



Report on Customer Service for 2021

Texas Behavioral Health Executive Council

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The Texas Behavioral Health Executive Council (Council) was created by the 86th Legislature in 2019 following consecutive reviews of its member boards by the Sunset Advisory Commission. The Council is designed to play a central role in the regulation of behavioral health services and social work practice in Texas by providing active state supervision of its member boards, as well as creating administrative efficiencies through functional alignment and economies of scale.

The Council's member boards consist of the Texas State Board of Examiners of Marriage and Family Therapists, the Texas State Board of Examiners of Professional Counselors, the Texas State Board of Examiners of Psychologists, and the Texas State Board of Social Worker Examiners.

Inventory of External Customers

The Council's primary customers for purposes of its licensing and enforcement strategies are its applicants, licensees, and complainants. However, the Council also considers anyone who contacts the agency seeking information or assistance to be a customer. The Council has attempted to identify unique customers with Question No. 1 in the survey.

Information-Gathering Method of Survey

The Council conducted an online customer service satisfaction survey from September 16, 2021 through November 30, 2021. The Council sent survey invitations to its 73,072 email subscribers and placed a link to the survey on its website. The Council received 7,143 responses to its request for feedback.

In addition to the questions and topics required by Section 2114.002(b) of the Government Code (i.e., Question Nos. 12 through 19), the Council posed several other questions to assist it with identifying problem areas and improving services.

NOTE: The Council was created by the 86th Legislature (HB1501) on September 1, 2019, but did not actually assume regulatory control over the professions in its charge, i.e., begin operations, until September 1, 2020. Thus, the Council did not provide services which could be evaluated prior to September 1, 2020.

Survey Analysis

The survey reflects an overall neutrality about respondents' level of satisfaction with the Council's customer service, with most areas trending satisfied while a few trend unsatisfied.

With regard to the statutorily required areas of evaluation (i.e., Question Nos. 12 through 19), more respondents expressed satisfactory experiences with the Council in 7 of the 9 areas than those who expressed unsatisfactory experiences. Question Nos. 14 and 17 were the only areas where a larger percentage of respondents expressed dissatisfaction than satisfaction.

Based upon the survey responses received, the Council will continue to look for ways to improve its telephone customer service and access and usability of the website, i.e., make it more user-friendly.

While the Council believes its use of SurveyMonkey and iContact is the best methodology for conducting the requisite customer service satisfaction survey, the Council believes that additional staff trained in the design and analysis of surveys, or funding to contract with a third-party vendor to conduct the survey will be necessary to improve the survey process.

A copy of the Council's customer service satisfaction survey is attached hereto and incorporated herein for all pertinent purposes. Responses to Question Nos. 11, 20, and 21 have not been included in the attached survey because of their voluminous nature but are available for copying and inspection under the Public Information Act.

Performance Measure Information

Outcome Measures

Percentage of Respondents Expressing Overall Satisfaction: 41.54% of respondents expressed overall satisfaction, while 32.12% were neutral (includes N/A responses) and 26.34% expressed overall dissatisfaction.

Output Measures

Total Customers Surveyed: 73,072

Response Rate: 9.78%

Efficiency Measures

Cost per Customer Surveyed: The total cost per individual surveyed is \$0.11 and the total cost per respondent is \$1.14. Costs were calculated by adding the annual subscription fee for

SurveyMonkey and iContact over the biennium and then dividing that figure by the total number of individuals surveyed and the number of actual respondents.

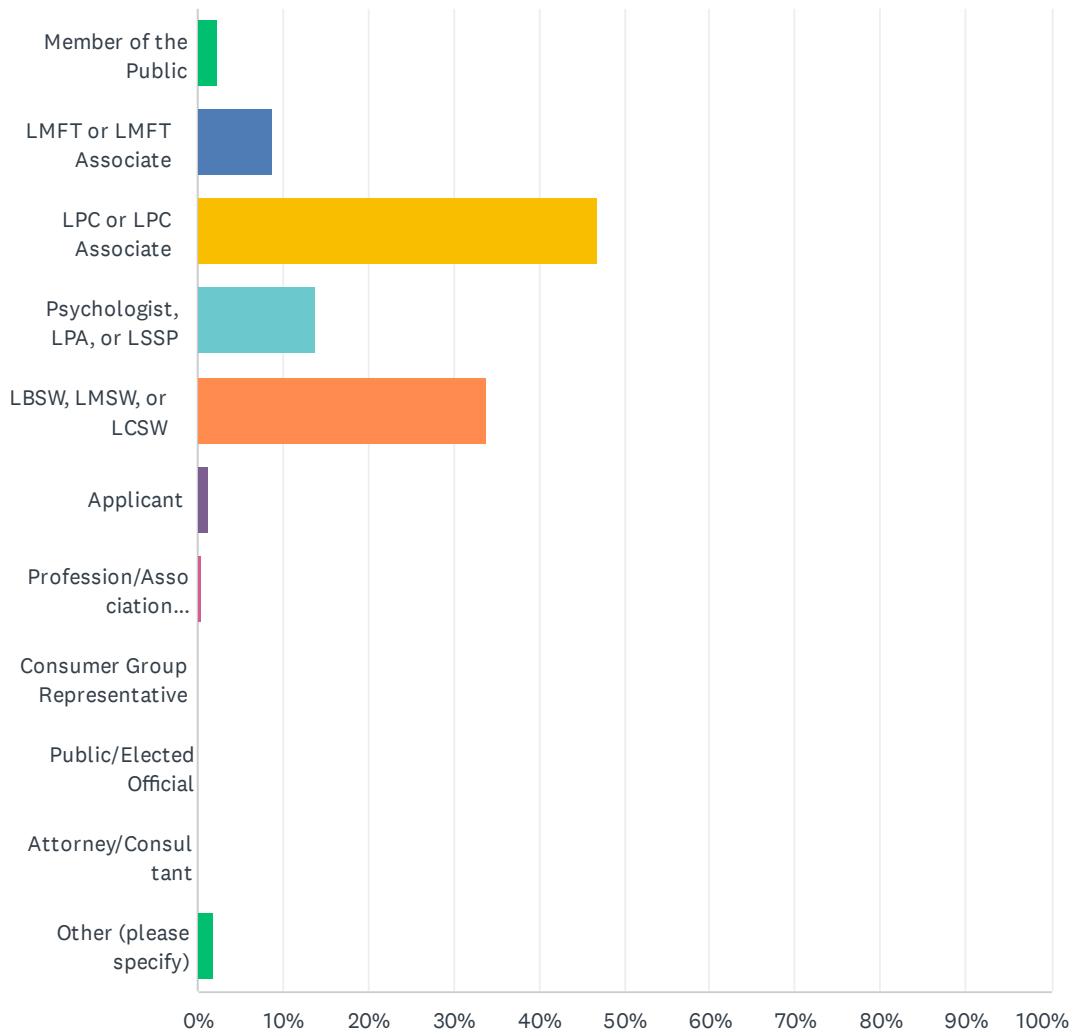
Explanatory Measures

Total Customers Identified: The Council has 2,352 applicants and 76,184 licensees as its primary customers, but our customers also include individuals who contact the agency seeking information or assistance.

Total Customer Groups Inventoried: According to the survey responses to Question No. 1, there are 29 groups that responded to the survey.

Q1 Please identify yourself: (check all that apply)

Answered: 7,143 Skipped: 0



2021 Texas Behavioral Health Executive Council Customer Service Survey

ANSWER CHOICES	RESPONSES	
Member of the Public	2.39%	171
LMFT or LMFT Associate	8.76%	626
LPC or LPC Associate	46.82%	3,344
Psychologist, LPA, or LSSP	13.76%	983
LBSW, LMSW, or LCSW	33.87%	2,419
Applicant	1.30%	93
Profession/Association Representative	0.39%	28
Consumer Group Representative	0.01%	1
Public/Elected Official	0.08%	6
Attorney/Consultant	0.10%	7
Other (please specify)	1.97%	141
Total Respondents: 7,143		

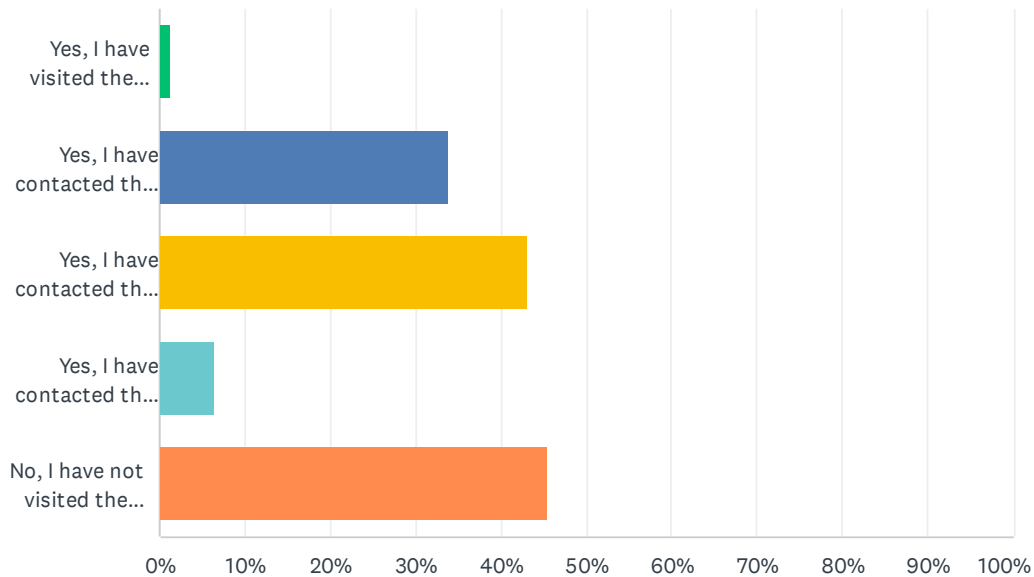
Q2 Please provide the following information if you would like the Council to contact you with any questions it may have regarding your survey responses.

Answered: 2,636 Skipped: 4,507

ANSWER CHOICES	RESPONSES	
Name	95.90%	2,528
Company	39.49%	1,041
Address	87.44%	2,305
Address 2	16.05%	423
City/Town	90.21%	2,378
State/Province	93.89%	2,475
ZIP/Postal Code	90.78%	2,393
Country	82.36%	2,171
Email Address	93.51%	2,465
Phone Number	88.66%	2,337

Q3 In the past year, have you visited the Executive Council's office or contacted us by phone, email, or letter? (check all that apply)

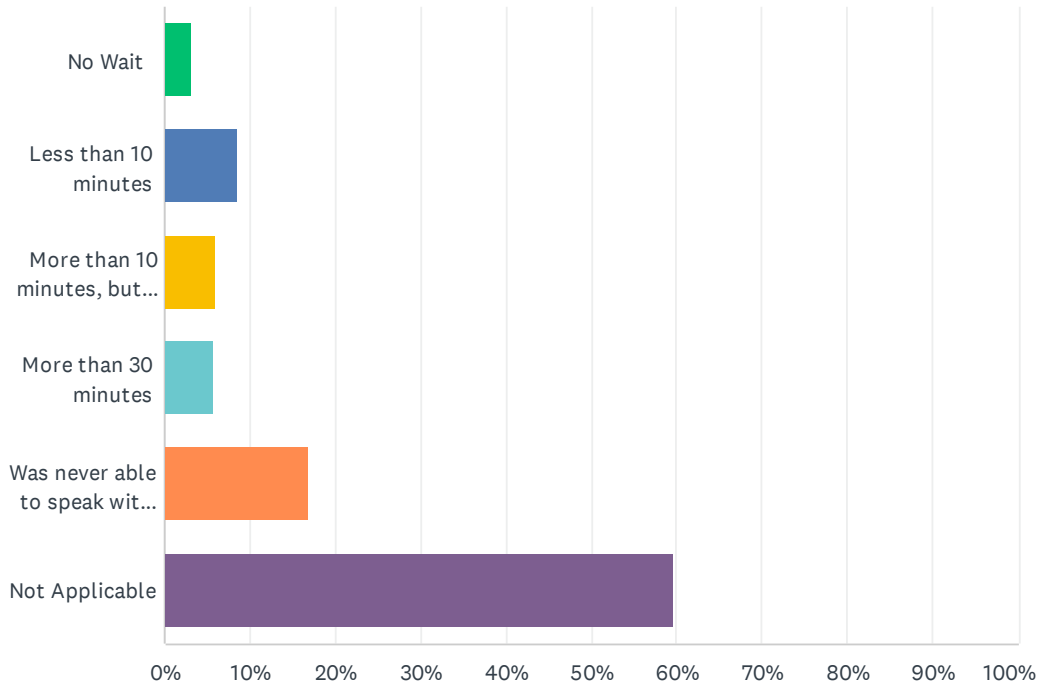
Answered: 6,326 Skipped: 817



ANSWER CHOICES	RESPONSES	
Yes, I have visited the Executive Council's office in person.	1.23%	78
Yes, I have contacted the Executive Council by phone.	33.97%	2,149
Yes, I have contacted the Executive Council by email.	43.09%	2,726
Yes, I have contacted the Executive Council by letter.	6.42%	406
No, I have not visited the Executive Council's office or contacted it by phone, email, or letter.	45.42%	2,873
Total Respondents: 6,326		

Q4 If you contacted the Executive Council by phone, how long did you have to wait before a representative took your call?

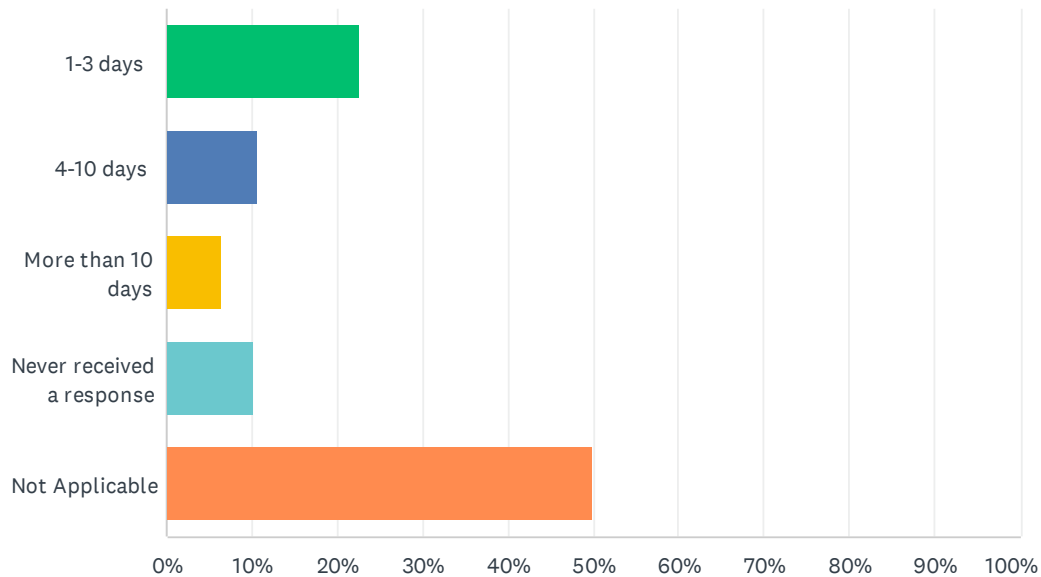
Answered: 5,923 Skipped: 1,220



ANSWER CHOICES	RESPONSES	
No Wait	3.19%	189
Less than 10 minutes	8.59%	509
More than 10 minutes, but less than 30 minutes	6.01%	356
More than 30 minutes	5.67%	336
Was never able to speak with a representative	16.75%	992
Not Applicable	59.78%	3,541
TOTAL		5,923

Q5 If you contacted the Executive Council by email, how long before you received a response?

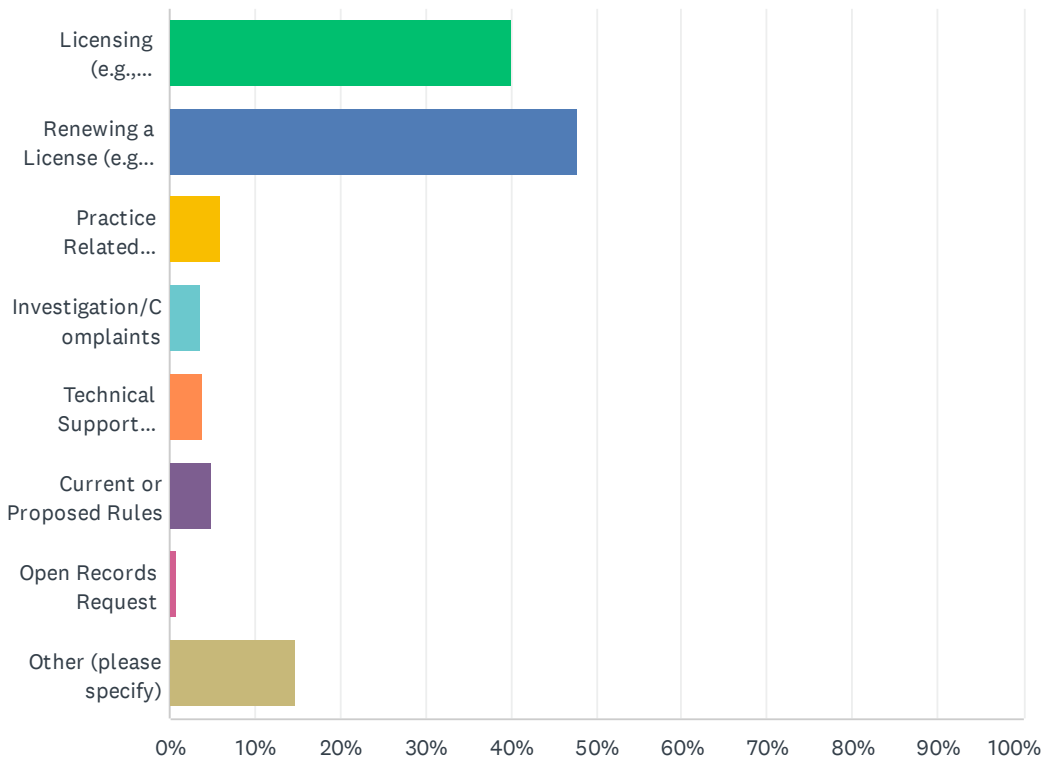
Answered: 6,005 Skipped: 1,138



ANSWER CHOICES	RESPONSES	
1-3 days	22.66%	1,361
4-10 days	10.67%	641
More than 10 days	6.46%	388
Never received a response	10.21%	613
Not Applicable	49.99%	3,002
TOTAL		6,005

Q6 What was the nature of your contact with us? (check all that apply)

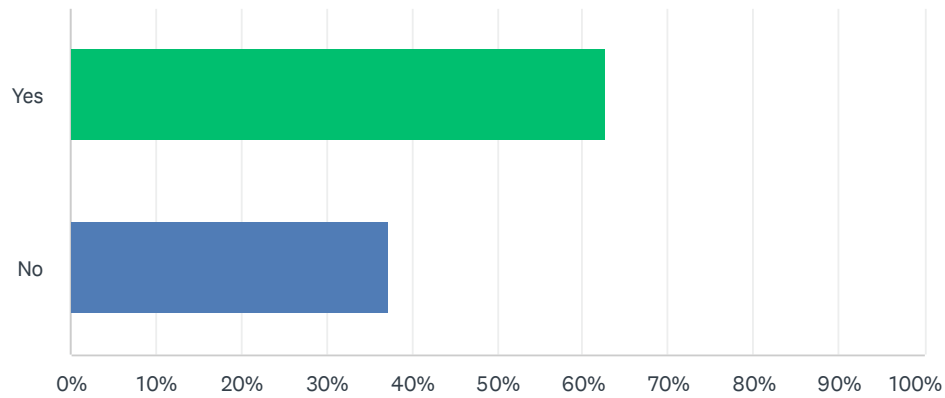
Answered: 4,245 Skipped: 2,898



ANSWER CHOICES	RESPONSES	
Licensing (e.g., applications for initial or upgraded licensure, applications for supervisory status)	40.14%	1,704
Renewing a License (e.g., renewals, CE audits)	47.70%	2,025
Practice Related Questions (e.g., telehealth, duty to report convictions or sexual misconduct)	6.03%	256
Investigation/Complaints	3.65%	155
Technical Support Assistance	3.86%	164
Current or Proposed Rules	4.95%	210
Open Records Request	0.90%	38
Other (please specify)	14.75%	626
Total Respondents: 4,245		

Q7 Did staff answer your question(s)?

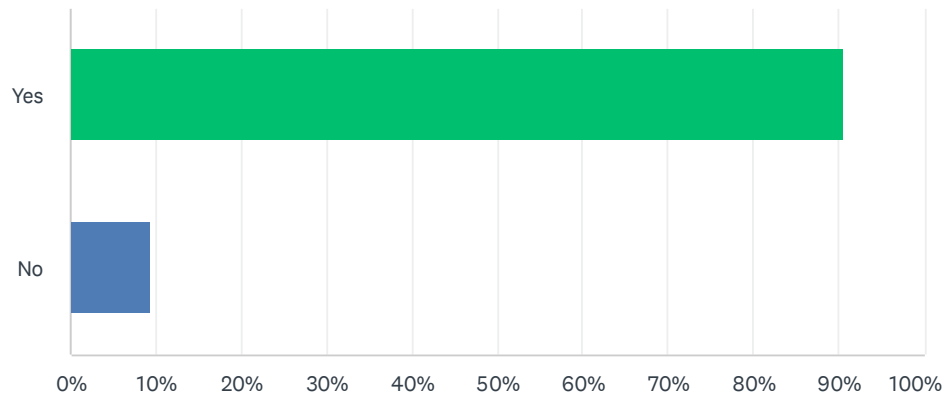
Answered: 4,094 Skipped: 3,049



ANSWER CHOICES	RESPONSES	
Yes	62.77%	2,570
No	37.23%	1,524
TOTAL		4,094

Q8 In the past year, have you visited the Executive Council's website?

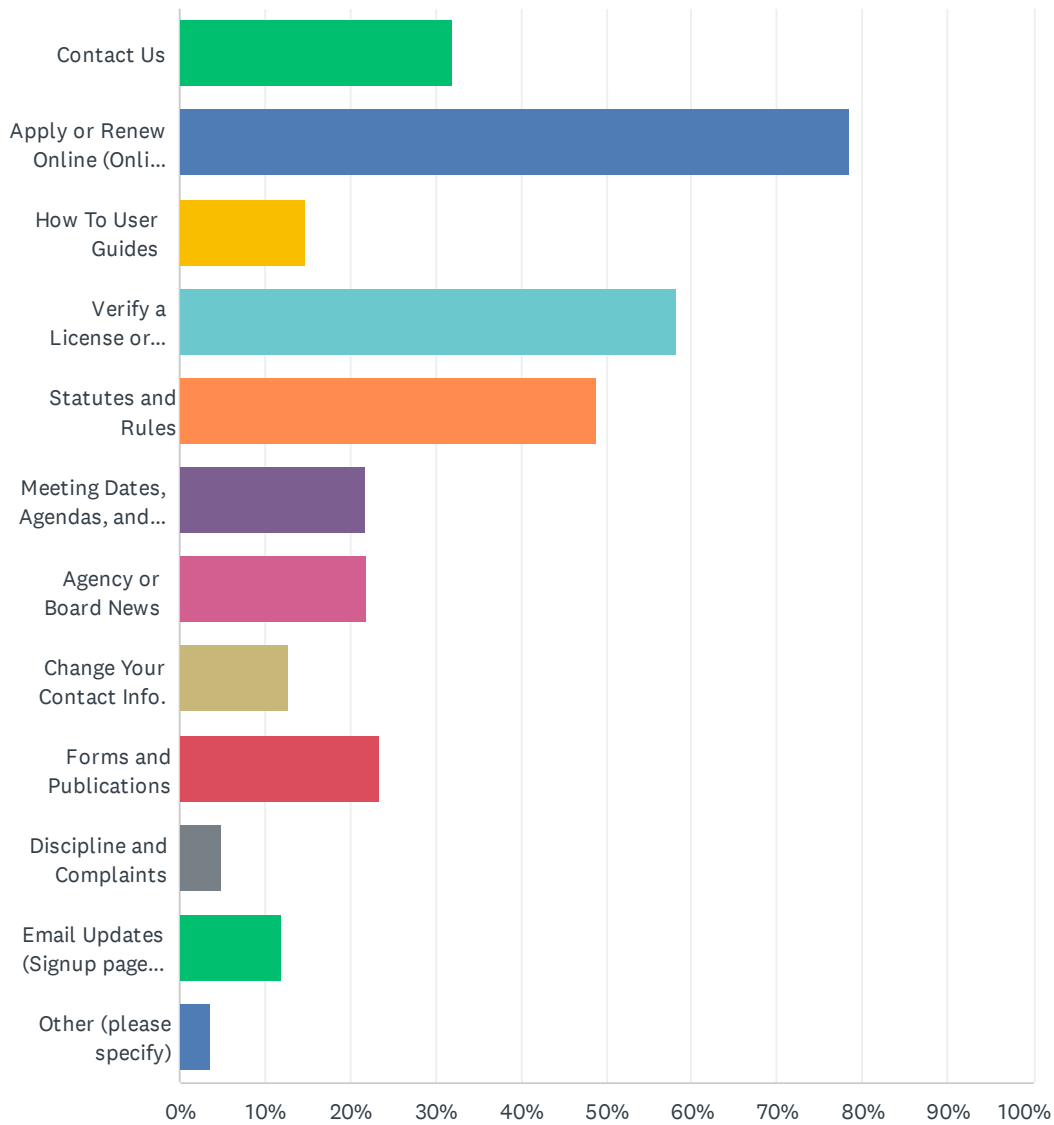
Answered: 6,048 Skipped: 1,095



ANSWER CHOICES	RESPONSES	
Yes	90.58%	5,478
No	9.42%	570
TOTAL		6,048

Q9 Which section(s) of the website did you visit (check all that apply)

Answered: 5,678 Skipped: 1,465

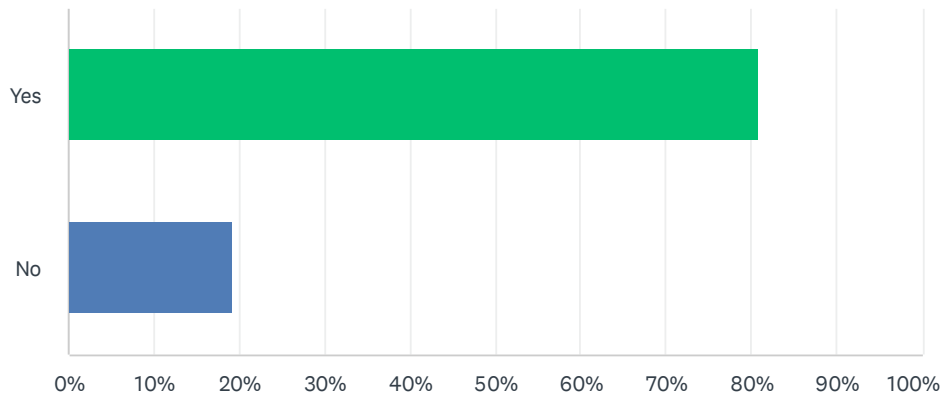


2021 Texas Behavioral Health Executive Council Customer Service Survey

ANSWER CHOICES	RESPONSES	
Contact Us	31.93%	1,813
Apply or Renew Online (Online Licensing System)	78.57%	4,461
How To User Guides	14.71%	835
Verify a License or Check License Status	58.31%	3,311
Statutes and Rules	48.87%	2,775
Meeting Dates, Agendas, and Minutes	21.64%	1,229
Agency or Board News	22.01%	1,250
Change Your Contact Info.	12.77%	725
Forms and Publications	23.41%	1,329
Discipline and Complaints	4.93%	280
Email Updates (Signup page for agency's email subscription service)	12.01%	682
Other (please specify)	3.59%	204
Total Respondents: 5,678		

Q10 Was the information obtained from the website helpful?

Answered: 5,649 Skipped: 1,494



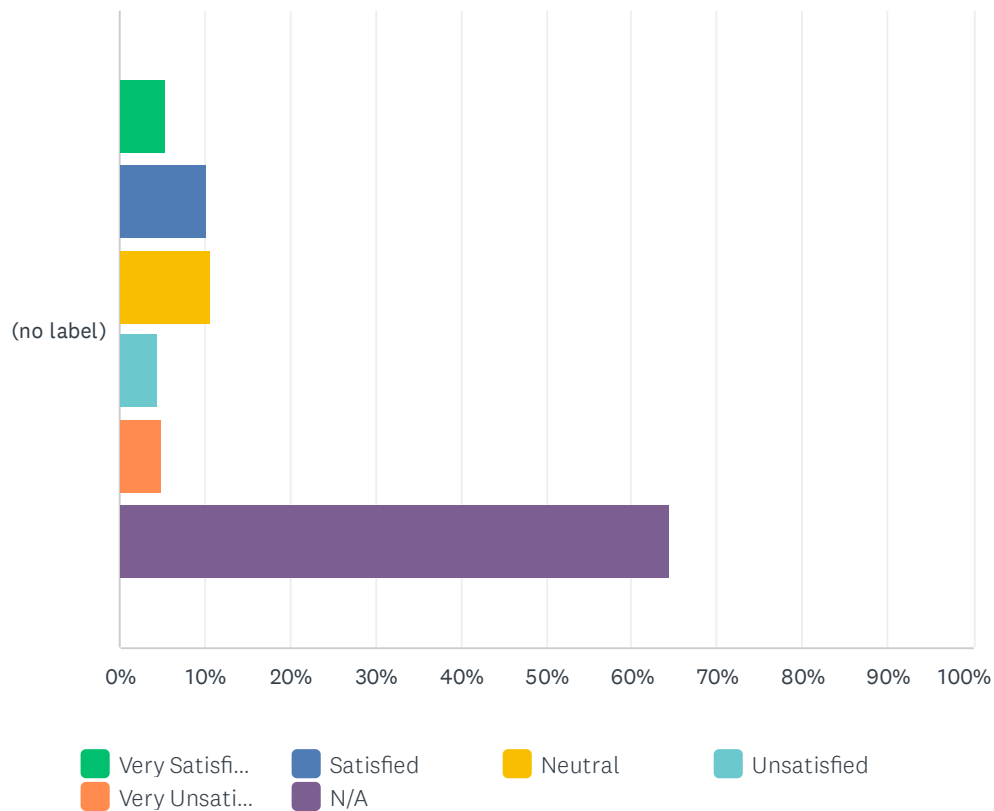
ANSWER CHOICES	RESPONSES	
Yes	80.74%	4,561
No	19.26%	1,088
TOTAL		5,649

Q11 What changes or improvements, if any, would you recommend for the website?

Answered: 2,693 Skipped: 4,450

Q12 How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?

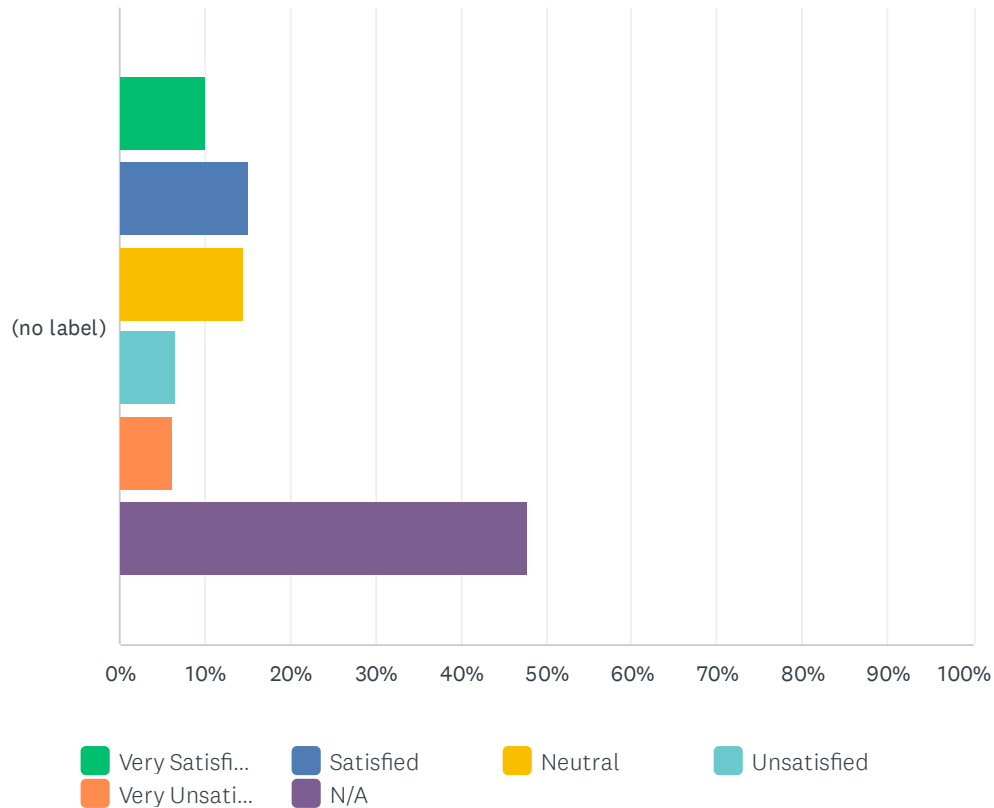
Answered: 5,607 Skipped: 1,536



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	5.28% 296	10.29% 577	10.75% 603	4.46% 250	4.82% 270	64.40% 3,611	5,607	3.19

Q13 How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability.

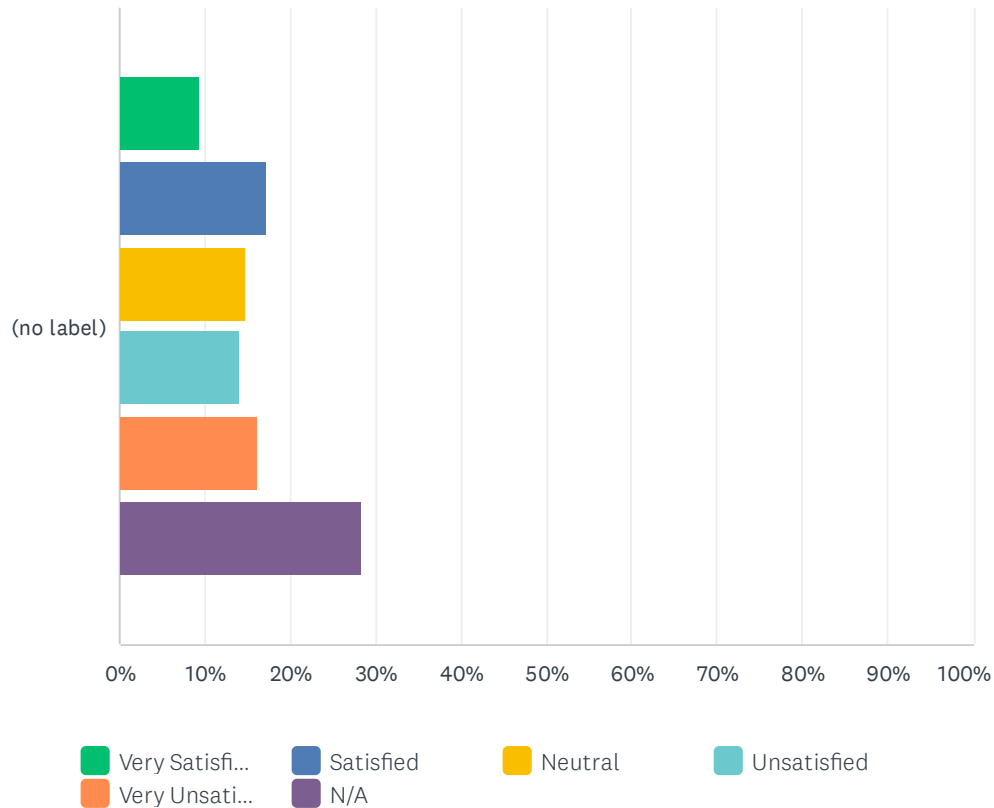
Answered: 5,596 Skipped: 1,547



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	10.08% 564	15.14% 847	14.49% 811	6.50% 364	6.09% 341	47.69% 2,669	5,596	3.32

Q14 How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?

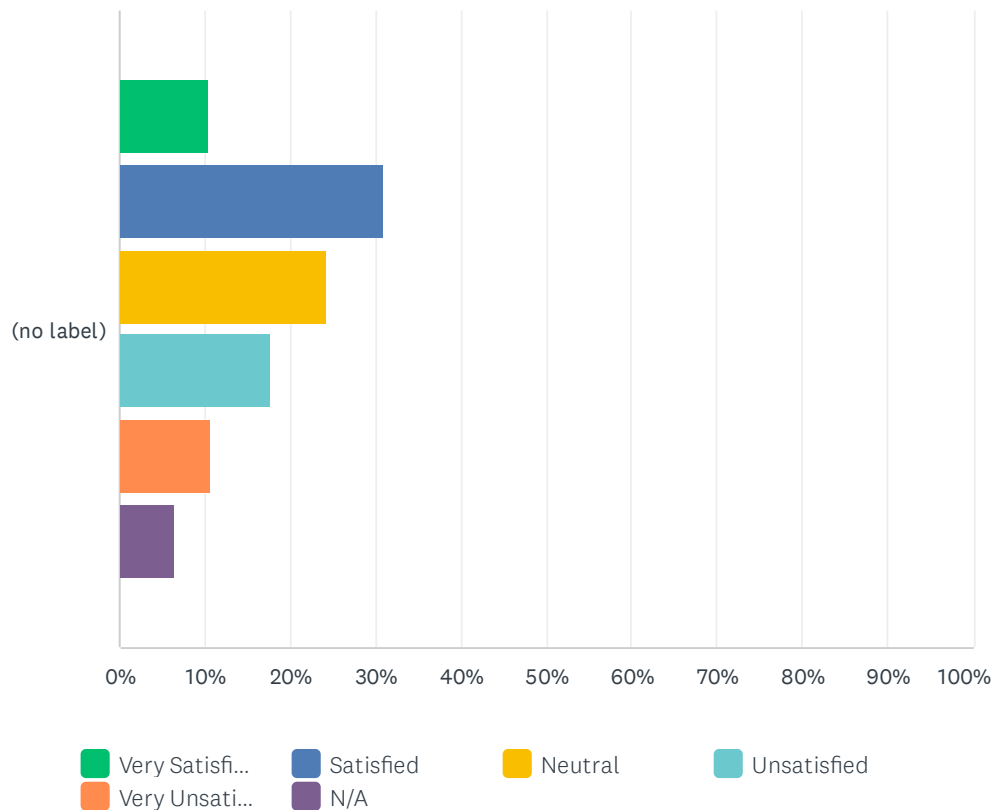
Answered: 5,614 Skipped: 1,529



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	9.33% 524	17.33% 973	14.78% 830	14.09% 791	16.17% 908	28.29% 1,588	5,614	2.85

Q15 How satisfied are you with the agency's internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?

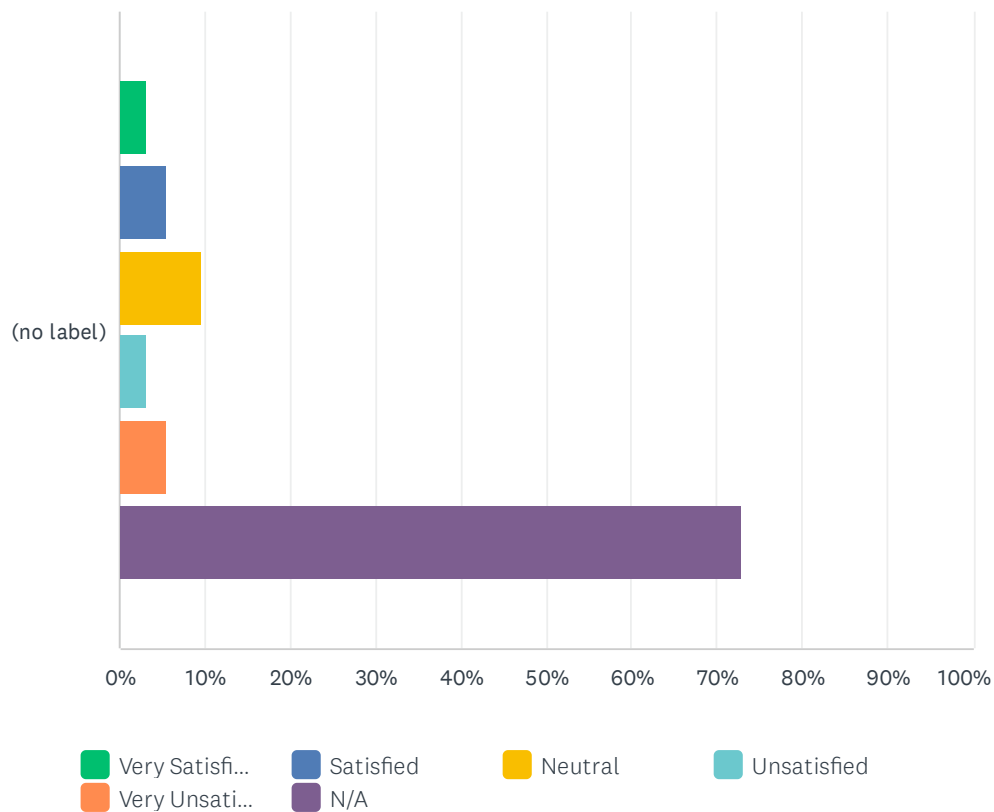
Answered: 5,598 Skipped: 1,545



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	10.36%	30.83%	24.35%	17.60%	10.56%	6.31%	5,598	3.14
	580	1,726	1,363	985	591	353		

Q16 How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

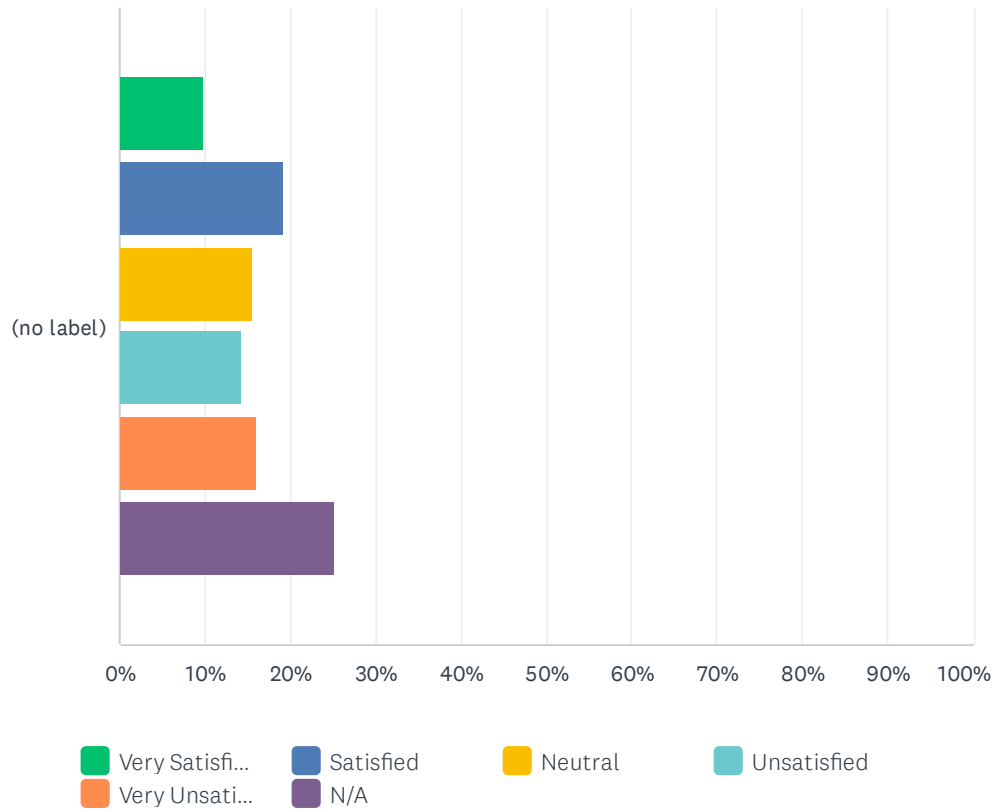
Answered: 5,581 Skipped: 1,562



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	3.21% 179	5.59% 312	9.53% 532	3.17% 177	5.54% 309	72.96% 4,072	5,581	2.92

Q17 How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person, by phone, by letter, or by email?

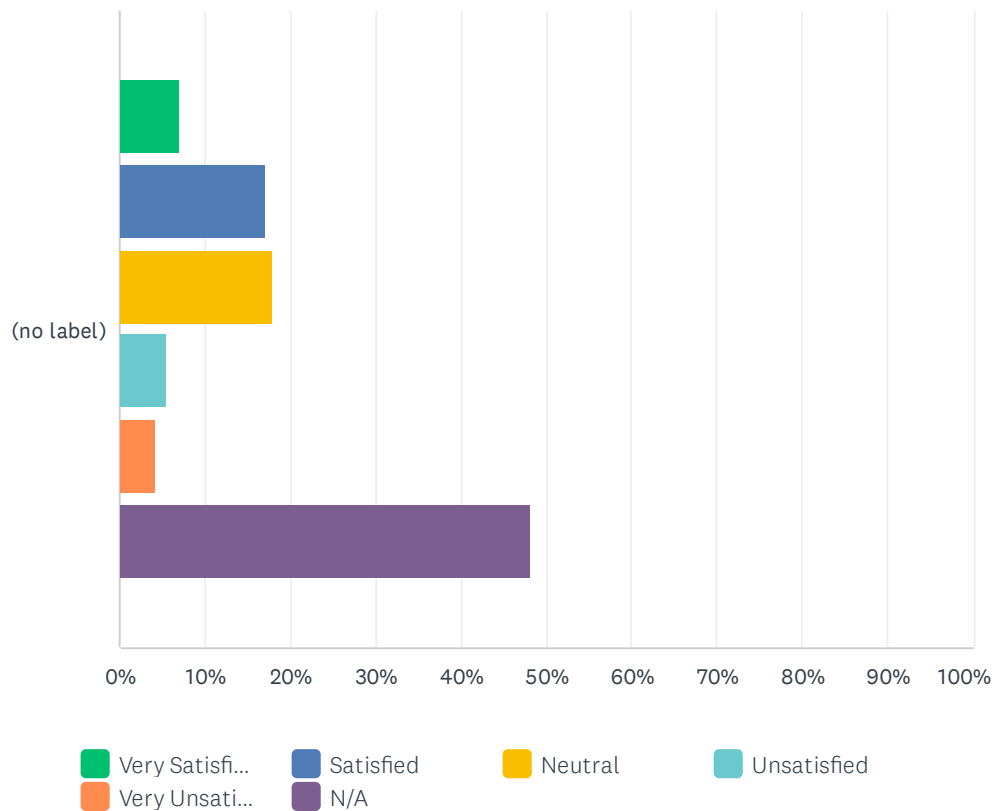
Answered: 5,600 Skipped: 1,543



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	9.73% 545	19.27% 1,079	15.46% 866	14.25% 798	16.04% 898	25.25% 1,414	5,600	2.90

Q18 How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?

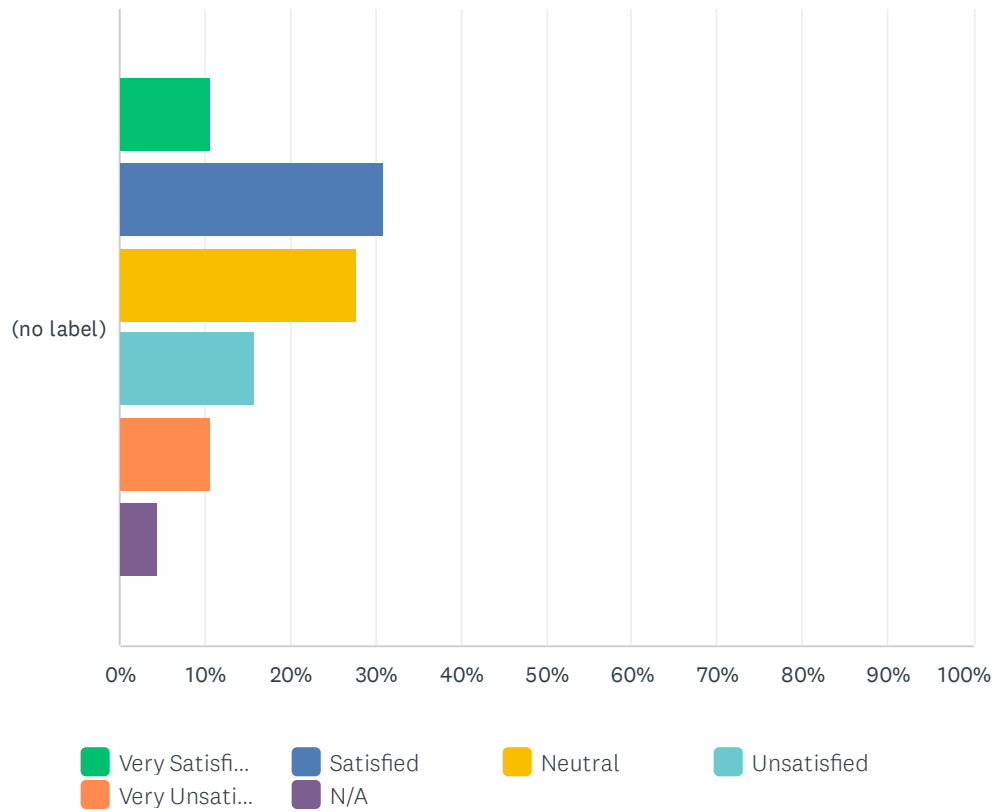
Answered: 5,579 Skipped: 1,564



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	6.95% 388	17.15% 957	17.87% 997	5.52% 308	4.30% 240	48.20% 2,689	5,579	3.33

Q19 Please rate your overall satisfaction with the agency.

Answered: 5,614 Skipped: 1,529



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	10.56% 593	30.98% 1,739	27.68% 1,554	15.71% 882	10.63% 597	4.44% 249	5,614	3.16

Q20 What functions or services do you feel the Executive Council does a good job of providing?

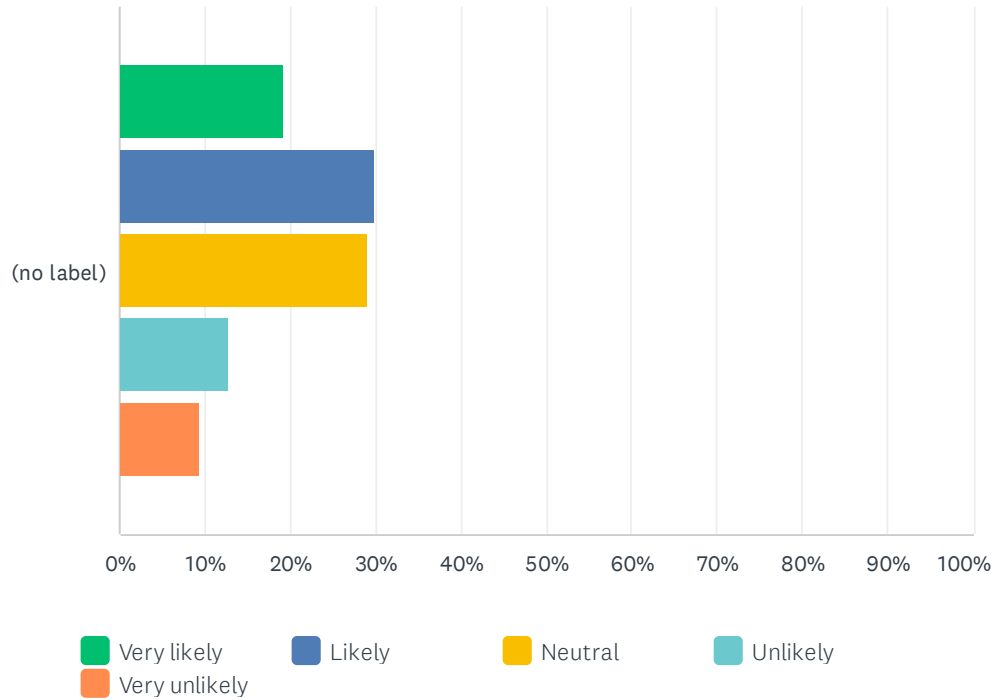
Answered: 2,466 Skipped: 4,677

Q21 What functions or services do you feel the Executive Council needs to improve upon?

Answered: 2,869 Skipped: 4,274

Q22 How likely are you to recommend that your colleagues contact the Executive Council for answers and assistance?

Answered: 5,160 Skipped: 1,983



	VERY LIKELY	LIKELY	NEUTRAL	UNLIKELY	VERY UNLIKELY	TOTAL	WEIGHTED AVERAGE
(no label)	19.19%	29.77%	28.97%	12.69%	9.38%	5,160	3.37
	990	1,536	1,495	655	484		