

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Monday, April 30, 2018 8:00:59 AM

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

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Saturday, April 28, 2018 4:20 AM
To: Sunset Advisory Commission
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: TEXAS STATE BOARD EXAMINERS PROFESSIONAL COUNSELORS

First Name: Kerin

Last Name: Groves

Title: Dr.

Organization you are affiliated with: private practice

Email:

City: DENTON

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: I oppose allowing the Board to continue operating as it currently is, and I have no confidence that reconfiguring it under a newly created entity will resolve these particular problems. I have had administrative challenges with the Board and I know many peers who have, too. Much of the underlying problem is the attitude and mindset of the Board. Compared to another state where I have been licensed, the Texas Board has been rude at best, and unresponsive and uncooperative at worst. My greatest concern is the power this Board holds to be a barrier to professionals that serve such a needy and fragile population. In addition, during the past seven years I've been practicing in Texas, I have seen the Board members' unprofessionalism in several ways: (1) by failing to triage the complaint cases promptly, resulting in licenses being held hostage for years before complaints are then determined unfounded and dismissed; (2) by being blatantly dismissive and indifferent to phone calls and emails from licensees, even telling us NOT to call or email them because they are "too busy"; (3) by using the platform at our professional conference to spend a one-hour panel presentation complaining about their workload and blaming licensees for paperwork delays, as well as dressing inappropriately for this professional conference [all Board members wearing jeans and state t-shirts while presenting on the panel and attending a banquet]; (4) by misleading and intimidating counselors by sending out emails claiming that the Sunset Review process will completely eliminate their license and they won't be able to practice anymore. These are just a few of my concerns, for which I do have documentation. I cannot support the creation of a BHEC because there is no reason to believe that a newly created entity will produce substantial changes in the ingrained culture of this Board.

Any Alternative or New Recommendations on This Agency: Rather than the Boards remaining under DSHS, I recommend the Regulation and Licensing Department be the umbrella bureau for behavioral health licensing. Instead of reinventing the wheel with the creation of a new entity, the RLD already has many processes in place for simple transactions such as online license renewal (which currently counselors can't do under DSHS), licensee searches, and complaint filing. This recommendation is more cost efficient, prevents unnecessary duplication of services, and promotes a needed culture change. Specifically, RLD's mission is to provide "fair and efficient licensing" and their vision, philosophy, and core values

are consistent with those of behavioral health providers. Most importantly, RLD has championed "cultivating highly-engaged employees who provide exceptional customer service."

My Comment Will Be Made Public: I agree