

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Sunday, June 08, 2014 6:36:30 PM

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

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Friday, June 06, 2014 8:07 PM
To: Sunset Advisory Commission
Subject: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)

Submitted on Friday, June 6, 2014 - 20:07

Agency: DEPARTMENT STATE HEALTH SERVICES DSHS

First Name: Lynn

Last Name: Hagan

Title: Licensed Clinical Social Worker

Organization you are affiliated with: Private Practioner

City: Gause

State: Texas

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

An independent board or advisory board must consist of the following: key stakeholders, members of the profession, and customers in order to be effective. It is effective for staff to perform the initial review of complaints to determine if the compliant meets criteria for investigation.

Staff should include a trained legal professional to evaluate the first stages of the complaint and determine if criteria is met for investigation.

This board must be empowered to hear complaints, rule on those complaints, and decide the disciplinary actions to be taken. The board must have access to licensed professional Social Workers to provide professional expertise in rule development, rule changes, and implementation.

The rules must be presented in a clear manner that results in a transparent process for the public and the licensees.

The current website and lack of staff availability to answer questions does not meet these criteria.

Adequate staff and IT funding is critical to a well functioning board.

DSHS is extremely challenged in many areas because of lack of funding and staffing resources to effectively operate this licensing office, not because they necessarily lack focus.

If another agency, such as TDRL, will oversee the Social Worker Licensing Board, the agency must possess the necessary public health, social work, and mental health expertise to fully understand scope of professional practice issues and to ensure that Texas has a properly educated and trained workforce. Clearly, the regulation of helping professionals is not equivalent to the current occupations regulated by TDRL such as the regulation of Plumbers and HVAC technicians.

Any Alternative or New Recommendations on This Agency:

Any professional regulatory agency must collect and analyze data on the professionals as a means of planning for future workforce needs, as well as to measure effectiveness of the licensure activities. This is not currently happening at DSHS, due to lack of personnel and funding resources, and must happen regardless of the agency overseeing the board.

The current Executive Director of the Board is not a social worker, but is supervised by a licensed social worker.

NASW Texas strongly advocates for professional, licensed social work managerial level staff at the licensing board, regardless of the regulatory agency that provides oversight.

Structurally, the staff of the licensing board must report ultimately to the Executive Director to ensure that there is consistency and proper oversight of its functions.

Finally, social workers should not have to pay for any administrative decision to move the program with surcharges to their licensing fees. This is punitive and grossly inappropriate as the profession has not advocated for this change.

My Comment Will Be Made Public: I agree