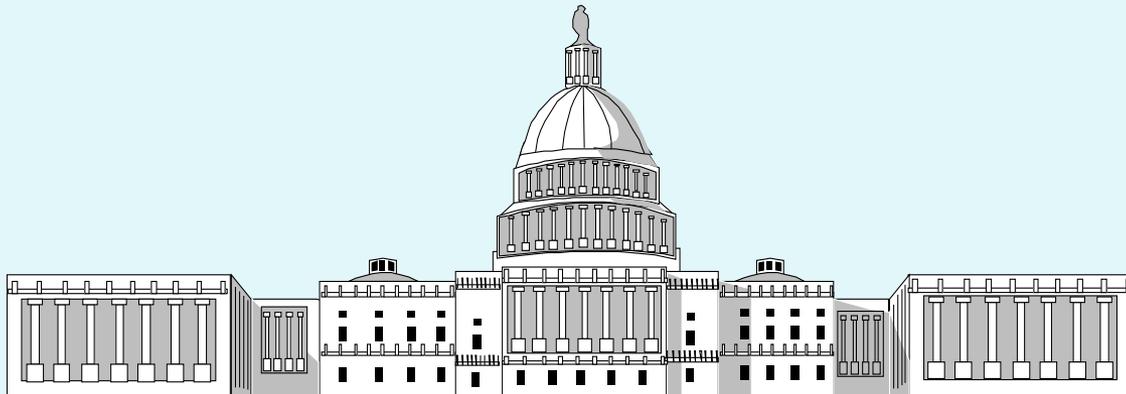


STATE

Licensure

- Government process where state grants permission to practice



Licensure addresses...

- Consumer Protection
- Legal Right to Practice
- Defines Scope of Professional Practice
- Continuing Education
- Law v. Rules and Regulations



**State Board of Examiners for Speech-Language
Pathology and Audiology
&**

- **POWERS/DUTIES** are to administer, coordinate, and enforce this chapter under Texas Occupations Code Chapters 401 & 402 and.....

This board & committee shall. . . .

- Evaluate qualifications of applicants.
- Issue subpoenas, examine witnesses, and administer oaths under the laws of the state of Texas.
- Conduct hearings and keep records and minutes necessary to the orderly administration of this chapter.
- Investigate persons engaging in practices that violate this chapter.

STATE BOARD OF EXAMINERS FOR SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY

§401.202 Rulemaking Authority

“The board shall adopt rules necessary to administer and enforce this chapter including rules that establish standards of ethical practice”

STATE COMMITTEE OF EXAMINERS IN THE FITTING & DISPENSING OF HEARING INSTRUMENTS

§402.102(a) Rule

“Subject to the approval of the board, the committee may adopt procedural rules as necessary for the performance of the committee’s duties.”

State Board of Examiners for Speech- Language Pathology and Audiology

- 3 professional audiologists
- 3 professional speech-language pathologists
- 3 public members one of which is a Physician

State Board of Examiners for Speech- Language Pathology and Audiology

- Current Appointees

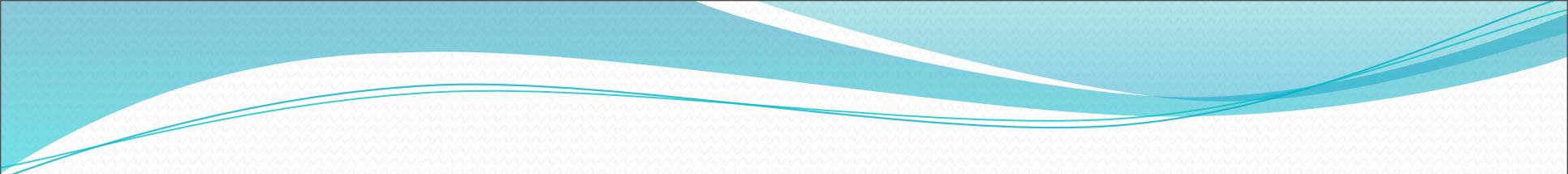
- Vickie B. Dionne, Au.D., Presiding Officer
- Phillip Wilson, Ph.D.
- Kerry Ormson, Au. D.
- Sonya Salinas, M.A.
- Patty Brannon, M.A., Asst. Presiding Officer
- Leila Salmons, M.S.
- Kimberly Carlisle, J.D.
- Tammy Camp, M.D.
- Vacant

STATE COMMITTEE OF EXAMINERS IN THE FITTING & DISPENSING OF HEARING INSTRUMENTS

- 6 professional Fitters & Dispensers of Hearing Instruments
- 3 public members one of which is a Physician

State Committee of Examiners in the Fitting & Dispensing of Hearing Instruments

- Current Appointees:
 - Kenneth Haesly, Chair
 - Richard Davila, II
 - Rosemary Geraci
 - Benjamin Norris
 - Melissa Rodriguez
 - Amy Trost, Asst. Chair
 - Cindy Steinbart
 - Robert Gebhard, Jr.
 - James Leffingwell, M.D.



www.dshs.state.tx.us/speech

You can find:

- Rules
- Members
- Complaints Process
- Applications
- Statutes or laws
- Links

www.dshs.state.tx.us/fitters

You can find:

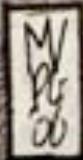
- Rules
- Members
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- Applications
- Statutes or laws
- Links

press-release o-matic

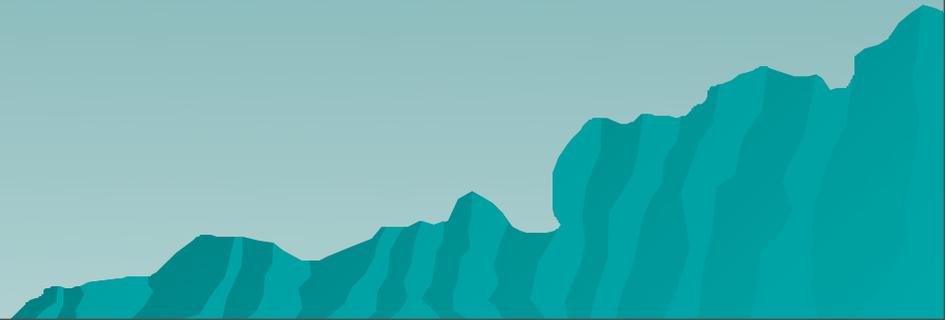
*I didn't
know*

*I wasn't
told*

*I should
have
asked*



Complaint Process





COMPLAINT PROCESS

◆ Speech:

- Occupations Code §401.253
- Administrative Code Chapter 741
Subchapter N
Rule 741.191

◆ Fitting & Dispensing

- Occupations Code §402.153
- Administrative Code Chapter 141
- Rule 141.17

COMPLAINT PROCESS

A complaint can be filed against licensee or permit holder by a consumer, a colleague, or even the Board / Committee itself.

A stylized silhouette of a mountain range in shades of teal, located at the bottom right of the slide.

◆ **Review and Determine -**

Does the complaint give rise to violations of either the Act or Rules affecting the health and safety of clients or other persons?

COMPLAINT PROCESS

◆ Review and Determine -

Does the complaint give rise to violations of either the Act or Rules affecting the health and safety of clients or other persons?

COMPLAINT PROCESS

◆ Review and Determine -



COMPLAINT PROCESS

◆ Review and Determine -

Does the complaint give rise to violations of either the Act or Rules affecting the health and safety of clients or other persons?

◆ **Consideration –**

Ensure that complaints are not dismissed without appropriate consideration.

COMPLAINT PROCESS

Responsibilities (con't)

◆ **Consideration –**

Ensure that complaints are not dismissed without appropriate consideration.

COMPLAINT PROCESS

Responsibilities (con't)

◆ **Consideration –**

COMPLAINT PROCESS

Responsibilities (con't)

◆ **Consideration –**

Ensure that complaints are not dismissed without appropriate consideration.

◆ **Complainant Explanation –**

Ensure that a person who files a complaint has an opportunity to explain the allegations made in the complaint.

COMPLAINT PROCESS

Responsibilities (con't)

◆ **Complainant Explanation –**

Ensure that a person who files a complaint has an opportunity to explain the allegations made in the complaint.

COMPLAINT PROCESS

Responsibilities (con't)

- ◆ **Complainant Explanation –**

COMPLAINT PROCESS

Responsibilities (con't)

◆ **Complainant Explanation –**

Ensure that a person who files a complaint has an opportunity to explain the allegations made in the complaint.

◆ Resolution –

Resolve the issues of the complaint which arise under the Act or this chapter.

COMPLAINT PROCESS

Responsibilities (con't)

◆ Resolution –

Resolve the issues of the complaint which arise under the Act or this chapter.

COMPLAINT PROCESS

Responsibilities (con't)

◆ Resolution –

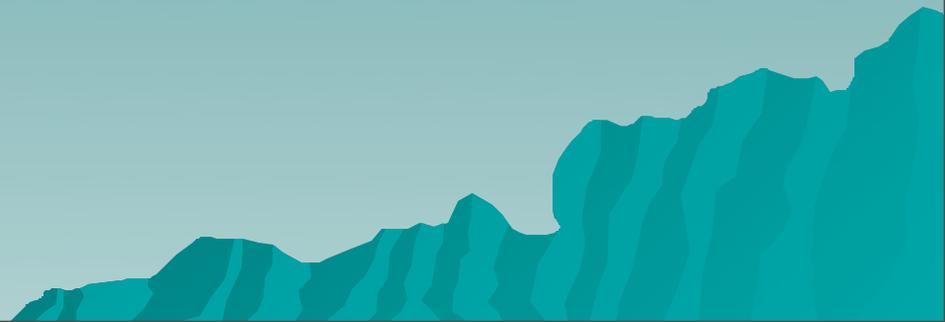
COMPLAINT PROCESS

Responsibilities (con't)

◆ Resolution –

Resolve the issues of the complaint which arise under the Act or this chapter.

COMPLAINT PROCESS



COMPLAINT PROCESS

A person wishing to report an alleged violation of the Act or the rules by a licensee or other person shall notify the

COMPLAINT PROCESS

A person wishing to report an alleged violation of the Act or the rules by a licensee or other person shall notify the

Executive Director.





COMPLAINT PROCESS

◆ Phone call



COMPLAINT PROCESS

- ◆ Phone call
- ◆ Written notification



COMPLAINT PROCESS

◆ Phone call

◆ Written notification



COMPLAINT PROCESS

- ◆ Phone call
- ◆ Written notification
- ◆ Personal visit to the board/committee office





COMPLAINT PROCESS

By Law

Each licensee/permit holder must prominently display in his/her office the State Licensing Board's / Committee's:

Name

Address

Phone Number

COMPLAINT PROCESS

By Law

Each licensee/permit holder must prominently display in his/her office the State Licensing Board's / Committee's:

Name

Address

Phone Number

(placards are available on the website.)

CONSUMER COMPLAINTS

**A PERSON WHO PROVIDES SPEECH-LANGUAGE PATHOLOGY AND/OR
AUDIOLOGY SERVICES TO CLIENTS MUST BE LICENSED, UNLESS
EXEMPTED BY STATE LAW.**

**A CONSUMER WHO WISHES TO FILE A COMPLAINT AGAINST AN
INDIVIDUAL LICENSED BY THE BOARD**

MAY CALL: 1-800-942-5540

OR

MAY VISIT: www.dshs.state.tx.us/speech

OR

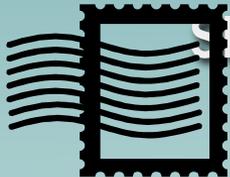
WRITE TO:

STATE BOARD OF EXAMINERS FOR

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY

PO BOX 149347 - Mail Code 1982

AUSTIN TX 78714-9347



CONSUMER COMPLAINTS

A PERSON WHO PROVIDES FITTING & DISPENSING OF HEARING INSTRUMENTS SERVICES TO CLIENTS MUST BE LICENSED, UNLESS EXEMPTED BY STATE LAW.

A CONSUMER WHO WISHES TO FILE A COMPLAINT AGAINST AN INDIVIDUAL LICENSED BY THE COMMITTEE

MAY CALL: 1-800-942-5540

OR

MAY VISIT: www.dshs.state.tx.us/fitters

OR

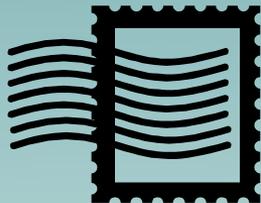
WRITE TO:

STATE COMMITTEE OF EXAMINERS IN THE FITTING AND DISPENSING OF HEARING INSTRUMENTS

MAIL CODE: MC1982

PO BOX 149347

AUSTIN TX 78714-9347





COMPLAINT PROCESS

When a complaint has been filed:

Prior to or during an investigation, the executive director or his/her designee shall request a response from the licensee or person against whom an alleged violation has been filed to gather information required by the Complaints committee of the board.



COMPLAINT PROCESS

The licensee or person against whom an alleged violation has been filed must respond within



COMPLAINT PROCESS

The licensee or person against whom an alleged violation has been filed must respond within

15 working days



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15 working days



COMPLAINT PROCESS

The licensee or person against whom an alleged violation has been filed must respond within

15 working days



of the Executive Director's request.



COMPLAINT PROCESS

It may be determined that the matters alleged in the complaint are non-jurisdictional.

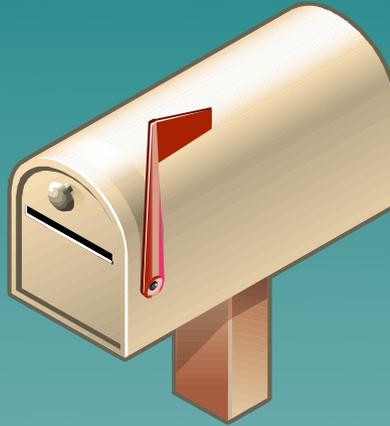
OR

If the matters alleged in the complaint would not constitute a violation, the Executive Director may dismiss the complaint.



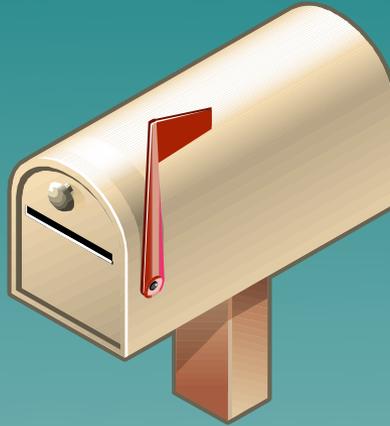
COMPLAINT PROCESS

Written Notice of the dismissal will be mailed to:



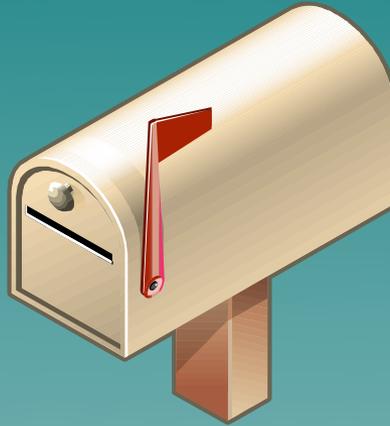
COMPLAINT PROCESS

Written Notice of the dismissal will be mailed to:



COMPLAINT PROCESS

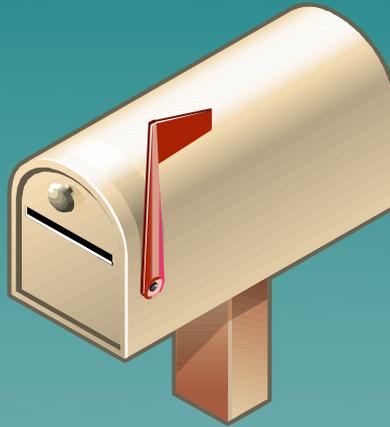
Written Notice of the dismissal will be mailed to:



- ◆ Licensee or person against whom the complaint has been filed

COMPLAINT PROCESS

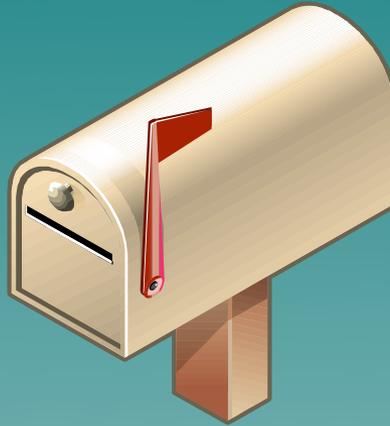
Written Notice of the dismissal will be mailed to:



- ◆ Licensee or person against whom the complaint has been filed
- ◆ Complainant

COMPLAINT PROCESS

Written Notice of the dismissal will be mailed to:



- ◆ Licensee or person against whom the complaint has been filed
- ◆ Complainant
- ◆ Complaint's committee

COMPLAINT PROCESS



COMPLAINT PROCESS



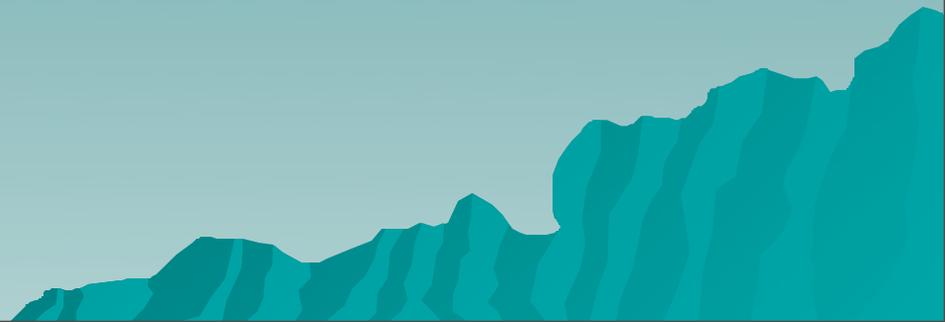
COMPLAINT PROCESS

If it is determined that there are sufficient grounds to support the complaint, the matters in question shall be investigated.





COMPLAINT PROCESS



COMPLAINT PROCESS

The Executive Director or the
Committee may initiate the



COMPLAINT PROCESS

The Executive Director or the
Committee may initiate the
investigation.

A stylized silhouette of a mountain range in shades of teal, located at the bottom right of the slide.

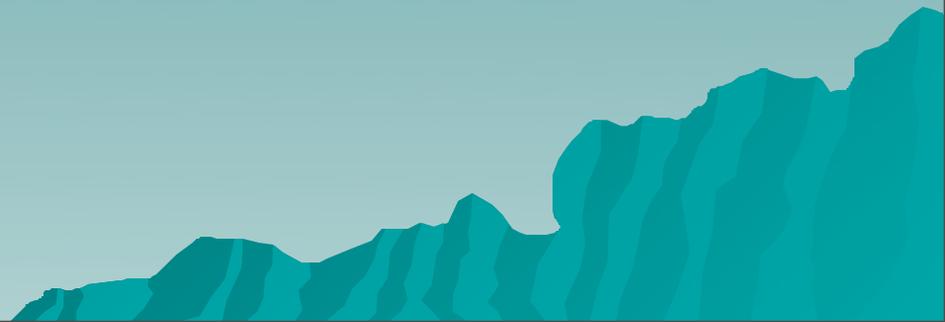
COMPLAINT PROCESS

The committee determines that there are insufficient grounds to support the complaint?



COMPLAINT PROCESS

What happens if: (con't)



COMPLAINT PROCESS

What happens if: (con't)

The committee shall:

- ◆ dismiss the complaint
- ◆ give **written notice** to:
 - licensee or person against whom the complaint has been filed
 - the complainant



COMPLAINT PROCESS

If the Board has authority over a complaint...

Parties involved will be updated at least quarterly of its status unless the notice would jeopardize an undercover investigation until the complaint is resolved.



COMPLAINT PROCESS

Open Meetings

- ◆ The agendas are published and the public is always

COMPLAINT PROCESS

Open Meetings

- ◆ The agendas are published and the public is always

COMPLAINT PROCESS

Open Meetings

- ◆ The agendas are published and the public is always

COMPLAINT PROCESS

Open Meetings

- ◆ The agendas are published and the public is always

WELCOME

- ◆ Names relating to the complaints are not published at this time



COMPLAINT PROCESS

If after investigation a complaint or allegation is substantiated by the evidence, the committee may recommend that the license be:

- ◆ revoked
- ◆ suspended
- ◆ denied

OR



COMPLAINT PROCESS

- ◆ other appropriate actions as authorized by law
 - Cease and Desist
 - Information Letter
 - Warning Letter
 - Administrative Penalty
- ◆ Not less than \$50 or more than \$5,000 for each violation
- ◆ Each day a violation continues = Separate violation

COMPLAINT PROCESS

No Violation

- ◆ Information Letter
- ◆ Warning Letter

COMPLAINT PROCESS

No Violation

- ◆ Information Letter
- ◆ Warning Letter

COMPLAINT PROCESS

No Violation

- ◆ Information Letter

COMPLAINT PROCESS

No Violation

- ◆ Information Letter
- ◆ Warning Letter

The image features a solid orange background with faint, stylized leaf patterns. The text "Sunset Advisory Commission" is centered in a white, sans-serif font with a subtle drop shadow.

Sunset Advisory Commission

Sunset Advisory Commission

- **What is Sunset?**

Sunset is the regular assessment of the continuing need for a state agency to exist. While standard legislative oversight is concerned with agency compliance with legislative policies, Sunset asks a more basic question: "Do the agency's functions continue to be needed? The Sunset process works by setting a date on which an agency will be abolished unless legislation is passed to continue its functions. This creates a unique opportunity for the Legislature to look closely at each agency and make fundamental changes to an agency's mission or operations if needed. The Sunset process is guided by a 12-member body appointed by the Lieutenant Governor and the Speaker of the House of Representatives. Assisting the Commission is a staff whose reports provide an assessment of an agency's programs, giving the Legislature the information needed to draw conclusions about program necessity and workability.

Sunset Advisory Commission Board Members

■ Senate Members

- Glenn Hegar, Jr., Chair
- Juan “Chuy” Hinojosa
- Joan Huffman
- Robert Nichols
- John Whitmire
- Charles McMahan, Public Member

■ House Members

- Dennis Bonnen, Vice Chair
- Rafael Anchia
- Byron Cook
- Linda Harper-Brown
- Carl Isett
- Lamont Jefferson, Public Member

Sunset Advisory Commission Contact

1501 N Congress Ave
6th Floor, Robert E Johnson Bldg
Austin, TX 78701

(512) 463-1300

sunset@sunset.state.tx.us

www.sunset.state.tx.us