>Board of Nursing</b>	<b>\$101,968</b>
<b>Executive Council of Occupational Therapy and Physical Therapy Examiners</b>	<b>\$26,115</b>
<b>Texas Optometry Board</b>	<b>\$37,975</b>
<b>Board of Pharmacy</b>	<b>\$500,646</b>
<b>Texas Department of State Health Services:</b>	<b>\$11,599</b>
<b>Behavioral Health Executive Council</b>	<b>\$265,476</b>
<b>Board of Veterinary Medical Examiners</b>	<b>\$26,361</b>
<b>Texas Funeral Service Commission</b>	<b>\$48,649</b>
<b>Texas Board of Plumbing Examiners</b>	<b>\$148,785</b>
<b>Board of Professional Geoscientists</b>	<b>\$27,651</b>
<b><u>Office of Public Insurance Counsel</u></b>	<b><u>\$8,919</u></b>
<b>TOTAL MEMBER AGENCY TRANSFERS</b>	<b>\$1,556,899</b>

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# Appendix A - Reports on State to State Comparison of Licensee and Costs Per Licensee

1. Texas Costs compared with California Department of Consumer Affairs
2. Texas Costs compared with the NY State Office of the Professions
3. Texas Costs compared with Florida Department of Health



	<b>TEXAS</b>			<b>CALIFORNIA ***</b>			<b>Comparison of California to Texas</b>		
<b>Profession</b>	<b>FY2021* Estimated</b>	<b>Number ** of Licensees</b>	<b>Cost per Licensee</b>	<b>FY2021 Expenditures</b>	<b>Number of Licensees</b>	<b>Cost per Licensee</b>	<b>Expenditures Difference</b>	<b>Number of Licensees**** CA-TX</b>	<b>Cost per Licensee</b>
Chiropractic	\$888,983	6,131	\$145.00	\$4,038,000	12,771	\$316.19	\$3,149,017	6,640	\$171.19
Dental	\$5,149,000	186,156	\$27.66	\$16,027,000	174,579	\$91.80	\$10,878,000	(11,577)	\$64.14
Medical (1)	\$17,840,000	154,838	\$115.22	\$70,213,000	193,752	\$362.39	\$52,373,000	38,914	\$247.17
Nurse & LVN	\$14,160,000	457,714	\$30.94	\$67,089,000	695,352	\$96.48	\$52,929,000	237,638	\$65.55
Optometry	\$825,834	7,762	\$106.39	\$2,634,000	8,517	\$309.26	\$1,808,166	755	\$202.87
PT/OT (2)	\$1,698,000	48,197	\$35.23	\$7,440,000	58,689	\$126.77	\$5,742,000	10,492	\$91.54
Pharmacy	\$10,360,000	325,527	\$31.83	\$24,729,000	139,473	\$177.30	\$14,369,000	(186,054)	\$145.48
Behavioral Health Executive Council	\$4,651,000	144,452	\$32.20	\$16,808,000	144,121	\$116.62	\$12,157,000	(331)	\$84.43
Veterinarians	\$1,735,000	11,262	\$154.06	\$4,565,000	24,939	\$183.05	\$2,830,000	13,677	\$28.99
<b>Totals</b>	<b>\$57,307,817</b>	<b>1,342,039</b>	<b>\$42.70</b>	<b>\$213,543,000</b>	<b>1,452,193</b>	<b>\$147.05</b>	<b>\$156,235,183</b>	<b>110,154</b>	<b>\$104.35</b>
(1) For the purpose of comparison, the expenditures and number of licensees for California Acupuncture, Medicine, Osteopathic, and Physician Assistants are combined since they are combined in Texas.									
(2) For the purpose of comparison, the expenditures and number of licensees for the California Physical and Occupational Therapy Boards are combined since they are combined in Texas.									
* Source: Texas Comptroller Online Agency Expenditure Tool for FY 2021 <a href="https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qww">https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qww</a>									
** Source: Health Professions Council Annual Report, February 1, 2020									
*** Source: 2020 California Department of Consumer Affairs Annual Report									

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Profession	TEXAS	Number ** of Licensees	Cost per Licensee	FLORIDA ***			Comparison of Florida to Texas		
	FY2021* Estimated			FY2020-21 Expenditures	Number of Licensees	Cost per Licensee	Expenditures Difference	Number of Licensees****	Cost per Licensee
Chiropractic	\$888,983	6,131	\$145.00	\$1,046,667	7,573	\$138.21	\$157,684	1,442	\$(6.79)
Dental	\$5,149,000	186,156	\$27.66	\$3,039,615	64,792	\$46.91	\$(2,109,385)	(121,364)	\$19.25
Medical (1)	\$17,840,000	154,838	\$115.22	\$20,311,403	112,926	\$179.86	\$2,471,403	(41,912)	\$64.65
Nurse & LVN	\$14,160,000	457,714	\$30.94	\$19,716,918	506,577	\$38.92	\$5,556,918	48,863	\$7.99
Optometry	\$825,834	7,762	\$106.39	\$670,400	3,989	\$168.06	\$(155,434)	(3,773)	\$61.67
PT/OT (2)	\$1,698,000	48,197	\$35.23	\$2,128,510	53,705	\$39.63	\$430,510	5,508	\$4.40
Pharmacy	\$10,360,000	325,527	\$31.83	\$7,338,224	113,789	\$64.49	\$(3,021,776)	(211,738)	\$32.66
Behavioral Health Executive Council	\$4,651,000	144,452	\$32.20	\$3,480,600	39,439	\$88.25	\$(1,170,400)	(105,013)	\$56.06
<b>Totals</b>	<b>\$55,572,817</b>	<b>1,330,777</b>	<b>\$41.76</b>	<b>\$57,732,337</b>	<b>902,790</b>	<b>\$63.95</b>	<b>\$2,159,520</b>	<b>(427,987)</b>	<b>\$22.19</b>
(1) For the purpose of comparison, the expenditures and number of licensees for Florida Acupuncture, Medicine, Osteopathic, and Physician Assistants are combined since they are combined in Texas.									
(2) For the purpose of comparison, the expenditures and number of licensees for the Florida Physical and Occupational Therapy are combined since they are combined in Texas.									
* Source: Texas Comptroller Online Agency Expenditure Tool for FY 2021 <a href="https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qvw">https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qvw</a>									
** Source: Health Professions Council Annual Report, February 1, 2021									
*** Source: Florida Department of Health Division of Medical Quality Assurance Annual Report and Long Range Plan Fiscal Year 2019-2020 <a href="https://www.floridahealth.gov/licensing-and-regulation/reports-and-publications/annual-reports.html">https://www.floridahealth.gov/licensing-and-regulation/reports-and-publications/annual-reports.html</a>									
**** Numbers in parentheses indicate how many additional licensees Texas has than Florida									

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Profession	TEXAS	Number ** of Licensees	New York ***			Cost per Licensee	Comparison of New York to Texas	Number of Licensees****	Cost per Licensee Difference
	FY2021* Estimated		Cost per Licensee	FY2021 Budgeted	Number of Licensees		Expenditures Difference		
Chiropractic	\$888,983	6,131	\$145.00	\$0	5,238	\$0.00	(893)		
Dental	\$5,149,000	186,156	\$27.66	\$0	32,098	\$0.00	(154,058)		
Medical (1)	\$17,840,000	154,838	\$115.22	\$0	124,723	\$0.00	(30,115)		
Nurse & LVN	\$14,160,000	457,714	\$30.94	\$0	427,708	\$0.00	(30,006)		
Optometry	\$825,834	7,762	\$106.39	\$0	3,650	\$0.00	(4,112)		
PT/OT (2)	\$1,698,000	48,197	\$35.23	\$0	52,255	\$0.00	4,058		
Pharmacy	\$10,360,000	325,527	\$31.83	\$0	28,161	\$0.00	(297,366)		
Behavioral Health Executive Council	\$4,651,000	144,452	\$32.20	\$0	14,906	\$0.00	(129,546)		
Veterinarians	\$1,735,000	11,262	\$154.06	\$0	12,512	\$0.00	1,250		
<b>Totals</b>	<b>\$57,307,817.00</b>	<b>1,342,039</b>	<b>\$42.70</b>	<b>\$69,745,000</b>	<b>701,251</b>	<b>\$99.46</b>	<b>(640,788)</b>	<b>\$56.76</b>	
(1) For the purpose of comparison, the expenditures and number of licensees for New York Acupuncture, Medicine, Osteopathic, and Physician Assistants are combined since they are combined in Texas.									
(2) For the purpose of comparison, the expenditures and number of licensees for the New York Physical and Occupational Therapy are combined since they are combined in Texas.									
* Source: Texas Comptroller Online Agency Expenditure Tool for FY 2021 <a href="https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qww">https://bivisual.cpa.texas.gov/CPA/opendocnotoolbar.htm?document=documents%5CTR_Master_UI.qww</a>									
** Source: Health Professions Council Annual Report, February 1, 2021									
*** Source: New York Office of the Professions <a href="http://www.op.nysed.gov/prof/statistics/20reg.htm">http://www.op.nysed.gov/prof/statistics/20reg.htm</a> and <a href="https://www.budget.ny.gov/pubs/archive/fy20/exec/agencies/appropData/EducationDepartmentState.html">https://www.budget.ny.gov/pubs/archive/fy20/exec/agencies/appropData/EducationDepartmentState.html</a>									
**** Numbers in parentheses indicate how many additional licensees Texas has than New York									

done

# Appendix B – Agency Statutory Reports

1. Agency Licensee Information and Disciplinary Data
2. Agency Revenue and Expenses
3. Unfunded Needs of Agency
4. Licensees Regulated by County



# Texas Board of Chiropractic Examiners

*“Established in 1949, the mission of the Texas Board of Chiropractic Examiners is to execute the statutory authority of the Texas Occupations Code, Chapter 201 and to promote, preserve, and protect the health, safety, and welfare of the people of Texas by licensing skilled professionals and enforcing standards of practice.”*

## PERFORMANCE MEASURES FISCAL YEAR 2021

### LICENSEES

Number of Licensees 6141

### OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	300	97	136	61	88	382	127%
Number of Lic. Renewed	6150	1569	1119	262	276	3226	52%
Number of Complaints Resolved	350	27	18	45	34	124	35%

### EFFICIENCY

Ave. Time for Comp. Resolution 250 348.7 496.2 401.2 369.15 403.81 162%

### OUTCOME

Percent of Lic. who Renew Online	95%	0%	0%	0%	0%	99%	104%
Percent of Lic. w/no Recent Violations	95%	0%	0%	0%	0%	81.46%	86%
Percent of Disciplinary Complaints	35%	0%	0%	0%	0%	25%	72%

## Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$1,278,000
Estimated Expenses**	\$888,983
Passed to General Revenue	\$389,017
Unfunded Needs of the Agency***	\$0
Difference	\$389,017

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



# Texas State Board of Dental Examiners

*"The Mission of the Texas State Board of Dental Examiners is to protect the public health and safety and promote high quality and safe dental care by providing enforcement, licensing, peer assistance, and related information services to licensees and their patients."*

## PERFORMANCE MEASURES FISCAL YEAR 2021

### LICENSEES

Number of Licenses - Dentists	35879
Number of Licenses - RDH	24605
Number of Licenses - RDA	125672
Number of Licenses - OTHER	5359
<b>TOTAL:</b>	<b>191515</b>

### OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of Licenses Issued Dentists	975	143	164	143	488	938	96%
Number of Lic. Renewed Dentists	17000	3226	2110	2007	2807	10150	60%
Number of Licenses Issued Dent Hyg	775	96	111	96	437	740	95%
Number of Lic. Renewed Dent Hyg	13000	2464	1606	1533	2305	7908	61%
Number of Licenses Issued Dent Asst	7175	1295	1514	1295	999	5103	71%
Number of Lic. Renewed Dent Asst	39000	6420	4544	3846	4559	19369	50%
Peer Assistance	85	42	40	43	45	42.5	50%
Number of Complaints Resolved	1000	242	96	268	210	816	82%

### EFFICIENCY

Ave. Time for Comp. Resolution	400	530	237.77	532.49	402.63	425.72	106%
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### OUTCOME

Percent Disciplinary/Complaints	12%	0%	0%	0%	0%	18%	152%
Percent of Comp. Resulting in Remedial Action	8%	0%	0%	0%	0%	11%	132.38%
Percent of Lic. w/no Recent Violations	97%	0%	0%	0%	0%	99%	102%
Percent of Lic. who Renew Online	85%	0%	0%	0%	0%	94%	111%
Percent Indiv Licens Issued Onlin	35%	0%	0%	0%	0%	84%	241%

### Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$9,998,000
Estimated Expenses**	\$5,149,000
Passed to General Revenue	\$4,849,000
Unfunded Needs of the Agency***	\$0
Difference	\$4,849,000

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



# Texas Funeral Service Commission

*"The mission of the Texas Funeral Service Commission (TFSC) is to protect the public from deceptive practices in the funeral and death care industry through a process of impartial enforcement, inspection, licensing and education in order to guarantee every citizen's final disposition is conducted professionally and ethically."*

## PERFORMANCE MEASURES FISCAL YEAR 2021

LICENSEES								
Number of Licenses	6920							
OUTPUT		Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	300	0	0	0	0	368	368	123%
Facility License Issued	60	28	11	8	12	59	98%	
Number of Lic. Renewed	2075	0	0	0	0	2314	112%	
Facility License Renewed	1400	0	0	0	0	1592	114%	
Establishments Inspected	1200	0	0	0	0	704	59%	
Number of Complaints Resolved	135	0	0	0	0	85	63%	
Number of Complaints Pending	35	32	32	40	42	36.5	104%	
EFFICIENCY								
Avg. Time for Comp. Resolution	95	112	101	188	127	124	131%	
Avg Time Resolve Comp Pend Litig	350	0	293	397	185	318	91%	
OUTCOME								
Percent of Lic. who Renew Online	81%	0%	0%	0%	84%	84%	104%	
Percent of Lic. w/no Recent Violations	99%					98.00%	99%	
Percent of Comp. Resulting in Disp. Action	28%	0%	0%	0%	22%	22%	79%	
Percent of Comp. Resolved w/i 6 mths	75%	0%	0%	0%	66%	66%	88%	
Number of Jurisdictional Complaints Received	185	0	0	0	0	136	74%	

## Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$1,787,521
Estimated Expenses**	\$771,267
Passed to General Revenue	\$1,016,254
Unfunded Needs of the Agency***	\$0
Difference	\$1,016,254

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



## Behavioral Health Executive Council

*The mission of the Council is to protect and promote the welfare of the people of Texas by ensuring that behavioral health services and social work practice are provided by qualified and competent practitioners who adhere to established professional standards.*

### PERFORMANCE MEASURES FISCAL YEAR 2021

#### LICENSEES

Psychologists	10732
Licensed Professional Counselors	31630
Licensed Marriage and Family Therapists	4369
Social Worker	30088

#### OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	600	1789	1997	2648	2859	9293	1549%
Number of Lic. Renewed	8800	8907	6750	7421	7774	30852	351%
Number of Complaints Resolved	130	104	120	635	300	1159	892%

#### EFFICIENCY

Ave. Time for Comp. Resolution	275	1190	1147	837	667	3841	311%
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#### OUTCOME

Percent of Lic. who Renew Online	92%	100%	100%	100%	100%	100%	109%
Percent of Lic. w/no Recent Violations	99%					99.59%	101%
Percent of Comp. Resulting in Disp. Action		20%	14%	15%	9%	16%	
Percent of Comp. Resolved w/i 6 mths	40%	14%	14%	14%	14%	14%	35%

#### EXPLANATORY

Jurisdictional Comp. Rec.	120	0	0	0	0	423	353%
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#### DISCIPLINARY

Number of Disciplinary Actions		7	5	5	4	21	
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### Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$2,243,327
Estimated Expenses**	\$4,651,000
Passed to General Revenue	(\$2,407,673)
Unfunded Needs of the Agency***	\$0
Difference	(\$2,407,673)

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<https://www.dshs.state.tx.us/chs/hprc/PSC-lnk.shtm>





# Texas Medical Board

*"Established in 1907 The mission of the Texas Medical Board is to protect and enhance the public's health, safety and welfare by establishing and maintaining standards of excellence used in regulating the practice of medicine and ensuring quality health care for the citizens of Texas through licensure, discipline, and education."*

## PERFORMANCE MEASURES FISCAL YEAR 2021

### LICENSEES

Physicians - Full License:	89605
Physicians in Training:	8590
Physician Assistant:	10205
Acupuncturists:	1320
Surgical Assistant:	639
Allied Health Professionals*:	49757
<b>TOTAL</b>	<b>160116</b>

### OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - Physician	4050	907	953	1666	1343	4869	120%
Number of New Lic. Issued - ACU	90	38	24	19	0	81	90%
Number of New Lic. Issued - PA	700	272	195	138	225	830	119%
Number of New Lic. Issued - SA	29	20	11	14	31	76	262%
Number of Lic. Renewed - Physicians	45320	10425	9294	11879	12564	44162	97%
Number of Lic. Renewed - ACU	1200	1111	128	24	14	1277	106%
Number of Lic. Renewed - PA	7500	374	4608	269	4277	9528	127%
Number of Lic. Renewed - SA	220	32	19	176	114	341	155%
Number of Complaints Resolved Physicians	1700	243	186	315	942	1686	99%
Number of Complaints Resolved - ACU	10	0	1	1	1	3	30%
Number of Complaints Resolved - PA	85	27	0	24	25	76	89%
Number of Complaints Resolved - SA	3	1	0	2	3	6	200%

### EFFICIENCY

Avg Days Indiv License Issuance	47	39	37	32	32	35	74%
Avg Time Complaint Resolved	310	253	287	305	320	291.25	94%

### OUTCOME

Percent of Lic. who Renew Online	97%	0%	0%	0%	0%	99%	102%
Percent of Lic. who Renew Online - PA	87%	0%	0%	0%	0%	93%	107%
Percent Complaints/Remedial (SA)	12%	0%	0%	0%	0%	12.00%	100%
Percent Complaints/Remedial (Phys)	12%	0%	0%	0%	0%	14.00%	117%
Percent Complaints/Remedial (ACU)	12%	0%	0%	0%	0%	0.00%	0%
Percent Complaints/Remedial (PA)	12%	0%	0%	0%	0%	9.00%	75%
Percent Complaints/Disciplined (Phys)	12%	0%	0%	0%	0%	12.00%	100%
Percent Complaints/Disciplined (ACU)	12%	0%	0%	0%	0%	0.00%	0%
Percent Complaints/Disciplined (PA)	12%	0%	0%	0%	0%	19.00%	158%
Percent Complaints/Disciplined (SA)	12%	0%	0%	0%	0%	0.00%	0%

### Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$35,249,152
Estimated Expenses**	\$17,840,000
Passed to General Revenue	\$17,409,152
Unfunded Needs of the Agency***	\$0
Difference	\$17,409,152

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



# Texas Board of Nursing

*"Established in 1909, the mission of the Texas Board of Nursing (BON) is to protect and promote the welfare of the people of Texas by ensuring that each person holding a license as a nurse in the State of Texas is competent to practice safely. The Board fulfills its mission through the regulation of the practice of nursing and the approval of nursing education programs. This mission, derived from the Nursing Practice Act, supersedes the interest of any individual, the nursing profession, or any special interest group. "*

## PERFORMANCE MEASURES FISCAL YEAR 2021

### LICENSEES

Registered Nurses	345505
Licensed Vocational Nurses	107282
Adv Practice Reg Nurse	38797
<b>TOTAL:</b>	<b>491584</b>

### OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - RN	23000	4974	6738	5056	9361	26129	114%
Number of New Lic. Issued - LVN	6000	1624	1398	854	1261	5137	86%
Number of Lic. Renewed - RN	155000	40477	40596	39361	43675	164109	106%
Number of Lic. Renewed - LVN	50000	12658	12697	12642	11190	49187	98%
Number of Complaints Resolved - RN	10000	1958	2161	2870	2781	9770	98%
Number of Complaints Resolved - LVN	6000	951	775	1266	1280	4272	71%
Peer Assistance - RN	625	466	-7	-27	-1	431	69%
Peer Assistance - LVN	185	100	-8	-14	0	78	42%

### EFFICIENCY

Ave. Time for Comp. Resolution - RN	90	75.53	78.04	76.01	59.84	72.355	80%
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### OUTCOME

Percent of Lic. w/no Recent Violations -RN	98%	99.66%	99.66%	99.66%	99.66%	101.69%
Percent of Lic. who Renew Online - RN	95%	100.00%	100.00%	100.00%	100.00%	105.26%
Percent of New Lic Issued Online - RN	95%	100.00%	100.00%	100.00%	100.00%	105.26%
Percent of Lic. w/no Recent Violations - LVN	98%	99.34%	99.34%	99.34%	99.34%	101.37%
Percent of Lic. who Renew Online - LVN	95%	100.00%	100.00%	100.00%	100.00%	105.26%
Percent of New Lic Issued Online - LVN	95%	100.00%	100.00%	100.00%	100.00%	105.26%
Percent of Comp. Resulting in Disp. Action - RN	15%	10.34%	10.34%	10.34%	10.34%	68.93%
Percent of Comp. Resulting in Disp. Action -LVN	19%	9.60%	9.60%	9.60%	9.60%	50.53%

### Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$19,370,000
Estimated Expenses*	\$14,160
Passed to General Revenue	\$19,355,840
Unfunded Needs of the Agency**	\$0
Difference	\$19,355,840

\* Reported by Agency

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



# Texas State Board of Pharmacy

*"Established in 1907, the Texas State Board of Pharmacy's mission is to promote, preserve, and protect the public health, safety, and welfare by fostering the provision of quality pharmaceutical care to the citizens of Texas through the regulation of the practice of pharmacy, the operation of pharmacies, and the distribution of prescription drugs in the public interest."*

## PERFORMANCE MEASURES FISCAL YEAR 2021

### LICENSEES

Pharmacists	40382
Pharmacy Techs	76269
Pharmacy Interns	17754
Pharmacies	8453

### OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued - Individual	1900	507	292	255	796	1850	97%
Number of Lic. Renewed - Individual	19000	5088	4522	4738	5331	19679	104%
Number of Complaints Resolved	5420	1324	1197	1840	1649	6010	111%
Individuals in PAP	160	114	1	3	2	30	19%

### EFFICIENCY

Ave. Time for Comp. Resolution	180	171	144	137	93	136.25	76%
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### OUTCOME

Percent of Lic. who Renew Online	95%	0%	0%	0%	0%	96%	101%
Percent of Lic. w/no Recent Violations	95%	0%	0	0	0	97.40%	103%
Percent of Comp. Resulting in Disp. Action	10%	0%	0	0	0	7.00%	70%

### EXPLANATORY

Total Number of Businesses Licensed	8300	0	0	0	0	8422	101%
Jurisdictional Comp. Rec.	6000	0	0	0	0	5626	94%

### Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$14,343,832
Estimated Expenses**	\$10,360,000
Passed to General Revenue	\$3,983,832
Unfunded Needs of the Agency***	\$0
Difference	\$3,983,832

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



# Texas Optometry Board

*"Established in 1921, the mission of the Texas Optometry Board is to promote, preserve, and protect the health, safety and welfare needs of the people of Texas by fostering the providing of optometric care to the citizens of Texas through the regulation of the practice of optometry."*

## **PERFORMANCE MEASURES FISCAL YEAR 2021**

### **LICENSEES**

Number of Licensees 7762

### **OUTPUT**

	<b>Target</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>YTD</b>	<b>YTD %</b>
Number of New Lic. Issued	189	59	36	36	156	287	152%
Number of Lic. Renewed	4260	1356	3442	32	3	4833	113%
Investigations Conducted	63	0	0	37	27	64	102%
Number of Complaints Resolved	140	30	35	40	53	158	113%
Peer Assistance	2	3	0	1	0	4	200%

### **EFFICIENCY**

Ave. Time for Comp. Resolution 115 199.5 172.05 255.3 1207.81 458.67 399%

### **OUTCOME**

Percent of Lic. who Renew Online 90% 0% 0% 0% 98% 99% 110%  
 Percent of Lic. w/no Recent Violations 98% 0% 0% 0% 0% 99.65% 102%

## **Fee Information**

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$1,442,342
<b>Estimated Expenses**</b>	<b>\$825,834</b>
Passed to General Revenue	\$616,508
Unfunded Needs of the Agency***	\$0
Difference	\$616,508

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



# Executive Council of Physical Therapy and Occupational Therapy Examiners

*"Established in 1993, the mission of the Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE), an independent administrative government"al agency, is to protect the health, safety, and welfare of the people of Texas through the regulation and enforcement of the practices of physical therapy and of occupational therapy."*

## PERFORMANCE MEASURES FISCAL YEAR 2021

### LICENSEES

Number of Physical Therapy Licensees	30404
Number Occupational Therapy Licensees	17793
Number of Facilities	0
<b>Total Number of Licensees</b>	<b>48197</b>

### OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued OT	1075	409	402	331	425	1567	146%
Number of New Lic. Issued PT	2350	378	461	271	1060	2170	92%
Number of Lic. Renewed OT	6875	1737	1808	1948	1893	7386	107%
Number of Lic. Renewed PT	9900	3161	3108	3293	3415	12977	131%
Number of Complaints Resolved OT	270	280	121	150	148	106	39%
Number of Complaints Resolved PT	475	128	281	181	230	820	173%

### EFFICIENCY

Ave. Time for Comp. Resolution OT	120	86	95	101	90	93	78%
Ave. Time for Comp. Resolution PT	120	91	91	95	95	93	78%

### OUTCOME

Percent of PT/OT Lic. who Renew Online	95%	0%	0%	0%	0%	95%	100%
Percent of OT Lic w/no Recent Violations	99%	0%	0%	0%	0%	99.00%	100%
Percent of PT Lic w/no Recent Violations	99%	0%	0%	0%	0%	99.00%	100%
Percent of new IND Licenses Issued Online	94%	0%	0%	0%	0%	97.43%	104%
Percent PT Disciplinary Action/Complaints	10%	0%	0%	0%	0%	7.00%	70%
Percent OT Disciplinary Action/Complaints	10%	0%	0%	0%	0%	9.00%	90%

### EXPLANATORY

Total Number of Facilities Registered	4475	0	0	0	0	4658	104%
Jurisdictional Comp. Rec. OT	270	0	0	0	0	358	133%
Jurisdictional Comp. Rec. PT	500	0	0	0	0	607	121%

### Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$7,996,152
Estimated Expenses**	\$1,698,000
Passed to General Revenue	\$6,298,152
Unfunded Needs of the Agency***	\$0
Difference	\$6,298,152

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>



# Texas Board of Veterinary Medical Examiners

*"Established in 1911, the mission of the Texas State Board of Veterinary Medical Examiners is to establish and enforce policies to ensure the best possible quality of veterinary and equine dental provider services for the people of Texas."*

## PERFORMANCE MEASURES FISCAL YEAR 2021

### LICENSEES

Number of Licensees - DVM	10026
Number of Licensees - Equine Dental	61
Number of Licensees - Veterinary Technician	2136
<b>Total</b>	<b>12223</b>

### OUTPUT

	Target	1st	2nd	3rd	4th	YTD	YTD %
Number of New Lic. Issued	700	151	123	293	288	855	122%
Number of Lic. Renewed	10200	2679	2678	2444	2683	10484	103%
Number of Complaints Resolved	430	110	89	3	6	208	48%
Number of Licensees in Peer Assistance	22	19	19	21	21	21	95%

### EFFICIENCY

Ave. Time for Comp. Resolution	180	401	468	107	29	251.25	140%
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### OUTCOME

Percent of Lic. w/no Recent Violations	97%					98.32%	101%
Percent of Lic. who Renew Online	91%					98%	108%
Percent of Comp. Resulting in Disp. Action	34.00					14%	108.8%

### EXPLANATORY

Jurisdictional Comp. Rec.	420					421	100%
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### Fee Information

to comply with Section 6, SB 1058 (81st Regular)

Estimated Fees Collected*	\$2,195,617
<b>Estimated Expenses**</b>	<b>\$1,735,000</b>
Passed to General Revenue	\$460,617
Unfunded Needs of the Agency***	\$0
Difference	\$460,617

\* Reported by Comptroller Revenue Tools

\*\* Reported by Comptroller Expenditure Tools

\*\*\* FY 24/25 LAR Exceptional Items Request - TBD

# of Persons Regulated by County

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>

# Appendix C – Rider 5 Draft

# **Report on Regulatory Database Consolidations**

By the Health Professions Council in conjunction with the Texas Department of Information Resources and the Texas Department of Licensing and Regulation.

## **Introduction**

As required by the General Appropriations Act of the Eighty Seventh Legislature. The report will discuss the possible cost, savings and benefits of transferring the Health Professions Council's shared regulatory database from the current contract vendor arrangement to the Texas Licensing System at the Texas Department of Licensing and Regulation. The report shall include information related to expenditures that would be needed at the affected agencies, full-time equivalent positions that may need to be transferred between agencies, any effect on current contracts related to the shared regulatory database, and any other information that the agencies involved deem necessary in order to fully report on this potential project.

## **Justification of Proposed Review**

Occupational Licensing Systems traditionally, are complex database systems that require significant technical expertise and involvement on a day to day basis. Licensing systems that service multiple occupational licenses are even more complex because agencies traditionally require that each group be separated from one another for security purposes, agency mission, and business processes.

The Texas Legislature instructed the Health Professions Council, in concert with the Department of Information Resources and the Texas Department of Licensing and Regulation to report on the efficacy of transferring the current Health Professions System to a proposed solution (i.e. Texas Licensing System) that was, at the time, in development at TDLR. The agencies met to discuss preliminary findings in December 2021.



## Background

### HPC Regulatory Database System

The HPC Shared Regulatory Database is a customized off the shelf system that currently represents over a million licensee's data.

It supports the following agencies:

Behavioral Health Executive Council  
Texas State Board of Dental Examiners  
Texas State Board of Pharmacy  
Texas State Board of Plumbing Examiners  
Texas Optometry Board  
Texas Funeral Service Commission  
Texas Board of Professional Geoscientists

The system was designed in 2009 when the Department of Information Resources declared that the legacy system which the agencies were using at the time would be brought to its end of life cycle. The agencies were among many that would have to move from the legacy VAX (Variable Address eXtensions) system to a new system. The participating agencies at the time did not include the Funeral Service Commission or the Professional Geoscientists. The Health Professions Council was asked to oversee the development and support of the new system. The system was brought online in 2011. Since then, the system has been upgraded twice and added additional agencies to help realize economies of scale for them. During the 2016 upgrade, the agencies moved from an on premises system located at the DIR Datacenter to a cloud environment. This change has enabled the system to maintain a 98% up and running time, allowed for more dynamic load balancing during high periods of use, and implemented a backup plan that adheres to the most stringent best practices. The system has proved expandable and customizable. Since the implementation of the system the Council has added three agencies, the Behavioral Health Executive Council, the Texas Funeral Service Commission and the Board of Professional Geoscientists. The current biennium appropriated additional funding for the next available upgrade. Planning for this upgrade included an additional FTE to accommodate the additional workload when the Behavioral Health Executive Council was on boarded to the system.

## Texas Licensing System at TDLR

The Texas Department of Licensing and Regulation in consultation with Red River Consulting began work on the Texas Licensing System in 2020. The Texas Department of Licensing and Regulation reported in a public meeting on December 7th of 2021 that work to transition to the new system has ceased indefinitely. As such, the participants in the discussion as required by the rider language ceased work on this report due to there being no Texas Licensing System presently in any significant form to accommodate such a large scale transfer.

## **Conclusion**

The Health Professions Council regularly reviews opportunities to find economies of scale for their member agencies and thanks the Legislature for this opportunity to share one of the Council's largest successes as it has brought together multiple agencies with a wide variance of business processes into one customizable and upgradable system at a cost effective rate.

**Health Professions Council**

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