

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Concern - Texas State Board of Examiners of Professional Counselors
Date: Friday, April 06, 2018 9:02:26 AM

From: Lyndsey Luther
Sent: Friday, April 06, 2018 8:44 AM
To: Sunset Advisory Commission
Subject: Concern - Texas State Board of Examiners of Professional Counselors

Hello, I see on the website that it was recommended to send any concerns or recommendations to this email address. So here is my concern. The board does not call you back, does not return emails, and gives no confirmation over the phone whether they have received your documentation or not. It took over 4 months for me to receive my LPC-Intern status, and I am now changing supervisors to have my LPC-S be at my new internship site, and I cannot get anyone to give me any answers. I do not know how long it will take for this change to be updated, and when I call, I am on the phone for (on average) 2 hours, only for a temp to answer and say they will call me back and yet again, not a single person has ever called me back. I have emailed several times asking for an update and just to confirm they have gotten my paperwork, and yet again not a single response. This is extremely frustrating to me. Still, I have no answers and no updates to my name online.

My suggestion would to hire more people. They are clearly overwhelmed and in over their heads. There needs to be more permanent staff there so we can get the help we need to move towards full licensure and to keep our license and get the answers we need to make sure we are taking the correct steps. This entire process has been so frustrating to me and I could see why some of my friends from graduate school have no desire to even try to get their license.

Lyndsey Luther, M.S., CRC, LPC-Intern

Under the supervision of:
Ashley Hence, LPC-S, CRC, NCC