

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Wednesday, March 28, 2018 5:25:41 PM

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

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Wednesday, March 28, 2018 4:54 PM
To: Sunset Advisory Commission
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: TEXAS STATE BOARD EXAMINERS PROFESSIONAL COUNSELORS

First Name: Joe

Last Name: Duke

Title: Licensed Professional Counselor - Supervisor

Organization you are affiliated with:

Email:

City: Lubbock

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: I support the findings of the Sunset Committee Staff Report - I would recommend the Texas Board of Examiners of Professional Counselors receive adequate funding to optimize their work toward efficiency and to remove the backlog of waiting issues. It appears they are understaffed and underfunded for the volume of work required. As an LPC Supervisor in Texas I am hesitant to continue supervision in the future unless significant changes to the board can be made toward efficient and timely processing of all requests become a reality.

Any Alternative or New Recommendations on This Agency:

I would recommend that dedicated and knowledgeable FTE's be available to answer and process informational phone requests during normal business hours.

I would recommend that information from multiple staff be consistent in information, documentation, rules, regulations and recommendations.

I would recommend that email requests receive a timely response (no less than 24 hours)

I would recommend that all paperwork to the board be accepted in email format.

I would recommend that notification of delays in processing license upgrades be made a priority to LPC Supervisors and Interns so that immediate remedial actions may be implemented if necessary to prevent further delays in processing.

I would recommend that minor clerical issues (such as minor mistakes on forms) be immediately resolved (in a friendly and helpful manner) by staff over the phone or via email to expedite processing times, i.e., Missing forms, updating site approvals, items left blank, etc The LPC Board and staff serving the board need support by the administration to assist LPC's, LPC- Supervisors and LPC -Interns; those who provide for the mental health welfare of the citizens of this state.

My Comment Will Be Made Public: I agree

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Texas Board of Examiners of Professional Counselors
Date: Wednesday, March 28, 2018 5:25:20 PM

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

From: Joe Duke
Sent: Wednesday, March 28, 2018 5:13 PM
To: Sunset Advisory Commission
Subject: Texas Board of Examiners of Professional Counselors

I am in support of each recommendation of the staff report. My previous comments to the Sunset Commission's public report form regarding the Texas Board of Examiners of Professional Counselors, addresses the need of support for this agency, staff who serve this agency, and the board members.

It is my understanding the board is served by the Texas Department of State Health Services - it is they who need additional funding, personnel and other resources to actually make the board more efficient. Just to clarify.

Thank you,

Joe B. Duke, M.Ed., LPC-Supervisor
National Board Certified Counselor

Lubbock, Tx