

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Wednesday, April 04, 2018 8:10:14 AM

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

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Wednesday, April 04, 2018 7:59 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: Faith

Last Name: Ray

Title: LPC-S

Organization you are affiliated with: LPC

Email:

City: Blanco

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed:

I am an approved supervisor of LPC interns, in good standing for 18 years. In the past 10 years the LPC Board has deteriorated in functioning until it is now almost impossible to get even minimal service from them. My last two interns had to wait 6 months for their final paperwork to be processed so that they could begin practicing. Imagine if you had to go 6 months without a paycheck? I understand it is the fault of Health and Human Services, but frankly, as a supervisor, I have personally experienced multiple situations of Board staff being rude, dishonest, and incompetent. The problem goes deeper than just who regulates the Board. Even if a Behavioral Health Agency is formed, the current staff need to go. New staff need to be trained and regulated appropriately.

In addition, the complaint process is inappropriate. An open forum, where complaints are aired publically is a Hipaa violation, and I cannot believe it has been allowed for all these years. The backlog of complaints is happening because, in our field, there are many erroneous and illegitimate complaints that should be screened out initially by a committee. Only serious complaints should be forwarded on for full review. Instead, every single complaint is heard by the full open committee, and the licensee in question is subjected to an embarrassing spectacle, surprised by additional and unrelated questions by the committee, and is guilty until proven innocent, exposing them to unnecessary ridicule and significant financial and reputational damage. In one situation, I witnessed a complaint that had been filed against and LPC for allegedly having an inappropriate sexual relationship with a client. The man was never a client, which was immediately made known by all three parties. The complaint was filed by a jealous girlfriend and should have been screened out immediately. The man was never a client of the LPC, he wrote a letter attesting to this; the complainant apologized, recanted and asked for the charge to be dropped, and multiple documents were presented initially and expeditiously to complaint committee. In essence, there was never grounds for the complaint and yet the LPC in question was forced to endure 2 years of torment and a full committee hearing. This complaint should have been screened out of the process early and never taken to committee. This kind of nonsense happens all the time. The backlog of complaints is largely because of situations like these. During these

hearings, the various committee members feel free to delve into unrelated areas, "randomly quiz" the LPC, and use Board complaints meeting to lecture LPCs on random rules. It is an embarrassment to watch the conduct of a Board complaints hearing and I URGE THE SUNSET COMMISSION TO GO OBSERVE ONE. As far as I can tell, the current report does not address this problem. In the Sunset review of 2015 it was addressed. What happened to this?

Any Alternative or New Recommendations on This Agency:

Discontinue Public Complaints process due to Hipaa violations of privacy and unprofessional conduct of Board Complaints Committee.

All complaints need to be pre-screened by a committee to dismiss and eliminate ridiculous, baseless, and frivolous complaints before moving on to formal process for serious complaints. This will help with the huge backlog of complaints.

Board should be held to a reasonable time frame for approving initial paperwork and issuance of both temporary licenses and final licenses. If licensees must abide by time frames for renewals, etc, then so should the Board.

I suggest Sunset Review observe a Board Complaint hearing in secret, and perhaps call the Board and see how they are treated when they are trying to ask a simple question.

My Comment Will Be Made Public: I agree