

**From:** [Sunset Advisory Commission](#)  
**To:** [Janet Wood](#)  
**Subject:** FW: Public Input Form for Agencies Under Review (Public/After Publication)  
**Date:** Tuesday, May 01, 2018 9:58:29 AM

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-----Original Message-----

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]  
Sent: Tuesday, May 01, 2018 9:37 AM  
To: Sunset Advisory Commission  
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: TEXAS STATE BOARD SOCIAL WORKER EXAMINERS

First Name: Colleen

Last Name: Brunell

Title:

Organization you are affiliated with:

Email:

City: Austin

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: When I have seen the SW Board staff in person, they are very nice and informative. My complaint is not about the staff as people, it's about the lack of people at the organization and the efficiency at which it runs. I've had to hang up from being on hold for over 2 hours because their office hours are my office hours and I have too many meetings and appointments to be on hold for 2+ hours. They sent back a correction on my Form III (Clinical Supervision Form) applications three months after I turned in Form III. There were new forms and I never saw a communication about it. I turned in my Form V and all my application requirements for my LCSW and they reported back that it will take 12-18 weeks in order to get back to me about if my application is approved and I can take the LCSW test. I purposely take time off of work to turn in the forms in person because I have the luxury of living in Austin and I am trying to avoid more delay, confusion, and a possible penalty for not turning things in on time.

Any Alternative or New Recommendations on This Agency:

1. Hire more staff (ideally social workers) to answer phones and review and approve forms.
2. Create online options to turn in forms and make payments to the board.
3. Having the Texas Sunset Advisory Commission investigate and review the board more often (every other year) to retool and find ways of improving the board's efficiency and competency

My Comment Will Be Made Public: I agree