



# **HEALTH OCCUPATIONS ANNUAL REPORT** FOR FISCAL YEAR 2024

**House Licensing and Administrative Procedures Committee** – Rep. Ken King, Chair

**House Public Health Committee** – Rep. Stephanie Klick, Chair

**Senate Committee on Business and Commerce** – Sen. Charles Schwertner, Chair

**Senate Committee on Health and Human Services** – Sen. Lois Kolkhorst, Chair

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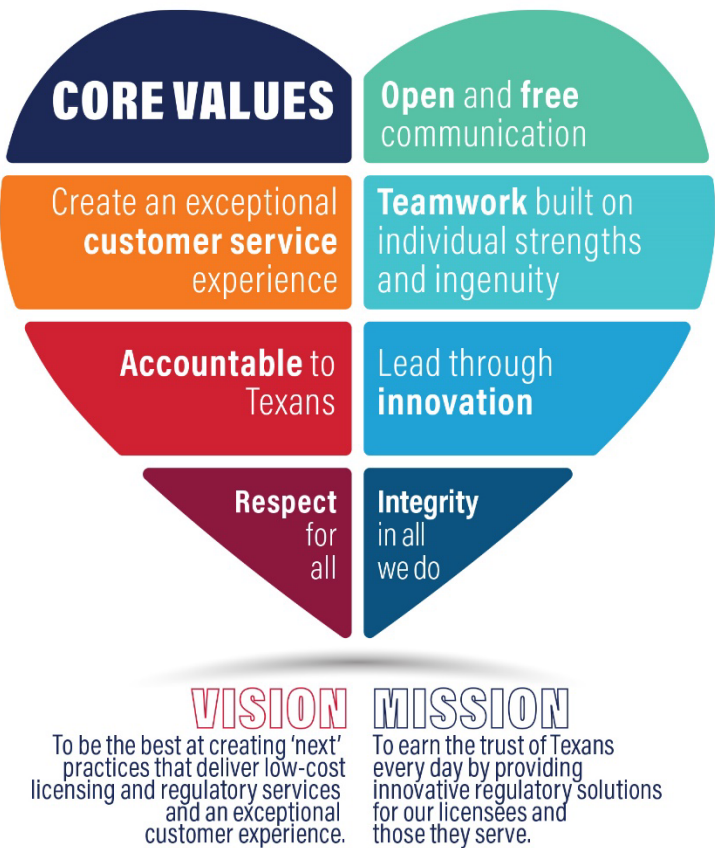
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# Guiding Principles



TDLR	Texas Commission of Licensing & Regulation	
Courtney Arbour, Executive Director	Rick Figueroa, Chair	Sujeeth Draksharam
Steve Bruno, Deputy Executive Director	Thomas F. Butler, Vice Chair	Lori High, D.N.P.
Brandy Myers, Deputy Executive Director	Gerald R. Callas, M.D., F.A.S.A.	Gary Wesson, D.D.S., M.S.
Susanna Holt Cutrone, Deputy Executive Director	Nora Castañeda, M. Ed.	

## Executive Summary

This report is provided by the Texas Department of Licensing and Regulation (TDLR) in accordance with the requirements of Senate Bill 1058, Section 1, 81st Regular Session of the Texas Legislature, 2009.

In 2015, Senate Bill 202 transferred 13 Department of State Health Services (DSHS) licensing programs to TDLR — seven in the 2016-17 biennium and six in the 2018-19 biennium. In 2017, licensing and regulation of the practice of Podiatry transferred to TDLR from the Texas State Board of Podiatric Medical Examiners, with the passage of House Bill 3078 (85th Legislature). The 85th Legislature also created licensing and regulation requirements for Behavior Analysts, with the passage of Senate Bill 589.

TDLR's successful implementation of our increasingly diverse responsibilities comes from our motivated and engaged workforce who embrace TDLR's core values and dynamic change. We scale our work using a functionally aligned business model, which removes program silos to eliminate redundancies and achieve greater productivity. Aligning resources across programs requires agility and open communication at all levels of the agency, and the success of this functional model is measured in better service, lower costs, and reduced fees for Texans.

With the addition of health-related programs, TDLR became a health occupation regulatory agency that is subject to the reporting requirements found in Occupations Code, Chapter 114. TDLR currently regulates 38 programs; however, for the purposes of this report and in accordance with the statutory reporting requirements, we are providing data only on those health occupation programs found in Chapter 114 that are regulated by the agency.

## Legislative Requirements

Occupations Code, Chapter 114, requires the development and submission of this annual report.

“(a) Not later than February 1 of each year, each health occupation regulatory agency shall file a report with the chairs of the house and senate committees with primary oversight over the agency that includes the following:

- (1) the number of persons regulated by the agency;
- (2) the number of persons who became subject to regulation by the agency in the previous year;
- (3) the number of persons regulated by the agency by county;
- (4) a description of any complaints reported to the agency or a description of the complaint categories used by the agency and the number of complaints in each category;
- (5) the number of complaints investigated by the agency and a description of the final resolution of the complaints;
- (6) the amount of fees collected by the agency each year;
- (7) the expenses of the agency; and
- (8) any unfunded needs of the agency.”

## Number of Regulated Health Care Practitioners by County

TDLR provides licensee data to the Texas Department of State Health Services (DSHS) Health Professions Resource Center. The Resource Center has created supply and distribution tables for state-licensed health professions in Texas. That information is available here:

<http://www.dshs.state.tx.us/chs/hprc/health.shtm>.

The data provided includes the county name, county population, number of licensees in the county, ratio of population to licensees, ratio of licensees per 100,000 population, and an overall rank by county for the licensee to population ratio.

## Revenue and Expenses Related to Health Care Practitioners

Total fees collected by the agency for Chapter 114 health occupations programs during FY 2024:	<b>\$5,969,388</b>
Total agency expenses for Chapter 114 health occupations programs during FY 2024:	<b>\$5,019,766</b>

Like all agencies, TDLR operates on a two-year budget; comparing program fees and expenditures like the numbers listed above based solely on a one-year look can lead to inaccurate assumptions. Additional factors such as number of licenses issued, and two-year license terms also vary fee and expenditure amounts over a one-year period.

TDLR's functional alignment model creates efficiencies and savings by distributing work by purpose, not program. TDLR reviews licensing fees in comparison to program administration costs to ensure they are in balance and proposes fee reductions whenever warranted. With five years of revenue and expense data to use for budget projections, we are applying revenue-neutral budget adjustment principles to licensing fee amounts in the health professions programs.

As part of TDLR's mission to deliver improved service to Texans at a lower cost, TDLR reduced and eliminated numerous fees for many of the transferred health occupation programs. Thanks to these reductions, Texas health professionals at TDLR kept more than \$7.4 million in their pockets through FY 2024.

## Unfunded Needs of the Agency

TDLR does not have any unfunded needs.

## Licensing and Complaint Data by Program: FY 2024

*\* Note: The number of total alleged violations may not match the number of opened complaints if multiple alleged violations are included in a single complaint.*

ATHLETIC TRAINERS	
Total Number of Licensees	4525
Athletic Trainer	4505
Temporary Athletic Trainer	20
New Athletic Trainer	344
New Temporary Athletic Trainer	29
Athletic Trainer Renewed	1885
Complaint Resolution	
Cases Opened	17
Cases Closed	21
Average Time for Complaint Resolution	110.62
Percent of Cases Closed in Under Six Months	85.71%
Percent of Complaints Resulting in Disciplinary Action	23.81%
Total Alleged Violations*	
Unlicensed activity	5
Code of ethics violation	6
Criminal history	3
Failed to pay dishonored check	1
Sexual contact or behavior	4
Case Outcomes and Penalties	
Agreed Orders	3
Penalties Assessed	\$15,000
Penalties Collected	\$15,000
Licenses Revoked (Disciplinary)	0
Licenses Suspended (Disciplinary)	2
Licenses Denied, Suspended, or Revoked (Criminal History)	1
Warning Letters	2
Other Informal Resolutions	14
Consumer Restitution	\$0.00

<b>BEHAVIOR ANALYSTS</b>	
<b>Total Number of Licensees</b>	<b>5,375</b>
<b>Behavior Analyst</b>	<b>5190</b>
<b>Assistant Behavior Analyst</b>	<b>185</b>
<b>New Behavior Analyst</b>	<b>1175</b>
<b>New Assistant Behavior Analyst</b>	<b>54</b>
<b>Behavior Analyst Licenses Renewed</b>	<b>2136</b>
<b>Assistant Behavior Analyst Licenses Renewed</b>	<b>44</b>
<b>Complaint Resolution</b>	
<b>Cases Opened</b>	<b>47</b>
<b>Cases Closed</b>	<b>53</b>
<b>Average Time for Complaint Resolution</b>	<b>141.57</b>
<b>Percent of Cases Closed in Under Six Months</b>	<b>71.70%</b>
<b>Percent of Complaints Resulting in Disciplinary Action</b>	<b>3.77%</b>
<b>Total Alleged Violations*</b>	
<b>Code of ethics violation</b>	<b>41</b>
<b>Unlicensed activity</b>	<b>1</b>
<b>Criminal history</b>	<b>5</b>
<b>Agreed Orders</b>	<b>2</b>
<b>Case Outcomes and Penalties</b>	
<b>Penalties Assessed</b>	<b>\$1,500.00</b>
<b>Penalties Collected</b>	<b>\$1,500.00</b>
<b>Warning Letters</b>	<b>7</b>
<b>Other Informal Resolutions</b>	<b>44</b>
<b>Consumer Restitution</b>	<b>\$0.00</b>

<b>DIETITIANS</b>	
<b>Total Number of Licensees</b>	<b>9220</b>
<b>Dietitian</b>	9220
<b>Provisional Dietitian</b>	0
<b>New Dietitian</b>	1985
<b>New Provisional Dietitian</b>	0
<b>Dietitian Renewed</b>	3109
<b>Provisional Dietitian Renewed</b>	0
<b>Complaint Resolution</b>	
<b>Cases Opened</b>	10
<b>Cases Closed</b>	8
<b>Average Time for Complaint Resolution</b>	92.75
<b>Percent of Cases Closed in Under Six Months</b>	100%
<b>Percent of Complaints Resulting in Disciplinary Action</b>	0.00%
<b>Total Alleged Violations*</b>	
<b>Criminal history</b>	2
<b>Unlicensed</b>	2
<b>Code of ethics violation</b>	5
<b>Alcohol or drug abuse</b>	1
<b>Case Outcomes and Penalties</b>	
<b>Commission Orders</b>	0
<b>Default Orders</b>	0
<b>Agreed Orders</b>	0
<b>Penalties Assessed</b>	\$0.00
<b>Penalties Collected</b>	\$0.00
<b>Licenses Revoked (Disciplinary)</b>	0
<b>Licenses Suspended (Disciplinary)</b>	0
<b>Licenses Denied, Suspended, or Revoked (Criminal History)</b>	0
<b>Warning Letters</b>	2
<b>Other Informal Resolutions</b>	6
<b>Consumer Restitution</b>	\$0.00



<b>DYSLEXIA THERAPISTS</b>	
<b>Total Number of Licensees</b>	<b>1244</b>
Dyslexia Therapist	1150
Dyslexia Practitioner	94
New Dyslexia Therapist	159
New Dyslexia Practitioner	28
Dyslexia Therapist Renewed	396
Dyslexia Practitioner Renewed	22
<b>Complaint Resolution</b>	
Complaints Received	0
Cases Opened	0
Cases Closed	0
Average Time for Complaint Resolution	0.00
Percent of Cases Closed in Under Six Months	0.00%
Percent of Complaints Resulting in Disciplinary Action	0.00%
<b>Total Alleged Violations*</b>	
Criminal history	0
<b>Case Outcomes and Penalties</b>	
Commission Orders	0
Default Orders	0
Agreed Orders	0
Penalties Assessed	\$0.00
Penalties Collected	\$0.00
Licenses Revoked (Disciplinary)	0
Licenses Suspended (Disciplinary)	0
Licenses Denied, Suspended, or Revoked (Criminal History)	0
Warning Letters	0
Other Informal Resolutions	0
Consumer Restitution	\$0.00

HEARING INSTRUMENT FITTERS AND DISPENSERS	
Total Number of Licensees	998
Hearing Instrument Fitter/Dispenser	720
Apprentice Permit	58
Temporary Training Permit	202
Approved Continuing Education Providers	18
New Hearing Instrument Fitter/Dispenser	44
New Apprentice Permit	56
New Temporary Training Permit	176
New Continuing Education Providers Approved	1
Hearing Instrument Fitter/Dispenser Renewed	298
Apprentice Permit Renewed	4
Temporary Training Permit Renewed	37
Continuing Education Provider Approvals Renewed	17
Complaint Resolution	
Cases Opened	14
Cases Closed	16
Average Time for Complaint Resolution	168.81
Percent of Cases Closed in Under Six Months	81.25%
Percent of Complaints Resulting in Disciplinary Action	0.00%
Total Alleged Violations*	
Late, incorrect, or no refund	3
False, misleading, and deceptive advertisements	2
Records violation	5
Unethical conduct	1
Criminal history	2
Unlicensed	2
Case Outcomes and Penalties	
Other Informal Resolutions	16
Consumer Restitution	\$2,699.98

<b>MASSAGE THERAPY</b>	
Total Number of Licensees	<b>43,168</b>
Massage Therapist	29,569
Massage Therapy Instructor	1,595
Massage Therapy Student	8,255
Massage Establishment	3,296
Massage School	77
Approved Continuing Education Providers	376
New Massage Therapist	3,268
New Massage Therapy Instructor	165
New Massage Therapy Student	3,960
New Massage Establishment	986
New Massage School	14
New Continuing Education Providers Approved	30
Massage Therapist Renewed	12,324
Massage Therapy Instructor Renewed	672
Massage Establishment Renewed	1,030
Massage School Renewed	34
Continuing Education Provider Approvals Renewed	157
<b>Complaint Resolution</b>	
Cases Opened	1084
Cases Closed	1289
Average Time for Complaint Resolution	240.45
Percent of Cases Closed in Under Six Months	47.32%
Percent of Complaints Resulting in Disciplinary Action	16.76%
<b>Total Alleged Violations*</b>	
Failed to comply with an order	3
School failed to have instructor present	3
455.252.1 Law Enforcement notice to Department 20A	2
Failed to notify change of ownership	2
Expired school license	2
School Internship	2
Failed to terminate absentee student	1
Intern program exceeded 120-hours	1
Unlicensed therapist	229
Consultation document	289
Unlicensed establishment	164
Allowed unlicensed or expired therapist to work	149
Sexual misconduct	218
Criminal history	120
Failed to separate residential or sleep from establishment	60

<b>MASSAGE THERAPY (Continued)</b>	
Sexual assault	68
Expired establishment license	42
Failed to maintain employee records	86
Allowed person to reside on premises	77
Ethics violation	62
Failed to display license	42
Failed to drape	36
Failed to cooperate with the Department	29
Allowed nude or inappropriate clothes	20
Practiced in unlicensed facility	3
Failed to pay dishonored check	20
Improper technique	4
Violated local order or ordinance	2
Expired therapist license	1
Sanitation	24
School failed to maintain records	17
No complaint sign posted	42
Advertising violation	3
School curriculum violation	3
Student grievance against school	4
School failed obtain student permit	9
Unlicensed School	1
Failed to honor gift certificate	1
Did not have suitable plumbing	1
Fraud, deceit, negligence, or incompetence	4
School attendance	2
<b>Case Outcomes and Penalties</b>	<b>1,368</b>
Commission Orders	1
Default Orders	60
Agreed Orders	151
Penalties Assessed	\$867,450.0
Penalties Collected	\$425,585.0
Licenses Revoked (Disciplinary)	62
Licenses Suspended (Disciplinary)	1
Licenses Denied, Suspended, or Revoked (Criminal History)	14
Warning Letters	741
Other Informal Resolutions	332
Emergency Orders	5
Cease & Desist Orders	1

MIDWIVES	
Total Number of Licensees	384
Midwife	383
Midwifery School	1
New Midwife	42
Complaint Resolution	
Cases Opened	45
Cases Closed	10
Average Time for Complaint Resolution	124.50
Percent of Cases Closed in Under Six Months	80.00%
Percent of Complaints Resulting in Disciplinary Action	0.00%
Total Alleged Violations*	
Failed to follow instruction or emergency protocols	9
No, incomplete, or wrong protocols	16
Failed to assess	11
Referral violation	6
Failed to maintain prescription standing order	4
Deceived or defrauded the public	2
Failed to comply with an order	1
No, incomplete, or wrong records	1
Expired license	4
Unlicensed	2
Transfer violation	3
Lack of personal or professional character	1
Case Outcomes and Penalties	
Warning Letters	1
Other Informal Resolutions	9



<b>ORTHOTISTS &amp; PROSTHETISTS</b>	
<b>Total Number of Licensees</b>	<b>890</b>
<b>Orthotist</b>	<b>91</b>
<b>Prosthetist</b>	<b>81</b>
<b>Orthotist and Prosthetist</b>	<b>336</b>
<b>Orthotic Student</b>	<b>7</b>
<b>Prosthetic Student</b>	<b>9</b>
<b>Orthotic and Prosthetic Student</b>	<b>38</b>
<b>Orthotist Assistant</b>	<b>28</b>
<b>Prosthetist Assistant</b>	<b>11</b>
<b>Orthotist and Prosthetist Assistant</b>	<b>32</b>
<b>Orthotic Facility</b>	<b>12</b>
<b>Prosthetic Facility</b>	<b>29</b>
<b>Orthotic and Prosthetic Facility</b>	<b>216</b>
<b>New Orthotist</b>	<b>4</b>
<b>New Orthotist and Prosthetist</b>	<b>19</b>
<b>New Orthotic Student</b>	<b>2</b>
<b>New Prosthetic Student</b>	<b>1</b>
<b>New Orthotic and Prosthetic Student</b>	<b>34</b>
<b>New Prosthetist Assistant</b>	<b>4</b>
<b>New Orthotist and Prosthetist Assistant</b>	<b>7</b>
<b>New Prosthetic Facility</b>	<b>4</b>
<b>New Orthotic and Prosthetic Facility</b>	<b>21</b>
<b>Orthotist Renewed</b>	<b>26</b>
<b>Prosthetist Renewed</b>	<b>32</b>
<b>Orthotists and Prosthetist Renewed</b>	<b>130</b>
<b>Orthotic and Prosthetic Student Renewed</b>	<b>1</b>
<b>Orthotist Assistant Renewed</b>	<b>14</b>
<b>Prosthetist Assistant Renewed</b>	<b>4</b>
<b>Orthotist and Prosthetist Assistant Renewed</b>	<b>11</b>
<b>Orthotic Facility Renewed</b>	<b>3</b>
<b>Prosthetic Facility Renewed</b>	<b>10</b>
<b>Orthotic and Prosthetic Facility</b>	<b>79</b>
<b>Complaint Resolution</b>	
<b>Cases Opened</b>	<b>12</b>
<b>Cases Closed</b>	<b>8</b>
<b>Average Time for Complaint Resolution</b>	<b>106.25</b>
<b>Percent of Cases Closed in Under Six Months</b>	<b>75.00%</b>
<b>Percent of Complaints Resulting in Disciplinary Action</b>	<b>50.00%</b>

<b>ORTHOTISTS &amp; PROSTHETISTS (continued)</b>	
<b>Total Alleged Violations*</b>	
Gross negligence or malpractice	1
Fraud or deceit in services provided	1
Operated without a license	4
Unprofessional or unethical conduct	3
Student performed services without appropriate supervision	3
Criminal history	3
Agreed Orders	4
Penalties Assessed	\$3,000.00
Penalties Collected	\$3,000.00
Licenses Revoked (Disciplinary)	0
Licenses Suspended (Disciplinary)	0
Licenses Denied, Suspended, or Revoked (Criminal History)	0
Warning Letters	0
Other Informal Resolutions	4
Consumer Restitution	0
Cease & Desist Orders	0

<b>PODIATRISTS</b>	
<b>Total Number of Licensees</b>	<b>1,567</b>
<b>Doctor of Podiatric Medicine</b>	<b>1,269</b>
<b>Radiological Technician</b>	<b>230</b>
<b>New Doctor of Podiatric Medicine</b>	<b>85</b>
<b>New Radiological Technician</b>	<b>83</b>
<b>Doctor of Podiatric Medicine Renewed</b>	<b>594</b>
<b>Radiological Technician Renewed</b>	<b>153</b>
<b>Complaint Resolution</b>	
<b>Cases Opened</b>	<b>44</b>
<b>Cases Closed</b>	<b>28</b>
<b>Average Time for Complaint Resolution</b>	<b>219.82</b>
<b>Percent of Cases Closed in Under Six Months</b>	<b>57.14%</b>
<b>Percent of Complaints Resulting in Disciplinary Action</b>	<b>10.71%</b>
<b>Total Alleged Violations*</b>	
<b>Gross negligence or malpractice</b>	<b>21</b>
<b>Unprofessional or unethical conduct</b>	<b>8</b>
<b>Criminal history</b>	<b>1</b>
<b>Fraud or deceit in services provided</b>	<b>12</b>
<b>Practiced without a license</b>	<b>1</b>
<b>False, misleading, or deceptive advertising</b>	<b>3</b>
<b>Case Outcomes and Penalties</b>	<b>28</b>
<b>Default Orders</b>	<b>1</b>
<b>Agreed Orders</b>	<b>2</b>
<b>Penalties Assessed</b>	<b>\$12,500.00</b>
<b>Penalties Collected</b>	<b>\$6,500.00</b>
<b>Warning Letters</b>	<b>2</b>
<b>Other Informal Resolutions</b>	<b>23</b>
<b>Consumer Restitution</b>	<b>\$0.00</b>
<b>Cease &amp; Desist Orders</b>	<b>0</b>

SPEECH LANGUAGE PATHOLOGISTS & AUDIOLOGISTS	
Total Number of Licensees	26,855
Speech-Language Pathologist	18,860
Speech-Language Pathologist Intern	1,036
Speech-Language Pathologist Assistant	5,207
Audiologist	1,627
Audiologist Intern	71
Audiologist Assistant	54
New Speech-Language Pathologist	1,404
New Speech-Language Pathologist Intern	922
New Speech-Language Pathologist Assistant	708
New Audiologist	101
New Audiologist Intern	66
New Audiologist Assistant	14
Speech-Language Pathologist Renewed	7,857
Speech-Language Pathologist Intern Renewed	268
Speech-Language Pathologist Assistant Renewed	1,977
Audiologist Renewed	705
Audiologist Intern Renewed	22
Audiologist Assistant Renewed	20
Complaint Resolution	
Cases Opened	45
Cases Closed	46
Average Time for Complaint Resolution	171.09
Percent of Cases Closed in Under Six Months	63.04%
Percent of Complaints Resulting in Disciplinary Action	19.57%
Total Alleged Violations*	
Code of ethics violation	24
Falsified records	1
Criminal history	9
Failed to pay dishonored check	4
Violation that involved supervision	3
Billed for services not provided	9
Case Outcomes and Penalties	
Default Orders	1
Agreed Orders	8
Penalties Assessed	\$14,200.00
Penalties Collected	\$7,000.00
Licenses Suspended (Disciplinary)	1
Warning Letters	5
Other Informal Resolutions	32