

**From:** [Sunset Advisory Commission](#)  
**To:** [Janet Wood](#)  
**Subject:** FW: Public Input Form for Agencies Under Review (Public/After Publication)  
**Date:** Thursday, April 05, 2018 4:38:26 PM

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

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]  
Sent: Thursday, April 05, 2018 4:31 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: Myra

Last Name: Kirkland

Title: Family Court Counselor

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City: Dallas

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: I agree that the TSBSWE is not operating efficiently & effectively under HHSC. I have tried to contact someone to assist me with various social work questions and have had to wait at least an hour or finally gave up in frustration.

Any Alternative or New Recommendations on This Agency: The website for social workers is not user-friendly and does not contain all the information it could contain. For instance, trying to locate a supervisor for obtaining supervision for a CSW is practically impossible - there does not seem to be an accessible, active database of supervisor names, addresses, and phone numbers; thus making finding a supervisor very difficult at best. Additionally, when there are complaints against social workers (which could be anxiety laden for the social worker), there could be an on-line tracking system where social workers could see where in the process (from when the information was received to the conclusion) complaints may be. With a more user-friendly website that addressed the majority of questions callers to the TSBSWE may have, the staffing would not have to be as robust as it would otherwise.

My Comment Will Be Made Public: I agree