

# TEXAS STATE BOARD OF DENTAL EXAMINERS



## AGENCY STRATEGIC PLAN

FISCAL YEARS 2017 – 2021

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## TEXAS STATE BOARD OF DENTAL EXAMINERS



<b>Board Member</b>	<b>Dates of Term</b>	<b>Hometown</b>
Dr. Steven J. Austin	2008 – 2019	Amarillo, Texas
Dr. Kirby Bunel, Jr.	2013 – 2019	Texarkana, Texas
Ms. Emily W. Christy	2012 – 2017	San Antonio, Texas
Ms. Renée S. Cornett, RDH	2011 – 2021	Austin, Texas
Dr. D. Bradley Dean	2011 – 2017	Frisco, Texas
Ms. Diane M. Garza, PHD	2016 – 2017	Brownsville, Texas
Dr. Bryan N. Henderson, II	2016 – 2021	Dallas, Texas
Dr. Christie M. Leedy	2011 – 2017	Abilene, Texas
Mr. Timothy J. O'Hare, JD	2013 – 2019	Southlake, Texas
Ms. Lois M. Palermo, RDH	2013 – 2019	League City, Texas
Dr. Jorge E. Quirch	2016 – 2021	Missouri City, Texas
Dr. M. David Tillman	2014 – 2021	Aledo, Texas
Mr. Richard D. Villa, JD	2016 – 2021	Austin, Texas
Mr. Lewis M. White, JD	2013 – 2019	Katy, Texas
Dr. Jason A. Zimmerman	2014 – 2017	Keller, Texas

### DATE OF SUBMISSION:

June 30, 2016

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Kelly Parker, Executive Director

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Steven J. Austin, DDS, Presiding Officer

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# Texas State Board of Dental Examiners

## I. Strategic Plan

### Introduction

The regulation of dentistry continues to evolve in response to the enactment of key legislation and factors influencing the dental industry. The Texas State Board of Dental Examiners will act with the highest standard of ethics, accountability, efficiency, transparency and responsiveness. We will preserve the public trust by regulating the practice of dentistry with a sense of purpose and responsibility and in a fair and impartial manner. We will commit to excellence and professionalism in responding to the needs of the public and the regulated profession that we serve.

*Note:* TSBDE is currently undergoing Sunset Review and anticipate a “Sunset bill” in the 85th Regular Texas Legislative Session in 2017. It is significant to note that some strategic initiatives identified in this plan may be changed, amended or terminated based on legislative direction and guidance throughout the legislative sunset process. The TSBDE also looks forward to legislative recommendations that will increase operational and program efficiencies.

### Agency Mission

The Mission of the Texas State Board of Dental Examiners is to protect the public health and safety and promote high quality and safe dental care by providing licensing, enforcement, peer assistance, and related information services to licensees and their patients. The Texas Occupations Code, Title 3, Subtitle D, Chapters 251 et. seq., (Dental Practice Act) defines the practice of dentistry and charges the Board with the responsibility for regulation of such practice. General rulemaking authority is granted to the Board under Section 254.001 of the Dental Practice Act, and authority to address specific subjects is granted throughout the Dental Practice Act. Further, the Texas Health and Safety Code, Title 6, Chapter 467, Peer Assistance Program, authorizes the Board to contract with and make peer assistance services available to licensees. The Board is supported in its mission by agency staff.

The agency’s operational goals efficiently and effectively support the agency’s mission to protect the public and enhance public safety. The agency carries out this mission by doing the following:

1. Licensing. The Board protects the public health and safety by promoting high quality educational requirements for licensure, and requiring annual renewal of licensure with annual continuing education for all dentists, dental hygienists and dental assistants. The Licensing Division issues licenses to dentists and dental hygienists. Certificates are issued to dental assistants who meet particular educational requirements for radiology, coronal polishing, pit and fissure, and sealants. The Licensing Division also issues anesthesia permits to qualified dentists.
2. Enforcement. The Board protects the public health and safety by enforcing the Act and ensuring safe dental care by, investigating allegations of potential violations of the Act, prosecuting licensees who are found to have violated the Act, and enforcing compliance with the requirements of disciplinary actions and laws affecting the practice of dentistry in Texas.
3. Peer Assistance. The Board protects the public health and safety by working with the Professional Recovery Network to identify, monitor, and assist with locating appropriate treatment for those dental professionals whose practice is impaired or suspected of being impaired by chemical dependency, mental illness or diminished mental capacity so that they may return to practice safe dentistry.
4. Providing Information. The Board protects the public health and safety by increasing public education by serving as the source of information to the public, the profession, and governmental entities, as well as adhering to all mandated reporting requirements under state and federal law. Public information is a powerful vehicle for improving dental safety awareness.

### **Assessment of Issues and Trends**

A thorough analysis was conducted of the board's past Strategic Plan and considered when assessing strategic goals. An internal assessment revealed the need for the following strategic goals for this plan: anesthesia permits, enhancing enforcement efforts, increasing overall agency efficiency, and increasing the support of our board members in their roles, by enhancing board training and guidance.

### **GOAL 1: Licensing – Anesthesia Permits**

The primary operational goal of this Board is to establish and maintain high quality educational requirements, for licensure in the dental field, require annual renewal of licensure with annual continuing education requirements. The Licensing Division issues certificates to dental assistants who meet particular educational requirements for radiology, coronal polishing, pit and fissure, and sealants. The Licensing Division also issues anesthesia permits to qualified dentists.

Dental office anesthesia poses a risk of negative patient outcomes, especially in emergency situations. Dental anesthesia is very safe but there is always a chance of an adverse outcome

because different individuals react differently to anesthesia. Therefore, dentists need to be qualified to handle emergency situations in the best interest of public protection. The TSBDE is accountable to the tax and fee payers of Texas, to guarantee that dentists, who hold anesthesia privileges are educated, competent and undergo a comprehensive screening process to obtain an anesthesia permit.

**Specific Action Items Necessary in Achieving Goal:**

1. Review, revise and enhance requirements of anesthesia applicants.
2. Review or audit both initial and renewal courses focused on dental anesthesia.
3. Rule review of anesthesia permit requirements.
4. Rule review of annual anesthesia continuing education requirements.
5. Implement required written emergency preparedness plans.
6. Strengthen the agency's ability to track adverse outcomes related to dental anesthesia.
7. Continue to monitor trends in the dental anesthesia field with continued efforts of the Anesthesia Committee and other important stakeholders.

**Describe how your Goal or Action Item Supports each Statewide Objective:**

TSBDE is accountable to the regulated dental community and citizens of Texas by providing effective and efficient proactive licensing and permitting processes. We value innovation and continuous improvement to optimize processes and procedures and minimize waste. We actively monitor proactive measures to eliminate redundancy. TSBDE believes that engaging stakeholders will provide exemplary assistance and information for anesthesia decisions and or actions led by the board in the future. Due to the nature of this essential function, these actions will be ongoing through August 2021.

**GOAL 2: Enforcement – Enhancing Enforcement Efforts**

Another, yet equally important operational goal of this agency is establishing and maintaining standards for the practice of dentistry as contemplated under the Act, as well as the enforcement of those standards together with various other laws governing the practice of dentistry in Texas.

The Investigations Division is charged with investigating all jurisdictional complaints filed with the agency, assisting the Legal Division in the prosecution of the complaints through informal or formal disciplinary means as provided by applicable statutes, pursuing compliance with disciplinary actions and conditions as set forth for each disciplinary case, and interacting with the public, professional societies, dental schools, state regulatory and/or federal agencies.

In the 83rd Legislative Session, The Dental Practice Division was created to review standard of care cases. The framework for the program was in place as of December 2013. The initial group of DRP members completed training and began reviewing cases as of February 2014.

However, because of its youth, the program is too young for a truly meaningful data comparison and statistical analysis of the program.

**Specific Action Items Necessary in Achieving Goal:**

First and foremost, the Board's enforcement functions are accountable to the tax and fee payers of Texas not only through the biennial legislative process, but also by virtue of the accessible nature of upper level management (e.g. the Executive Director and General Counsel). The Board also remains accountable by virtue of an individual's right to petition both state and federal courts for any relief allowed under law. As a government agency, we need to provide the public with swift, fair, and efficient enforcement of the Act. The specific actions we intend to take are as follows:

1. Investigate and reach final resolution of reported violations of the Act in a swift and timely period.
2. Increase our efficiency as an agency to reach our goal performance measures for days to case resolution. Increased oversight of the investigations division will create a micro mechanism to have a specific focus on the full implementation and use of the tools provided through HB3201, including tracking of data (both violations and allegations) for better reporting to the board and public along with the benefit to monitor trends and ultimately meet our performance measures.
3. Promote compliance of licensed dental professionals under Board Orders.
4. Review and revise the Disciplinary Matrix along with publishing it in the rules of the Board.

**Describe how your Goal or Action Item Supports each Statewide Objective:**

TSBDE is accountable to the regulated community and citizens of Texas by effectively and Efficiently enforcing the Act. We value modernization and intend to implement same in our Investigations Division. TSBDE strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining accountability, high standards and finding new ways to increase agency efficiency. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

**GOAL 3: Increasing Overall Agency Efficiency**

A third strategic goal of this agency is increasing overall agency efficiency. As an agency, we encourage overall agency efficiency by providing for staff needs and professional development, to build an engaged and productive workforce. We strive to improve all agency processes and procedures by employing and building upon the latest technology and continuous technology projects.

### **Specific Action Items Necessary in Achieving Goal:**

1. Employee Training - Provide employees applicable training for professional and personal growth.
2. Internal Communications - Enhance internal communications, between divisions and staff, within the agency. Encouraging constant internal communications will increase organizational engagement.
3. Work Place Improvements - Ensure a well-maintained, safe, and healthy physical environment.
4. Enhancing digital services - Expanding the use of digital services for a more efficient work environment and to reduce the intense level of manual work required of minimally staffed divisions (e.g., VOIP phone system, Papervision database, and online CE audits.)
5. Reducing employee turnover - Establishing a budget for merit salary increases as needed for deserving and competent staff to ensure the agency is able to retain those individuals capable of achieving agency goals. Merit salary increases will also assist the agency with replacing those staff with equally competent individuals as they retire or leave employment with the agency.
6. Increasing transparency - Increasing transparency by the use of stakeholder and workgroup meetings, increasing public information by updating our websites, our Facebook page, and quarterly newsletters.
7. Promote and increased communication with legislators and other government agencies.

### **Describe how your Goal or Action Item Supports each Statewide Objective:**

TSBDE is accountable to the regulated community and citizens of Texas by providing effective and efficient processes through an engaged and high performing workforce. We value innovation and continuous improvement to augment processes and procedures and reduce waste and eliminate redundancy and actively monitor performance measures related to our workforce. TSBDE believes that an engaged workforce will provide exemplary service and value to our applicants, licensees, and the public and each item above is focused on maintaining the highest standards. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

### **GOAL 4: Increasing the support of our board members in their roles, by enhancing board training and guidance.**

A fourth strategic goal of this agency is increasing the support of our board members, in their roles, by providing added help and guidance. As an agency, we encourage board members to use their professional experience to guide the protection of the public. Agency staff is confident that with increasing Board training and education, including annual trainings, regarding the roles, duties and authority of board members will greatly impact the Board's ability to focus on the ultimate mission - public protection.

### **Specific Action Items Necessary in Achieving Goal:**

1. Propose and use rules regarding the role of the board member committees.
2. Clarify the use and role of board members at informal settlement conferences.
3. Conduct annual trainings for new board members.
4. Create and maintain a board member manual outlining expectations when serving as a dental board member.

### **Describe how your Goal or Action Item Supports each Statewide Objective:**

TSBDE is accountable to the regulated community and citizens of Texas by effectively and efficiently enforcing the Act. The Agency relies heavily on the expertise and experience of its dentist board members to staff essential procedural matters such as Informal Settlement Conferences and Emergency Suspension Hearings along with participating in examinations through the Western Regional Examining Board (WREB) in addition to regularly scheduled board meetings. We value consistency and intend to implement same when assisting our board members so that they may ultimately and unbiasedly represent the dental professionals of Texas. TSBDE strives for exemplary service, clarity, and ease of use in all of our customer interactions, and each action item above is focused on maintaining accountability, high standards and finding new ways to increase agency efficiency. Due to the nature of this core agency function, these action items will be ongoing through August 31, 2021.

## **Texas State Board of Dental Board Examiners Redundancies and Impediments**

No other agency has jurisdiction over a dentist's license to practice dentistry in Texas. While other agencies may investigate similar cases and similar allegations, the authority to take action on the dentist's license rests wholly with this agency. In addition, the agency works closely with other agencies to be sure that when this agency's casework overlaps with another agency, the agencies coordinate, rather than duplicate their efforts.

For instance, the investigation and prosecution of Medicaid fraud falls under the authority and responsibility of the Health and Human Services Commission (HHSC) Office of the Inspector General (OIG). However, the Board does have the authority to take action on a dentist's license based on the dentist's bad conduct within the Medicaid program. While the Board's authority to take action exists, the Board's ability to take action against a dental license for Medicaid fraud hinges entirely on the findings made by HHSC or by a criminal court. It is a common misunderstanding that the Board has the independent authority to take action on an allegation of Medicaid fraud. Because of this, the Board does not independently investigate allegations of Medicaid fraud, but will pursue action against a license if a finding of Medicaid fraud results from another agency's investigation.

HHSC and the OIG can also suspend Medicaid privileges and request reimbursement for Medicaid fraud. The Board's ability to take action against the dental license for Medicaid fraud is distinct because it implicates the licensure of the dentist, whereas HHSC actions affect the dentist's ability to continue to be a Medicaid provider.

Similarly, the DEA and DPS can take action against a dentist's DEA/DPS permits for the prescribing of controlled substances when the holder of the permit violates prescribing laws. The Board can also take disciplinary action against the dentist's license for similar violations. Often, the Board's investigators work with DEA/DPS investigators on prescription abuse investigations. The Board's disciplinary action in this case is distinct from that of DEA/DPS because it implicates the dentist's license and additionally considers whether or not the dentist is habitually intemperate in the use of drugs (e.g. if the dentist is self-prescribing for non-dental purposes).

In the 83rd legislative session, the legislature tasked the Board with collecting information concerning Dental Service Organizations (DSOs). This directive was to gather information and did not require the agency to license or register the entities. In the 84th legislative session, the legislature tasked the Secretary of State with registering DSOs that operate in Texas. These functions overlap to a certain degree; however, the recent legislation of SB 519, requires the Board and the Secretary of State enter a Memorandum of Understanding in order to enable best use of the information collected and preclude overlapping functions. The agency would not oppose modification of Section 254.019 of the DPA to ensure the agency does not duplicate the work done by the Office of the Secretary of State.

## **II. Supplemental Elements**

Schedule A: Budget Structure

Schedule B: Performance Measure Definitions

Schedule C: Historically Underutilized Business Plan

Schedule D: Statewide Capital Planning – Not Applicable

Schedule E: Health and Human Services Strategic Planning - Not Applicable

Schedule F: Agency Workforce Plan and the Texas Workforce System Strategic Plan

Schedule G: Report on Customer Service

Schedule H: Assessment of Advisory Committees.

**Texas State Board of Dental Examiners  
Schedule A – Budget Structure**

TSBDE is a self-directed, semi-independent agency.

A. Goal: QUALITY DENTAL CARE	2016	2017
Outcome (Result/Impact):		
Percent of Complaints Resulting in Disciplinary Action	13%	12%
Percent of Jurisdictional and Filed Complaints, Which Were Resolved during the Reporting Period, that Resulted in Remedial Action	7%	8%
Percent of Licensees with No Recent Violations: Dentist	97%	97%
Percent of Licensees Who Renew Online	85%	85%
Percent of New Individual Licenses Issued Online	25%	25%
A.1.1. Strategy: COMPLAINT RESOLUTION		
Output (Volume):		
Number of Complaints Resolved	1,100	1,100
Efficiencies:		
Average Time for Complaint Resolution (Days)	300	280
Explanatory:		
Number of Jurisdictional Complaints Received	1,075	1,075
A.1.2. Strategy: PEER ASSISTANCE PROGRAM		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program	85	85
A.2.1. Strategy: LICENSURE/REGISTRATION/CERT		
Output (Volume):		
Number of New Licenses Issued to Individuals: Dentists	975	975
Number of Licenses Renewed (Individuals): Dentists	14,525	14,525
Number of New Licenses Issued to Individuals: Dental Hygienists	775	775
Number of Licenses Renewed (Individuals): Dental Hygienists	11,025	11,025
Number of New Registrations Issued: Dental Assistants	7,175	7,275
Number of Registrations Renewed: Dental Assistants	36,300	36,300
Explanatory:		
Total Number of Business Facilities Registered: Dental Labs	850	850

**Texas State Board of Dental Examiners**  
**Schedule B – Performance Measure Definitions**

The TSBDE collects data and sets goals for both enforcement and licensing measures. There are 6 enforcement measures and 3 licensing measures that are reported quarterly.

**Outcome #1: Enforcement – Percent of Complaints Resulting in Disciplinary Action**

Definition: Percent of Jurisdictional and filed complaints, which were resolved during the reporting period, that, resulted in disciplinary action.

Purpose: This measure is intended to show the extent to which the agency exercises its disciplinary authority in proportion to the number of jurisdictional and filed complaints resolved. It is important that both the public and licensees/registrants/certificate holders have an expectation that the agency will work to ensure fair and effective enforcement of the act and this measure seeks to indicate agency responsiveness to this expectation.

Data Source: The Enforcement Division has the primary responsibility for the receipt, processing and assignment of complaints filed by patients and/or other members of the general public or dental profession against Texas dentists, dental hygienists, dental assistants and/or dental laboratory registrants. An investigative file accounting for each complaint filed with the agency is maintained with the agency under the supervision of the Director of Investigations. Data concerning all complaints filed and their disposition is electronically maintained by the agency. The necessary data is extracted from the electronic database.

Methodology: The total number of jurisdictional and filed complaints resolved during the reporting period that resulted in disciplinary action by the agency (numerator) is divided by the total number of jurisdictional and filed complaints resolved during the reporting period (denominator). The result should be multiplied by 100 to achieve a percentage.

Data Limitations: The agency has no control over the number of complaints it receives nor does it have any control over the substance of that complaint and whether the disciplinary action is justified based upon jurisdiction and evidence.

Key Measure: Yes

Calculation Type: Noncumulative

New Measure: No

Target Attainment: Higher than target

## **Outcome #2: Enforcement – Percent of Complaints Resulting in Remedial Actions**

**Definition:** Percent of jurisdictional and filed complaints, which were resolved during the reporting period that resulted in remedial plans.

**Purpose:** This measure is intended to show the extent to which the agency exercises its authority to resolve jurisdictional and filed complaints using remedial action in proportion to the number of jurisdictional and filed complaints resolved.

**Data Source:** The Enforcement Division has the primary responsibility for the receipt, processing and assignment of complaints filed by patients and/or other members of the general public or dental profession against Texas dentists, dental hygienists, dental assistants and/or dental laboratory registrants. An investigative file accounting for each complaint filed with the agency is maintained with the agency under the supervision of the Director of Investigations. Data concerning all complaints filed and their disposition is electronically maintained by the agency. The necessary data is extracted from the electronic database.

**Methodology:** The total number of jurisdictional and filed complaints resolved during the reporting period that resulted in remedial plans (numerator) is divided by the total number of jurisdictional and filed complaints resolved during the reporting period (denominator). The result should be multiplied by 100 to achieve a percentage.

**Data Limitations:** The agency has no control over the number of complaints it receives nor does it have any control over the substance of that complaint and whether the disciplinary action is justified based upon jurisdiction and evidence.

**Key Measure:** Yes

**Calculation Type:** Noncumulative

**New Measure:** No

**Target Attainment:** Higher than target

### **Outcome #3: Enforcement – Recidivism Rate for Those Receiving Disciplinary Action**

**Definition:** The number of repeat offenders at the end of the reporting period as a percentage of all offenders during the most recent three-year period.

**Purpose:** This measure is intended to show how effectively the agency enforces its regulatory requirements and prohibitions.

**Data Source:** An investigative file accounting for each complaint filed with the agency is maintained by the Enforcement Division. Data concerning all complaints filed and their disposition is electronically maintained by the agency. The necessary data is extracted from the electronic regulatory database.

**Methodology:** The total number of individuals against whom two or more disciplinary actions were taken by the agency within the current and preceding two fiscal years (numerator) is divided by the total number of individuals receiving disciplinary actions within the current and preceding two fiscal years (denominator). The result should be multiplied by 100 to achieve a percentage.

**Data Limitations:** The agency has no control over the actions taken by those previously disciplined, and their acceptance of risk as to further disciplinary action which would be taken.

**Key Measure:** No

**Calculation Type:** Noncumulative

**New Measure:** No

**Target Attainment:** Lower than target

#### **Outcome #4: Enforcement – Percent of Documented Complaints Resolved within 6 months**

**Definition:** The percent of jurisdictional and filed complaints resolved during the reporting period that were resolved within a six-month period from the time they were initially filed with the agency.

**Purpose:** This measure is intended to show the percentage of jurisdictional and filed complaints that are resolved within a reasonable period of time.

**Data Source:** The Enforcement Division has the primary responsibility for the receipt, processing and assignment of complaints filed by patients and/or other members of the general public or dental profession against Texas dentists, dental hygienists, dental assistants and/or dental laboratory registrants. An investigative file accounting for each complaint filed with the agency is maintained with the agency under the supervision of the Director of Investigations. Data concerning all complaints filed and their disposition is electronically maintained by the agency. The necessary data is extracted from the electronic database.

**Methodology:** The number of jurisdictional and filed complaints resolved within a period of six months or less from the date filed (numerator) is divided by the total number of jurisdictional and filed complaints resolved during the reporting period (denominator). The result should be multiplied by 100 to receive a percentage.

**Data Limitations:** The agency has no control over the number of neither complaints it receives nor the complexity and seriousness of such complaints. The number of complaints impacts the workload. The complexity impacts the degree of effort required to investigate and potentially litigate the complaint. The level of seriousness is used to prioritize the effort. Any combination of these factors will impact the length of time necessary to resolve the complaint.

**Key Measure:** No

**Calculation Type:** Noncumulative

**New Measure:** No

**Target Attainment:** Lower than target

## **Outcome #5: Enforcement – Recidivism Rate for Peer Assistance Programs**

**Definition:** The percent of individuals who relapse within 3 years of the end of the reporting period as part of the total number of individuals who participate in the program during the previous 3 years.

**Purpose:** The measure is intended to show the 3-year recidivism rate for those individuals who have been through the peer assistance program.

**Data Source:** Data maintained by the board approved peer assistance program.

**Methodology:** Of all individuals (derived from the peer assistance program) successfully completing the program in a fiscal year X minus 3 (where X is the current fiscal year), the percent of individuals receiving related disciplinary action from the board anytime between the beginning of fiscal year X minus 3 and the end of the fiscal year X (i.e., the current fiscal year).

**Data Limitations:** None

**Key Measure:** No

**Calculation Type:** Noncumulative

**New Measure:** No

**Target Attainment:** Lower than target

## **Outcome #1: Licensing – Percent of Licensees with No Recent Violations, Dentist**

**Definition:** The percent of the total number of licensed dentists at the end of the reporting period who have not incurred a violation within the current and preceding two years (three years total).

**Purpose:** Licensing individuals help ensure that practitioners meet legal standards for professional education and practice which is a primary goal of this agency.

**Data Source:** The Enforcement Division has the primary responsibility for the receipt, processing, and assignment of complaints filed by patients and/or other member of the general public or dental profession against Texas dentists. The Licensing Division has the primary responsibility for the receipt, processing, granting, and renewal of licenses for Texas dentists. The necessary data is extracted from the electronic regulatory database.

**Methodology:** The total number of dentists currently licensed by the agency who have not incurred a violation within the current and preceding two years divided by the total number of dentists currently licensed by the agency.

**Data Limitations:** This agency has no control over the number of complaints it receives, nor does it have any control over the substance of that complaint, and whether the disciplinary action is justified based upon jurisdiction and evidence.

**Key Measure:** Yes

**Calculation Type:** Noncumulative

**New Measure:** No

**Target Attainment:** Higher than target

## **Outcome #2: Licensing – Percent of Licensees with No Recent Violations, DH**

**Definition:** The percent of the total number of licensed dental hygienists at the end of the reporting period who have not incurred a violation within the current and preceding two years (three years total).

**Purpose:** Licensing individuals help ensure that practitioners meet legal standards for professional education and practice which is a primary goal of this agency.

**Data Source:** The Enforcement Division has the primary responsibility for the receipt, processing, and assignment of complaints filed by patients and/or other members of the general public or dental profession against Texas dentists. The Licensing Division has the primary responsibility for the receipt, processing, granting, and renewal of licenses for Texas dental hygienists. The necessary data is extracted from the electronic regulatory database.

**Methodology:** The total number of dental hygienists currently licensed by the agency who have not incurred a violation within the current and preceding two years divided by the total number of dental hygienists currently licensed by the agency.

**Data Limitations:** This agency has no control over the number of complaints it receives, nor does it have any control over the substance of that complaint, and whether the disciplinary action is justified based upon jurisdiction and evidence.

**Key Measure:** No

**Calculation Type:** Noncumulative

**New Measure:** No

**Target Attainment:** Higher than target

### **Outcome #3: Licensing – Percent of Licensees Who Renew Online**

**Definition:** Percent of the total number of licensed, registered or certified individuals that initially or annually renewed their license, registration, or certificate online during the reporting period. Dental laboratories are not included in this calculation because they are an entity and not an individual.

**Purpose:** To track use of online initial and annual renewal technology by the licensee population.

**Data Source:** Data related to an online initial or annual renewal deposit is transferred from the Comptroller of Public Accounts to the agency's electronic regulatory database and then extracted for reporting purposes.

**Methodology:** Total number of individual licenses, registrations, or certifications initially or annually renewed online divided by the total number of individual licenses, registrations, or certifications initially or annually renewed during the reporting period. The result should be multiplied by 100 to achieve a percentage.

**Data Limitations:** The agency has no control over the number of individuals who choose to initially or annually renew their license/registration/certificate online.

**Key Measure:** Yes

**Calculation Type:** Noncumulative

**New Measure:** No

**Target Attainment:** Higher than target

## **Texas State Board of Dental Examiners Schedule C – Historically Underutilized Business Plan**

In accordance with Texas Government Code, Sections 2161.181-182 and Section 111.11 of the Texas Administrative Code, the Board is required to make a good faith effort to utilize historically underutilized businesses (HUBs) in contracts for construction, services (including professional and consulting services) and commodity procurements. The Dental Board's internal HUB Program, administered by the Finance and Administration Division, works to procure products and services for agency users. The Director of Finance and Administration identifies HUBs to ensure they have an equal opportunity to bid on agency contracts and related subcontracts.

The Goal of the Texas State Board of Dental Examiners is to establish and carry out policies governing purchasing and public works contracting that foster meaningful and substantive inclusion of HUBs. Specifically, the Board will make a good faith effort to utilize HUBs in the Board's procurements and contracts with the following statewide goals in mind:

- 23.6% for professional services contracts;
- 24.6% for all other services contracts; and
- 21.0% for commodities contracts.

In an effort to meet the Board's goal, the Board has established the following strategies:

- compliance with HUB planning and reporting requirements;
- utilization of the Texas Procurement and Support Services' (TPASS) Centralized Master Bidder List and other sources in bidding for delegated services;
- adherence to the HUB purchasing procedures and requirements established by the CPA's Texas Procurement and Support Services division;
- attendance at HUB Coordinator meetings, HUB small business trainings and HUB agency functions;
- utilization of HUB resellers from the Department of Information Resources' contracts; and
- promotion of HUBs in the competitive bid process on all goods and services.

**Texas State Board of Dental Examiners**  
**Schedule D – Statewide Capital Planning**

The TSBDE does not anticipate having any projects requiring capital expenditures, between 2017-2021, for:

- (1) Land acquisition;
- (2) Construction of building and other facilities;
- (3) Renovations of buildings and other facilities estimated to exceed \$1million in the aggregate for a single state agency or institution of higher education; or
- (4) Major information resources projects estimated to exceed \$1million.

**Texas State Board of Dental Examiners**  
**Schedule E – Health and Human Services Strategic Plan**

This schedule is not applicable to the TSBDE because we are not one of the Health and Human Service Agencies identified in Texas Govt. Code, Title 4. Executive Branch, Subtitle I., Health and Human Services, Chapter 521 Health and Human Services Commission, Subchapter A. General Provisions; Organization of Commission.

**Texas State Board of Dental Examiners**  
**Schedule F – Agency Workforce Plan and the Texas Workforce System Strategic Plan**

**Current Workforce Profile**

The Board had the following workforce profile in FY2014:

- 63.4% female and 36.6% male
- 69.6% white, 13.6% black, 14.7% Hispanic and 2.1% other
- 5.2% under 30 years, 30.9% 30 – 39 years, 23% 40 – 49 years, 30.4% 50 – 59 years, and 10.5% over 60 years; and
- 57.7% less than 2 years' service, 20.9% 2 – 4 years, 16.2% 5 – 9 years, 5.2% 10 – 14 years and 0% 15 years or more.

**Current Staffing Levels**

The Board's full-time-equivalent (FTE) cap is currently 58 FTEs.

**Employee Turnover**

The employee turnover rate for FY 2014 was 12.6%, which was lower compared to the statewide employee turnover rate of 17.5% and higher than the turnover rate for regulatory agencies in general. The high turnover rate is most likely based on gaps in staffing levels and low salary levels. Results from the Survey of Employee Engagement indicated that employees are most dissatisfied with their salary levels and an informal employee survey indicates that employees feel high amounts of stress to "get work done" and do not have a good work-life balance.

The projected turnover rate for the next five years should gradually fall more in line with 14.0%. Due to substantial increases in staffing levels and moderate salary increases, it is expected that the turnover rate will, at the very least, decrease from the FY 2014 level. Additionally, the workforce plan will also include other measures to increase employee retention.

**Workforce Skills Critical to the Board's Mission and Goal**

The regulation of dentistry is specialized and requires a variety of critical workforce skills and credentials in order to perform the core business functions. Based on the agency's mission and goals, the following identify the critical workforce skills and credentials for the agency to successfully administer and provide services to our stakeholders, public, legislators, and other interested parties:

- Decision Making
- Independent Judgment
- Detail Oriented
- Problem Solving
- Communication
- Customer Service

- Interpersonal Relationships
- Proficient with Basic Technology
- Legislative Process
- Rulemaking
- Policy Development and Implementation
- Risk Assessment
- Data Analysis/Management
- Certified Peace Officers
- Investigation
- Interviewing and Information Gathering
- Compliance Regulation
- Dental Degree and License
- Dental Practice Standard of Care
- Law Degree and License
- Litigation
- Negotiation
- Mediation/Conflict Resolution
- Research/Writing/Editing
- Administrative Law
- Paralegal Credentials
- Emerging and Advanced Computer Technology
- Telecommunication Technology
- Computer/Automated Services Skills.

### **Salary Levels**

Due to overall budgetary constraints, the Board has hired new employees at the minimum of the salary range for their positions. The average salary for the Board is \$46,277 which is 16.3% less than the average salary of all regulatory agencies. The Board consistently sees employees leaving to other agencies for a higher salary. As such, the high turnover rate is harmful to the agency productivity when skilled workers leave and the agency population contains a high percentage of novice workers. The current budget constraints limit the Board's ability to provide salary increases for performance or even one-time merit increases.

### **Future Workforce Profile**

#### **Expected Workforce Changes**

To continue to meet the Board's workload, legislative and public needs, the agency must make better use of available budget/FTEs, cross-train within and outside of departments, establish automated procedures to provide efficiency and streamline processes, improve communication across departments, and prepare and plan for changes in staff and management and increase the use of technology throughout the agency.

## **Future Workforce Skills Needed**

The critical skills described above will continue to be needed in the future. With a new focus on communication the future workforce will need to increase communication and customer service skills. This will be accomplished through staff training and an enhanced focus by management. With new technology initiatives the future workforce will also be required to gain proficiency with new software programs. This again will be accomplished with training and documented procedures.

## **Workforce and Gap Analysis**

Similar to many other small agencies, recruitment and retention of staff is frequently a challenge, primarily due to uncompetitive salary levels. Key managerial staff and employees assigned to perform critical functions for the agency are unable to commit to the Board for extended period of times because of the need for an increased salary. Many positions with the Board are seen as entry level positions and not long-term career positions. Succession Planning and knowledge transfer is necessary in this climate and must be a focus for the Board in the future. Currently, the Board is lacking in these areas, with insufficient documented procedures.

The Board's workforce should be used efficiently and effectively. As such, staff should be provided effective education and training in cases where such education and training would result in better organizational and individual performance.

Due to budget constraints, it is difficult for departments to attract and retain staff with the skills needed to address change management, process re-engineering and problem solving at a supervisory level. Ongoing internal training to match the agency culture and expectations could assist with this deficit as well as additional funding for salaries. It is the Board's future goal to have all management positions trained in these areas within the next five years.

The Board continues to experience difficulty in recruiting professional employees, particularly in the positions that require dental, legal or law enforcement expertise. As the Board continues to operate within its current budget constraints that do not allow for salary increases, it's likely that the agency will find itself with the same shortage of professional staff in the future.

## **Workforce Strategies**

In order to address workforce gaps, it is the Board's goal to focus efforts on the strategies listed below. Throughout the Workforce and Strategic Plans, the Board has described the need to focus on these areas. Without a strong workforce, the Board will not be able to perform its critical services and meet the needs of the public and licensees.

- Recruitment and Retention – find and hire qualified candidates and encourage current employees to stay due to increased job satisfaction
- Staff and Management Development – prepare employees and management to perform required job skills
- Succession Planning and Knowledge Transfer – ensure that there are qualified employees to fill critical positions that become open and then transfer the required knowledge to perform the job from the departing employee to the new employee
- Reorganization – redeploy staff and make necessary organizational adjustments to respond to changes due to legislative mandates and technology improvements
- Position Classifications – add new job classifications and rewrite job descriptions to better reflect future functional requirements
- Salary Actions – institute equity adjustments, promotions, and merit increases as needed to meet future needs and encourage retention.

Subsequent to implementation of the strategies, ongoing evaluation and adjustments to the Workforce Plan will be necessary for continuous improvement.

**Texas State Board of Dental Examiners  
Schedule G – Report of Customer Service**

The TSBDE report on Customer Service was submitted on June 1, 2016 and is attached.



# **REPORT ON CUSTOMER SERVICE**

Texas State Board of Dental Examiners

June 1, 2016

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## **Inventory of External Customers**

The Texas State Board of Dental Examiners (TSBDE) external customer base includes licensed dentists, licensed dental hygienists, registered dental assistants, registered dental laboratories, and registered mobile facilities; students and examination candidates of these professions; legal representatives of parties to a complaint; other state and law enforcement agencies; continuing education providers; dental patients and the general public; as well as non-registered persons working in the dental profession. Our customer list includes more than 75,000 email addresses. The actual number of licensees/registrants as of May 26, 2015 is 73,609. This number changes on an hourly basis with online account management and includes active and expired statuses.

## **Customer Service Related Strategies**

TSBDE's responsibilities to both members of the public and dental community are reflected in strategies set out in the General Appropriations Act. For the 2016 – 2017 biennium, those strategies are:

- Complaint Resolution
- Peer Assistance Program
- Licensure and Registration

## **Information Gathering Methods**

During this biennium, TSBDE obtained stakeholder feedback from an online customer service survey accessible continuously from September 1, 2015 through May 27, 2016. The survey was promoted on the TSBDE website, posted on Facebook and emailed to our entire database of licensees and stakeholders. A link to the survey was also included in the signature line of all of TSBDE's Licensing Division employees. The survey was taken by 1,399 respondents with 698 completing the entire survey.

The survey asked the respondent to rate TSBDE's processes and staff interaction based on statements. Each statement could be rated as "strongly agree," "agree," "neutral," "disagree," "strongly disagree," or "not applicable." One open-ended question invited respondents to identify ways the TSBDE could improve its service delivery.

## Analysis of Findings

The survey focused on the eight areas of customer service highlighted below:

### **1. TSBDE's facilities – 3 questions**

The majority of respondents answered “not applicable” to questions about our facilities as most stakeholders do not have occasion to visit the TSBDE's Austin office. Those who have visited find the facilities to be open reasonable hours, convenient, and clean and orderly.

### **2. The ability of the TSBDE's staff to assist individuals contacting the agency – 4 questions**

More than a third of respondents answered “not applicable” to questions about their interactions with staff. The remaining survey responses indicate continued satisfaction among respondents communicating with TSBDE staff. Dissatisfaction was relatively low and tops out at 13.1% on one question in this category. It is important to note that a large number of respondents indicated in the open-ended question that they have difficulty getting a staff member on the phone and that emailed questions take a long time to be answered. We are aware of this issue and we are currently in the process of moving to a new phone system with a queue that will allow callers to wait for a person to answer the phone instead of sending them to voicemail. We have also expanded the list of email contacts listed on the TSBDE website to reduce issues with routing questions to the appropriate division.

### **3. TSBDE's communications: the accuracy and clarity of procedures and information provided to individuals contacting the agency – 4 questions**

Stakeholders expressed satisfaction with the explanation of the materials and services available to them. Approximately a third of respondents selected “not applicable” in response to these questions. We believe that this set of questions could be improved to gather better feedback by narrowing the focus to determine what the source of the information they are rating was.

### **4. The overall impression of the TSBDE's website and the respondent's access to the internet – 4 questions**

Unsurprisingly, nearly 95% of respondents have access to the internet and 80% are able to obtain information about the services they need via the internet. We launched a new website on September 30, 2015 and the biggest gains in customer satisfaction were in the questions pertaining to the user experience and accuracy of the information. In 2014, 42.2% of respondents found the website contained clear and accurate information on events, services and contact information. This number rose to 60.8% in 2016. Feedback gathered in the open-ended question showed that many licensees had trouble accessing and completing the online renewal process. The online renewal process is conducted on a website managed by the Health Professions Council. Improving this workflow could enhance the user experience with the TSBDE's website. Another issue noted frequently in the open-ended question relates to the Jurisprudence Assessment administered by eStrategy Solutions. Licensees occasionally choose the wrong version of the assessment and cannot transfer their payment to the correct version so they have to pay twice and wait for a staff member to issue a refund check for the payment of the incorrect test.

**5. TSBDE's complaint handling process for agency operations – 2 questions**

Respondents are confident that complaints about agency operations would be handled in a reasonable manner and they know how to make a complaint.

**6. TSBDE's ability to provide services in a reasonable amount of time – 3 questions**

Overall, the responses to this set of questions were positive but it was the area with the most room for improvement. As noted earlier, we are improving systems to enable us to respond to questions via phone and email faster. The Licensing Division has also been revamping the application process to clarify the process and reduce confusion about required materials. Often there are delays in processing applications related to receiving incomplete application documents. The Enforcement Division is also updating their processes to reduce the number of days to case resolution.

**7. The availability and quality of printed materials distributed by the TSBDE – 3 questions**

Approximately, 40% of respondents selected "not applicable" in response to these questions because the TSBDE has not distributed any printed information in the form of books, handouts and brochures in the past 2 years. The only printed materials we send on a regular basis are renewal reminder postcards to licensees and status update letters sent to complainants every 90 days. We started emailing a newsletter in April of 2015 so that may be what the remaining respondents were rating. These questions need refinement to collect more relevant feedback.

**8. The respondent's overall satisfaction with their experience in dealing with the TSBDE – 1 question**

Overall satisfaction has improved greatly over the past two years. In 2016, 62.5% of respondents were satisfied with their experience interacting with the TSBDE. This result is significantly higher than the 44.8% who reported satisfaction in 2014.

There were 292 free-text responses to a question that asked for suggestions on how the TSBDE can improve its service. Generally, the answers fell into the following categories:

- Difficulty connecting with a staff member via phone or email. Many suggested hiring more staff to respond to queries.
- Issues with renewing online through HPC portal.
- Issues with accessing Jurisprudence Assessment administered by eStrategy Solutions.
- Happy with current services.
- Displeasure with the length of time for licenses/registrations to be issued.
- Website navigation issues.

## Customer Service Standards

### Outcome Measures

- Percentage of surveyed customer respondents expressing overall satisfaction with services received:

62.5%

- Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery

41.7% of the 699 respondents who completed the survey entered a response to our open-ended question that asks for suggestions for improvement. Many of these responses are positive words of encouragement or “n/a,” rather than areas of concern.

### Output Measures

- Total Customers Surveyed

The survey is available to all customers via the TSBDE’s website and Facebook postings. 1,399 customers completed part of the survey and 698 completed all questions.

- Total Customers Served

TSBDE serves all dental patients in the state of Texas with over 73,000 licenses, registrations and certificates currently issued to dental professionals.

### Efficiency Measures

- Cost per Customer Surveyed

TSBDE uses an online survey website with an annual fee of \$675. The survey website is used to administer various survey needs throughout the agency. Promotion of the survey is accomplished via existing customer communications vehicles and does not present an additional cost to the agency.

### Explanatory Measures

- Total Customers Identified

TSBDE serves all dental patients in the state of Texas with over 73,000 licenses, registrations and certificates currently issued to dental professionals.

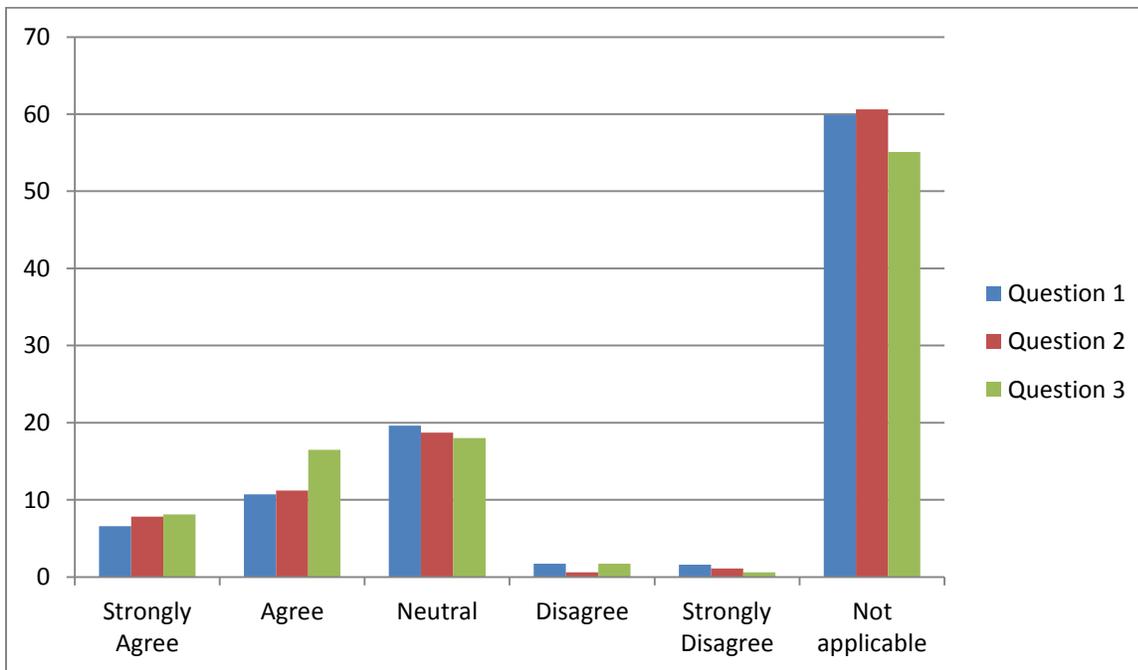
- Total Customer Groups Inventoried

5 - Licensees; Applicants; Complainants and parties related to a complaint; General Public, Other

## Survey Summary

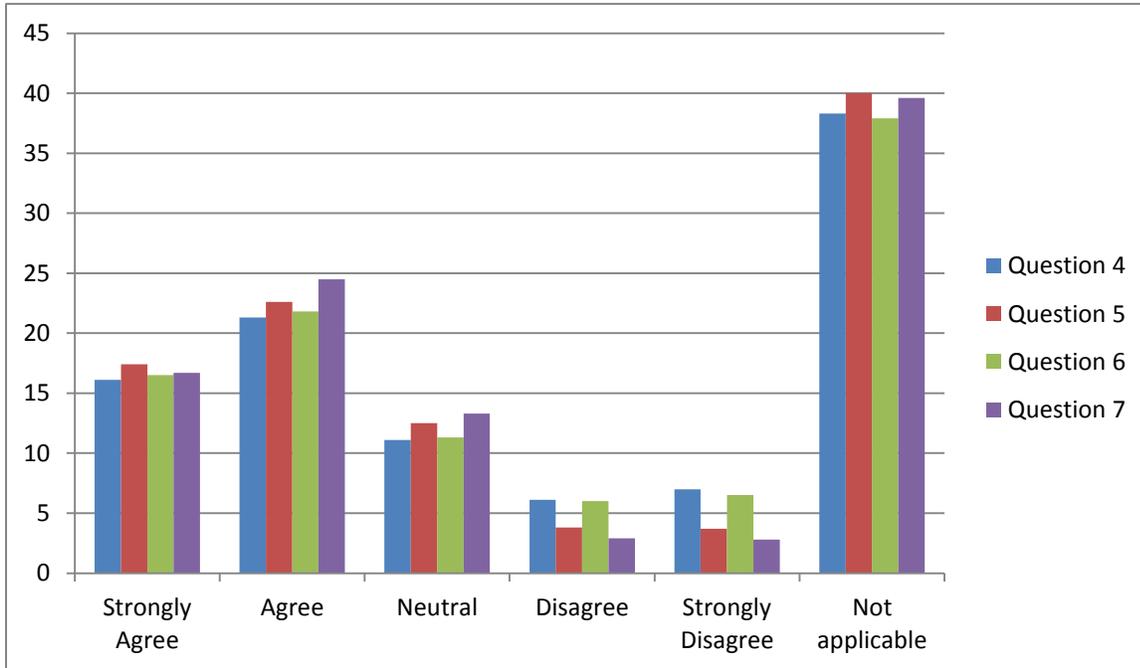
### Questions about the TSBDE's facilities

1. The location of services was convenient (parking, public transportation, distance, etc.). (964 responses)
2. The facility where I received services was clean, orderly and I could easily find my way around in it. (950 responses)
3. The facility is open during reasonable hours. (952 responses)



Questions about TSBDE's staff

- 4. The staff members were able to answer my questions. (853 responses)
- 5. The staff members were courteous. (849 responses)
- 6. The staff members were knowledgeable, helpful and demonstrated a willingness to assist. (849 responses)
- 7. Staff members identified themselves. (848 responses)



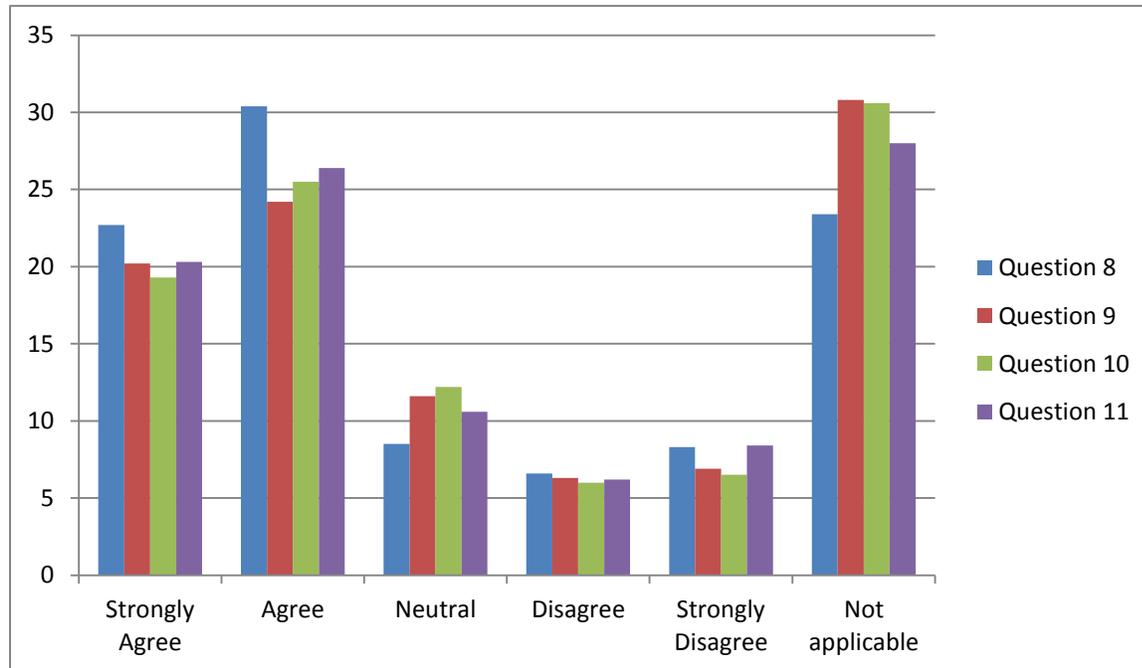
Questions about the TSBDE's communications

8. I received information I needed to obtain services. (772 responses)

9. I was given clear explanations about services available to me. (773 responses)

10. I was given a clear explanation about the materials needed to receive services. (772 responses)

11. My telephone call, email or letter was routed to the proper person. (772 responses)



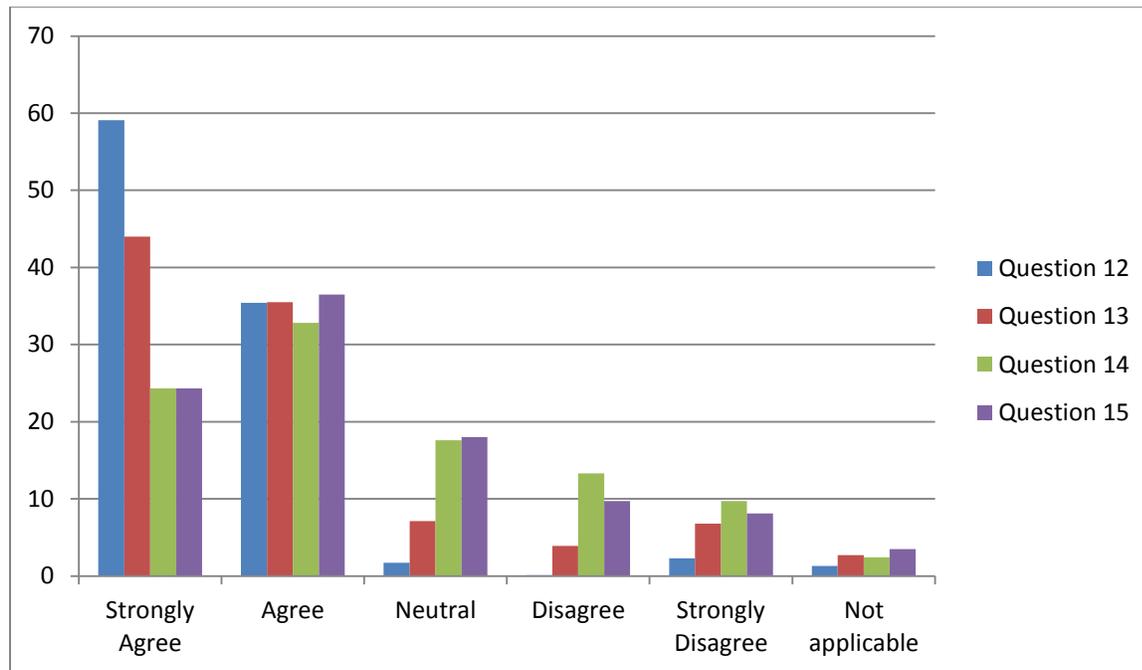
Questions about internet access and the TSBDE's website

12. I have access to the internet at home or at work. (746 responses)

13. I am able to access information about the services I need using the internet. (746 responses)

14. The website was easy to use and well organized. (745 responses)

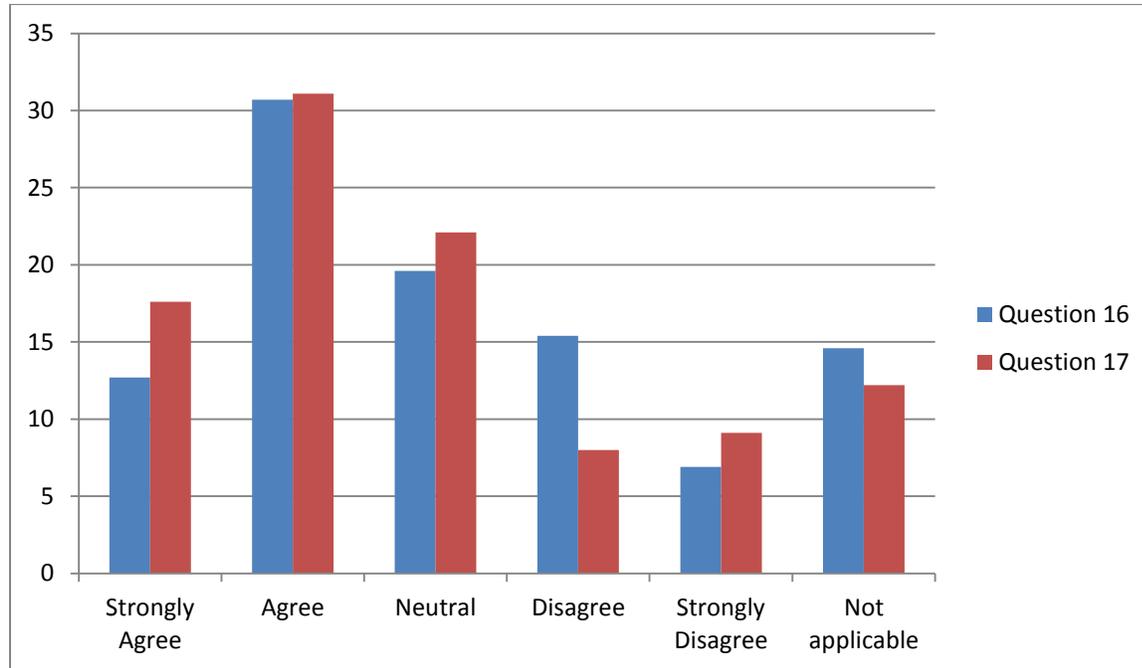
15. The website contained clear and accurate information on events, services, and contact information. (745 responses)



Questions about the TSBDE's consumer complaint-handling processes

16. I know how to make a complaint regarding services at this agency. (739 responses)

17. If I complained, I believe it would be addressed in a reasonable manner. (739 responses)

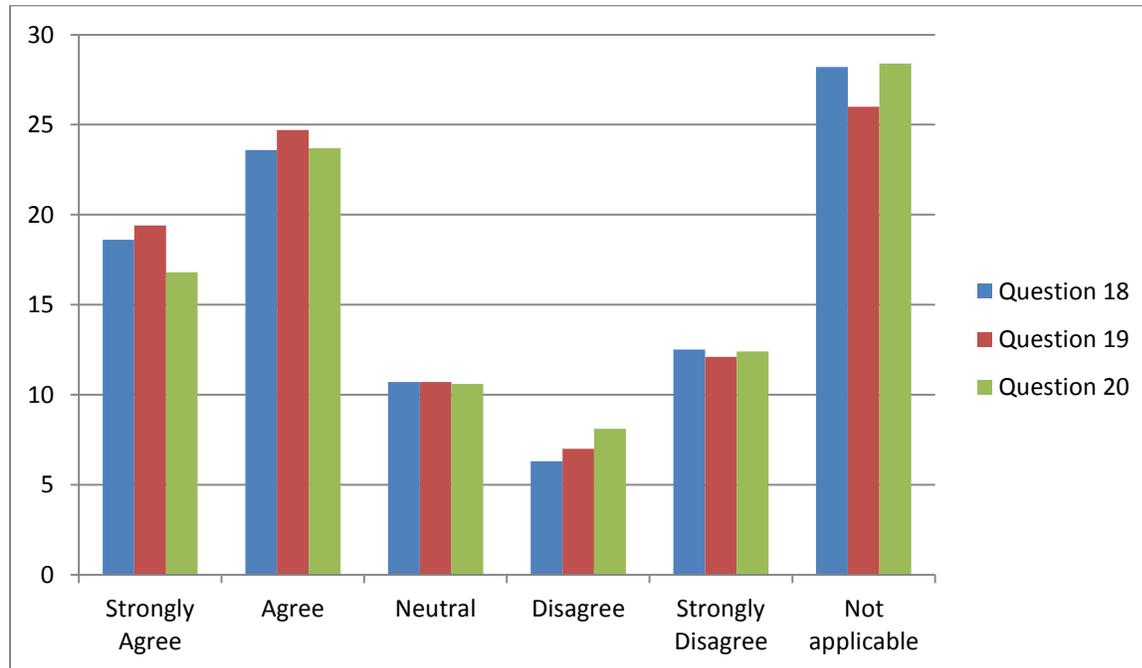


Questions about the TSBDE's service timeliness

18. My telephone, letter, or email inquiry was answered in a reasonable amount of time. (726 responses)

19. The time I waited to receive services was reasonable. (726 responses)

20. The time I had to wait for a concern or question to be addressed, whether by phone, in person, or by letter was reasonable. (726 responses)

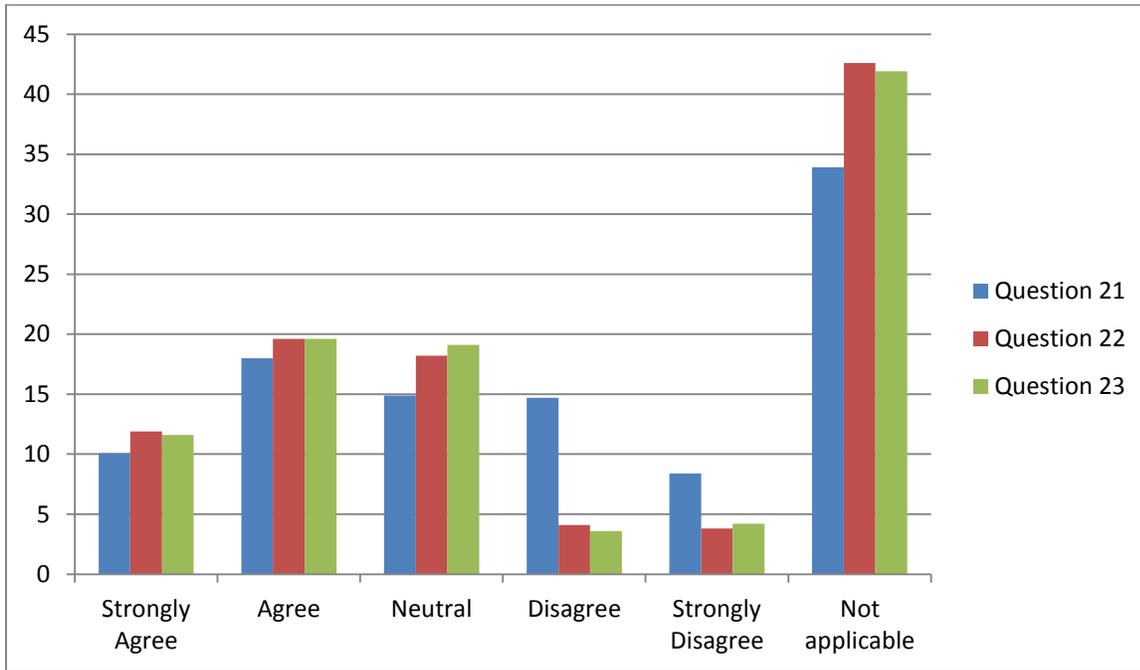


Questions about the TSBDE's printed information

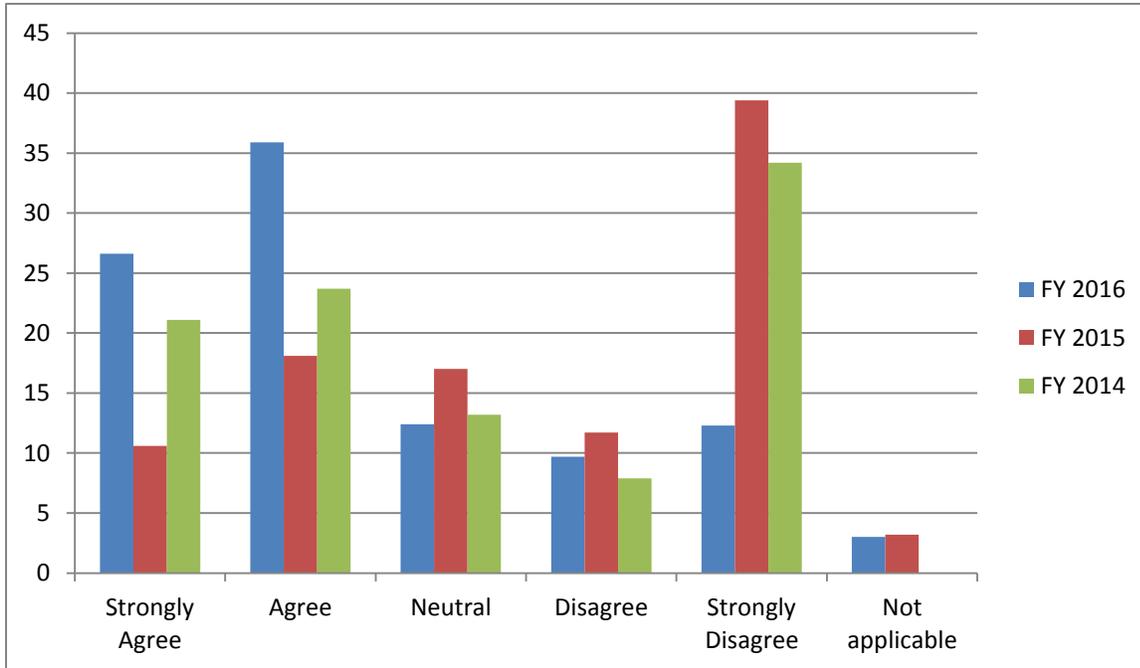
21. I have received printed information (such as brochures, handouts, books, etc.) explaining the services available. (716 responses)

22. The printed information was clear and understandable. (716 responses)

23. Printed material provided thorough and accurate information. (716 responses)



24. Overall, I am satisfied with my experience.



Year	Number of responses
2016	699
2015	94
2014	38

**Texas State Board of Dental Examiners**  
**Schedule H – Assessment of Advisory Committees**

The TSBDE has 2 statutory advisory committees, which are the Dental Hygiene Advisory Committee (DHAC) and the Dental Laboratory Certification Council (DLCC).

As of June 13, 2016, the TSBDE also has the following committees which were created by the board: Executive Committee, Anesthesia Committee, Licensing Committee and the Quality Control Committee.

Attached please find the Assessment for each advisory committee.

**ASSESSMENT OF ADVISORY COMMITTEES**  
 June, 2016  
 Agency 504 - Texas State Board of Dental Examiners

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolition within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Orbit1", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

**Committee Name:** Denial Hygiene Advisory Committee (DHAC)

**Number of Members:** 6

**Committee Status (Ongoing or Inactive):** Ongoing

**Date Created:** 1977

**Budget Strategy (Strategies) (e.g. 1-2-4):** 13121

**Budget Strategy (Strategies):** 13001

**Date to Be Abolished:** 9/1/2017

**Strategy Title (e.g. Occupational License):** 13121

**Strategy Title:** 13001

**Compliant Resolution - DHAC:** Compliant Resolution

**State / Federal Authority:** State Authority

**State Authority:** State Authority

**State Authority:** State Authority

**Federal Authority:** Federal Authority

**Federal Authority:** Federal Authority

**Selected Type:** Statute

**Identify Specific Citation:**

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

**Committee Members' Direct Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$1,398	\$590	\$500
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$1,398</b>	<b>\$590</b>	<b>\$500</b>

**Committee Members' Indirect Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Method of Financing**

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
1 - General Revenue Fund	\$1,398	\$590	\$500
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
<b>Expenses / MOFs Difference:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
	0	0	0

**Meetings Per Fiscal Year:**

**Committee Description:** [Enter Committee Description and Justification for Continuation/Consequences of Abolishing]

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings? The DHAC meets yearly in Austin, TX at the William P. Hobby, Jr. building. The DHAC is required by law to meet twice a year.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those. The DHAC meets yearly in Austin, TX at the William P. Hobby, Jr. building. The DHAC is required by law to meet twice a year.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred? The DHAC recommends or advises the Board on all dental hygiene issues. DHAC has not recently supplied any information to the board to be adopted.

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency? 4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?  No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee. Staff liaisons to the committee conduct conference calls with members, prepare agendas, schedule and prepare for meetings, assist with travel (as needed) and participate in meetings. Staff may also circulate information as needed.

6. Have there been instances where the committee was unable to meet because a quorum was not present?  No Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)? Notices are posted in the Texas Register. TSBDE Courtesy Announcements are sent prior to each committee meeting, the agency relies heavily on the use of Social Media to communicate opportunities for public attendance and participation, and an agency Newsletter is also distributed that conveys such information.

7b. Do members of the public attend at least 50 percent of all committee meetings?  Yes 7c. Are there instances where no members of the public attended meetings?  Yes

8. Please list any external stakeholders you recommend we contact regarding this committee. Texas Dental Hygiene Association and the Texas Dental Association

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?  Yes

9b. Please describe the rationale for this opinion. DHAC has carried out its role within its delegated authority.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code: 10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?  No

10a. Is there any functional benefit for having this committee codified in statute?  No

10c. If "Yes" for Question 2b, please describe the rationale for this opinion. n/a

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?  Other

11b. Please describe the rationale for this opinion. The TSBDE has 2 dental hygienists on its dental board in addition to the DHAC committee. The TSBDE is moving more to the use of stakeholder meetings, as needed, instead of actual standing committees.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?  No

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission. The TSBDE is currently under sunset. The Sunset Staff Report has recommended abolishing the DHAC committee.

**ASSESSMENT OF ADVISORY COMMITTEES**  
 June, 2016  
 Agency 504 - Texas State Board of Dental Examiners

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolition within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Ortlet", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

**Committee Name:** Dental Laboratory Certification Council (DLCC)

**Number of Members:** 3

**Committee Status (Ongoing or Inactive):** Ongoing

**Date Created:** 1987

**Budget Strategy (Strategies) (e.g. 1-2-24):** 13131

**Budget Strategy (Strategies):** 13001

**Date to Be Abolished:** 9/1/2017

**Strategy Title (e.g. Occupational Licensing):** 13131 License

**Complaint Resolution:** Compliant Resolution

**Strategy Title:** Compliant Resolution

**State / Federal Authority:** State Authority

**Select Type:** Statute

**Identify Specific Citation:**

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

**Committee Members' Direct Expenses**

Category	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$381	\$400
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$0</b>	<b>\$381</b>	<b>\$400</b>

**Committee Members' Indirect Expenses**

Category	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Method of Financing**

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
T - General Revenue Fund	\$0	\$381	\$400
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
<b>Expenses / MOFs Difference:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
	0	0	0

**Meetings Per Fiscal Year:**

**Committee Description:**

In 1987, legislation established the Dental Laboratory Certification Council. This Council would sit under TSBDE and be composed of three Certified Dental Technicians (CDTs). The Certification Act would require that in order to own or operate a dental laboratory that processed work for dentist licensed to practice in Texas, they must be a technician certified by the National Board of Certification of the National Association of Dental Laboratories or employ one. It became illegal for a dentist in Texas to use an unregistered laboratory. The TSBDE is authorized, independent, several provisions. The Special Staff Board has recommended abolition. The committee is set

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings? The DLCC meets yearly in Austin, TX at the William P. Hobby, Jr. building.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

The committee reviews renewal applications, rules or issues concerning denial laboratories that operate in Texas.

3. What recommendations or advice has the committee most recently supplied to your agency? Or these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

N/A

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency? 4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015? 100

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee. Staff liaisons to the committee conduct conference calls with members, prepare agendas, schedule and prepare for meetings, assist with travel (as needed) and participate in meetings. Staff may also circulate information, including renewal applications for approval, as needed.

6. Have there been instances where the committee was unable to meet because a quorum was not present? No

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

Notices are posted in the Texas Register. TSBDE Courtesy Announcements are sent prior to each committee meeting, the agency relies heavily on the use of Social Media to communicate opportunities for public attendance and participation, and an agency Newsletter is also distributed that conveys such information.

7b. Do members of the public attend at least 50 percent of all committee meetings? Yes

7c. Are there instances where no members of the public attended meetings? Yes

8. Please list any external stakeholders you recommend we contact regarding this committee.

Denial Laboratory Association of Texas and Texas Denial Association

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals? Yes

9b. Please describe the rationale for this opinion.

DLCC has carried out its role within its delegated authority.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute? No

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area? No

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

N/A

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)? Other

11b. Please describe the rationale for this opinion.

The TSBDE takes no official position. The TSBDE is moving more to the use of stakeholder meetings, as needed, instead of actual standing committees.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission? No

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.

N/A

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

**ASSESSMENT OF ADVISORY COMMITTEES**  
 June, 2016  
 Agency 504 - Texas State Board of Dental Examiners

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolition within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Ortlet", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

**Committee Name:** Anesthesia Committee

**Number of Members:** 5

**Committee Status (Ongoing or Inactive):** Ongoing

**Date Created:** Unsure

**Budget Strategy (Strategies) (e.g. 1-2-24):** 13141

**Budget Strategy (Strategies):** Strategy Title (e.g. Occupational License)

**Date to Be Abolished:**

**Complaint Resolution - Exec Strategy Title:** Complaint Resolution - Exec

**State / Federal Authority:** State Authority

**Select Type:** Statute

**Identify Specific Citation:**

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

**Committee Members' Direct Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$1,398	\$2,658	\$2,700
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$1,398</b>	<b>\$2,658</b>	<b>\$2,700</b>

**Committee Members' Indirect Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Method of Financing**

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
I - General Revenue Fund	\$1,398	\$2,658	\$2,700
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
<b>Expenses / MOFs Difference:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
	0	0	0

**Meetings Per Fiscal Year:**

**Committee Description:** The Anesthesia Committee is charged with considering rules, issues and practices concerning dental anesthesia.

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings? William Hobby Building. The meetings are on an as-needed basis.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.  
The Anesthesia Committee is charged with considering rules, issues and practices concerning dental anesthesia.

3. What recommendations or advice has the committee most recently supplied to your agency? Or these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?  
Related to #2

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency? 4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015? 250

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.  
Staff liaisons to the committee conduct conference calls with members, prepare materials and schedule and prepare for the committee meetings.

6. Have there been instances where the committee was unable to meet because a quorum was not present? Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?  
Notices are posted in the Texas Register. TSBDCE Courtesy Announcements are sent prior to each committee meeting, the agency relies heavily on the use of Social Media to communicate opportunities for public attendance and participation, and an agency Newsletter is also distributed that conveys such information.

7b. Do members of the public attend at least 50 percent of all committee meetings? 7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.  
n/a

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals? Yes

9b. Please describe the rationale for this opinion.  
The Anesthesia Committee is an essential committee that helps protect the public health, safety and welfare to the citizens of Texas whom receive dental anesthesia services.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute? **(RULE NOT STATUTE - YES)** 10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.  
n/a

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)? Retain

11b. Please describe the rationale for this opinion.  
The Anesthesia Committee is an essential committee that helps protect the public health, safety and welfare to the citizens of Texas whom receive dental anesthesia services.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission? Yes

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.  
The agency relies on the expertise of the committee members to help guide agency research and rules on dental anesthesia.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

**ASSESSMENT OF ADVISORY COMMITTEES**  
 June, 2016  
 Agency 504 - Texas State Board of Dental Examiners

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolition within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Ortlet", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

**Committee Name:** Executive Committee

**Number of Members:** 5

**Committee Status (Ongoing or Inactive):** Ongoing

**Date Created:** Unsure

**Budget Strategy (Strategies) (e.g. 1-2-4):** 13141

**Budget Strategy (Strategies):** 13001

**Date to Be Abolished:**

**Strategy Title (e.g. Occupational License):** Strategy Title

**Complaint Resolution - Exec**

**Complaint Resolution**

**State / Federal Authority:** State Authority

**Select Type:** Statute

**Identify Specific Citation:**

**Advisory Committee Costs:** This section includes reimbursements for committee member costs and costs attributable to agency staff support.

**Committee Members' Direct Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$14,615	\$14,625	\$15,000
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$14,615</b>	<b>\$14,625</b>	<b>\$15,000</b>

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Method of Financing**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Method of Finance	\$14,615	\$14,625	\$15,000
I - General Revenue Fund	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
<b>Expenses / MOFs Difference:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
	0	0	0

**Meetings Per Fiscal Year:**

**Committee Description:**

The Executive Committee is used for the purpose of temporary suspension hearings when the public has been harmed, may be subject to harm or imminent danger if a dental professional continues to practice.

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

Telephonically - as needed

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

The Executive Committee has the ability to temporarily suspend a dental professional's license or certificate for 30 days. After 30 days, a reasonable cause hearing is held at SOAH to ultimately review and consider the Executive Committee's decision. The ALJ may continue the suspension or reinstate a dental professional's license or certificate.

3. What recommendations or advice has the committee most recently supplied to your agency? Or these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

Related to #2

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency?

Yes

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

250

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee. Staff liaisons to the committee conduct conference calls with members, prepare materials and schedule and prepare for the temporary suspension hearings.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

No

Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)? All meetings are open to the public. However, due to the unpredictability of the circumstance, it is hard to schedule and notice same in advance if the public is at risk.

7b. Do members of the public attend at least 50 percent of all committee meetings?

No

7c. Are there instances where no members of the public attended meetings?

Yes

8. Please list any external stakeholders you recommend we contact regarding this committee.

Texas Dental Association

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

Yes

9b. Please describe the rationale for this opinion.

The Executive Committee is an essential committee that helps protect the public health, safety and welfare to the citizens of Texas whom receive dental services.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute? (RULE NOT STATUTE - YES)

Yes

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

No

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.

n/a

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

Retain

11b. Please describe the rationale for this opinion.

The Executive Committee is an essential committee that helps protect the public health, safety and welfare to the citizens of Texas whom receive dental services.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

Yes

12b. If "Yes" for Question 4a, please describe the rationale for this opinion. We would not be able to conduct Temporary Suspension hearings. This would be a public protection issue.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

**ASSESSMENT OF ADVISORY COMMITTEES**  
 June, 2016  
 Agency 504 - Texas State Board of Dental Examiners

To assist in the process required by Chapter 2110, Texas Government Code, state agencies should submit an assessment of advisory committees using the format provided. Please submit your assessment for each advisory committee under your agency's purview. Include responses for committees created through statute, administrative code or ad-hoc by your agency. Include responses for all committees, whether ongoing or inactive and regardless of whether you receive appropriations to support the committee. Committees already scheduled for abolition within the 2016-17 biennium are omitted from the scope of this survey. When submitting information for multiple advisory committees, right-click the sheet "Ortlet", select Move or Copy, select Create a copy and move to end.

**NOTE: Only the items in blue are required for inactive committees.**

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

**Committee Name:**

**Number of Members:**

**Committee Status (Ongoing or Inactive):**  Note: An inactive committee is a committee that was created prior to the 2014-15 biennium but did not meet or supply advice to an agency during that time period.

**Date Created:**  **Date to Be Abolished:**

**Budget Strategy (Strategies) (e.g. 1-2-4):**  **Strategy Title (e.g. Occupational Licensing):**

**Budget Strategy (Strategies):**  **Strategy Title:**

**State / Federal Authority:**  **Select Type:**

**Identify Specific Citation:**

**Identify Specific Citation:**

**Identify Specific Citation:**

**Identify Specific Citation:**

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

**Committee Members' Direct Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$905	\$900
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$0</b>	<b>\$905</b>	<b>\$900</b>

**Committee Members' Indirect Expenses**

	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<b>Total, Committee Expenditures</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Method of Financing**

Method of Finance	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
I - General Revenue Fund	\$0	\$905	\$900
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
<b>Expenses / MOFs Difference:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
	0	0	0

**Meetings Per Fiscal Year:**

**Committee Description:**

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings? William Hobby Building. The meetings are on an as-needed basis.

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.  
The Licensing Committee is charged with considering licensing issues, renewal issues and continuing education issues/programs.

3. What recommendations or advice has the committee most recently supplied to your agency? Or these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?  
Related to #2

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency? Yes 4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees? No

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015? 250

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.  
Staff liaisons to the committee conduct conference calls with members, prepare materials and schedule and prepare for the committee meetings.

6. Have there been instances where the committee was unable to meet because a quorum was not present? No Please provide committee member attendance records for their last three meetings, if not already captured in meeting minutes.

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?  
Notices are posted in the Texas Register. TSBDE Courtesy Announcements are sent prior to each committee meeting, the agency relies heavily on the use of Social Media to communicate opportunities for public attendance and participation, and an agency Newsletter is also distributed that conveys such information.

7b. Do members of the public attend at least 50 percent of all committee meetings? Yes 7c. Are there instances where no members of the public attended meetings? No

8. Please list any external stakeholders you recommend we contact regarding this committee.  
n/a

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals? Yes

9b. Please describe the rationale for this opinion.  
The Licensing Committee is charged with considering licensing issues, renewal issues and continuing education issues/programs.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute? **(RULE NOT STATUTE - YES)** Yes 10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area? No

10c. If "Yes" for Question 2b, please describe the rationale for this opinion.  
n/a

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)? Retain

11b. Please describe the rationale for this opinion.  
The Licensing Committee is charged with considering licensing issues, renewal issues and continuing education issues/programs.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission? Yes

12b. If "Yes" for Question 4a, please describe the rationale for this opinion.  
The agency relies on the expertise of the committee members to help guide agency research and rules on licensing issues.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.