



Report on Customer Service for 2023

Texas Behavioral Health Executive Council

1801 Congress., Ste. 7.300

Austin, Texas 78701

(512) 305-7700

www.bhec.texas.gov

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 October 26, 2023 through December 31, 2023. The Council sent survey invitations to its 81,585 email subscribers and placed a link to the survey on its website. The Council received 3,466 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.

Survey Analysis

The survey reflects an overall level of satisfaction with the Council's customer service, with all areas trending satisfied.

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 the 9 areas surveyed than those who expressed unsatisfactory experiences.

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

Overall Satisfaction Rate: Among the respondents, 54.7% reported being satisfied, 29.36% remained neutral (including N/A responses), and 15.93% expressed dissatisfaction.

Output Measures

Total Customers Surveyed: 81,585

Number of Responses Received: 3,466

Response Rate: 4.25%

Efficiency Measures

Cost per Customer Surveyed: The total cost per individual surveyed is \$0.12 and the total cost per respondent is \$2.73. 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.

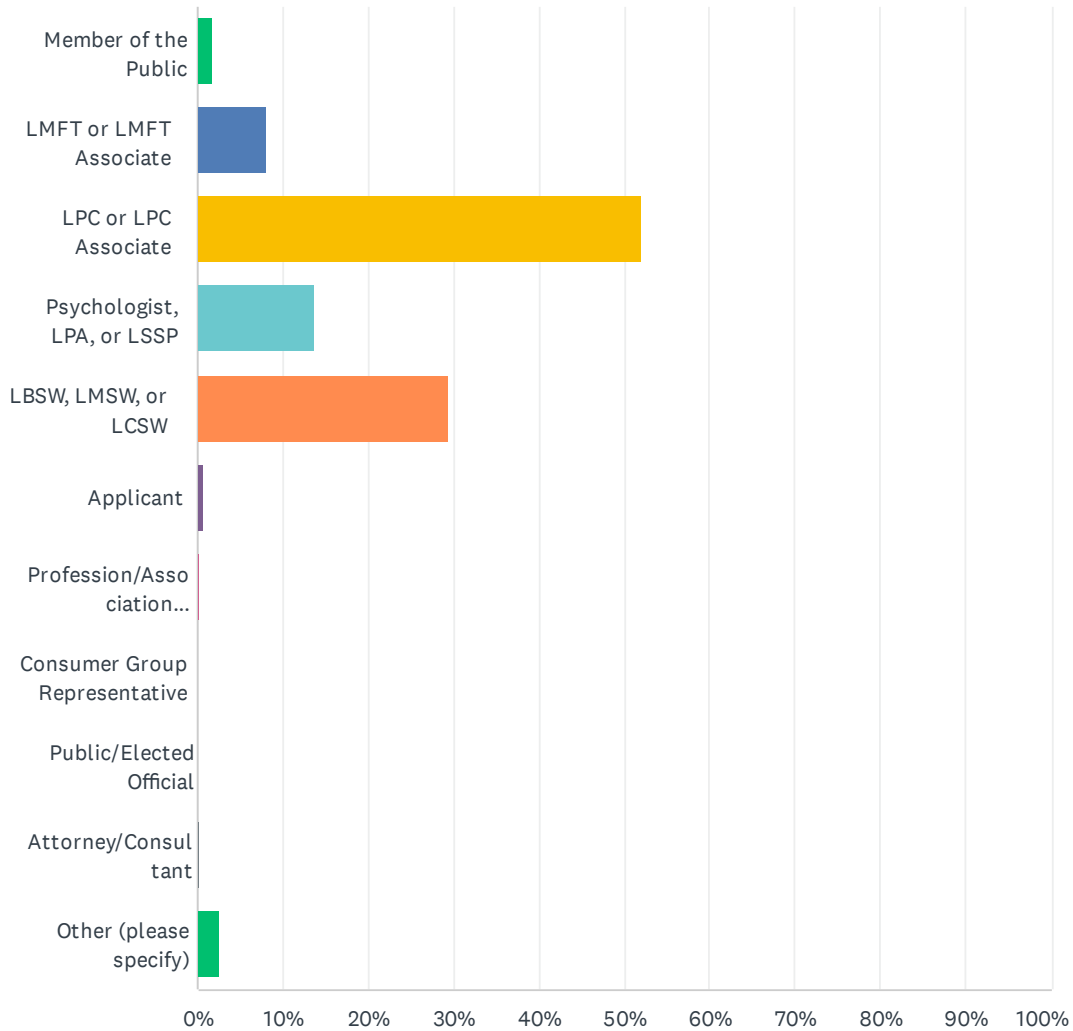
Explanatory Measures

Total Customers Identified: The Council has 1,698 applicants and 77,429 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 12 groups that responded to the survey.

Q1 Please identify yourself: (check all that apply)

Answered: 3,466 Skipped: 0



2023 Texas Behavioral Health Executive Council Customer Service Survey

ANSWER CHOICES	RESPONSES	
Member of the Public	1.79%	62
LMFT or LMFT Associate	8.17%	283
LPC or LPC Associate	52.02%	1,803
Psychologist, LPA, or LSSP	13.56%	470
LBSW, LMSW, or LCSW	29.37%	1,018
Applicant	0.66%	23
Profession/Association Representative	0.32%	11
Consumer Group Representative	0.03%	1
Public/Elected Official	0.03%	1
Attorney/Consultant	0.14%	5
Other (please specify)	2.51%	87
Total Respondents: 3,466		

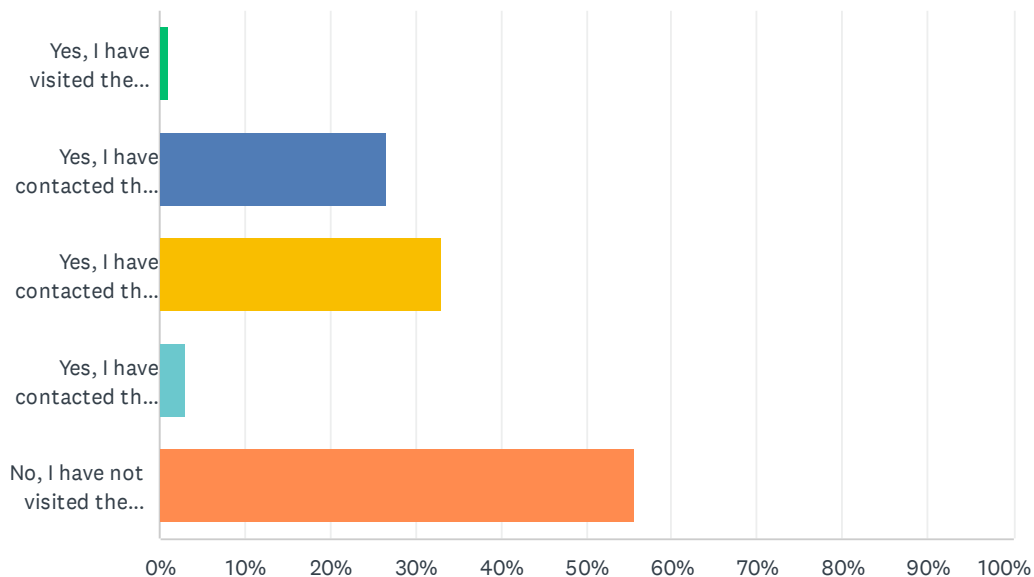
Q2 Please provide the following information if you would like the Council to contact you with any questions it may have regarding your survey responses.

Answered: 1,209 Skipped: 2,257

ANSWER CHOICES	RESPONSES	
Name	97.27%	1,176
Company	49.21%	595
Address	88.92%	1,075
Address 2	16.63%	201
City/Town	91.65%	1,108
State/Province	95.20%	1,151
ZIP/Postal Code	90.98%	1,100
Country	86.77%	1,049
Email Address	95.37%	1,153
Phone Number	90.24%	1,091

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)

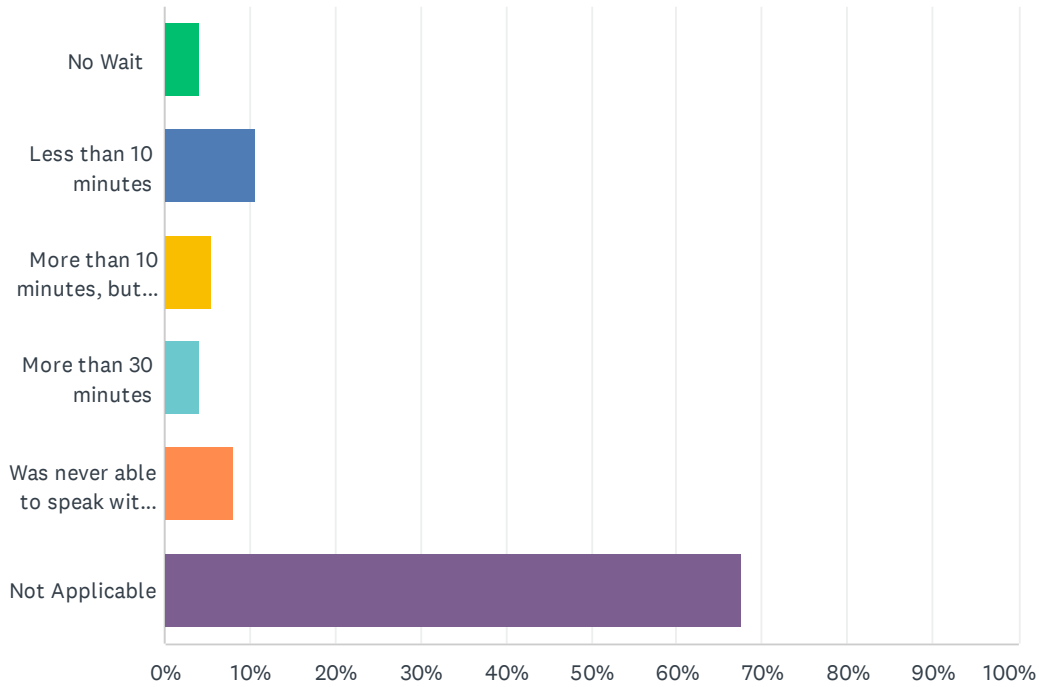
Answered: 3,037 Skipped: 429



ANSWER CHOICES	RESPONSES	
Yes, I have visited the Executive Council's office in person.	1.09%	33
Yes, I have contacted the Executive Council by phone.	26.70%	811
Yes, I have contacted the Executive Council by email.	33.03%	1,003
Yes, I have contacted the Executive Council by letter.	2.90%	88
No, I have not visited the Executive Council's office or contacted it by phone, email, or letter.	55.68%	1,691
Total Respondents: 3,037		

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

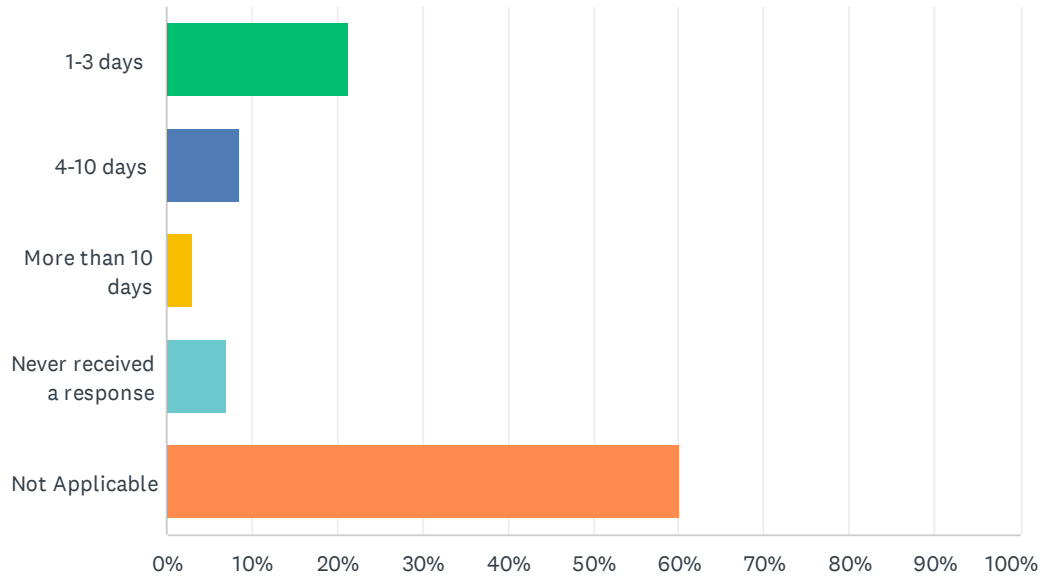
Answered: 2,826 Skipped: 640



ANSWER CHOICES	RESPONSES	
No Wait	4.14%	117
Less than 10 minutes	10.69%	302
More than 10 minutes, but less than 30 minutes	5.56%	157
More than 30 minutes	4.03%	114
Was never able to speak with a representative	8.00%	226
Not Applicable	67.59%	1,910
TOTAL		2,826

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

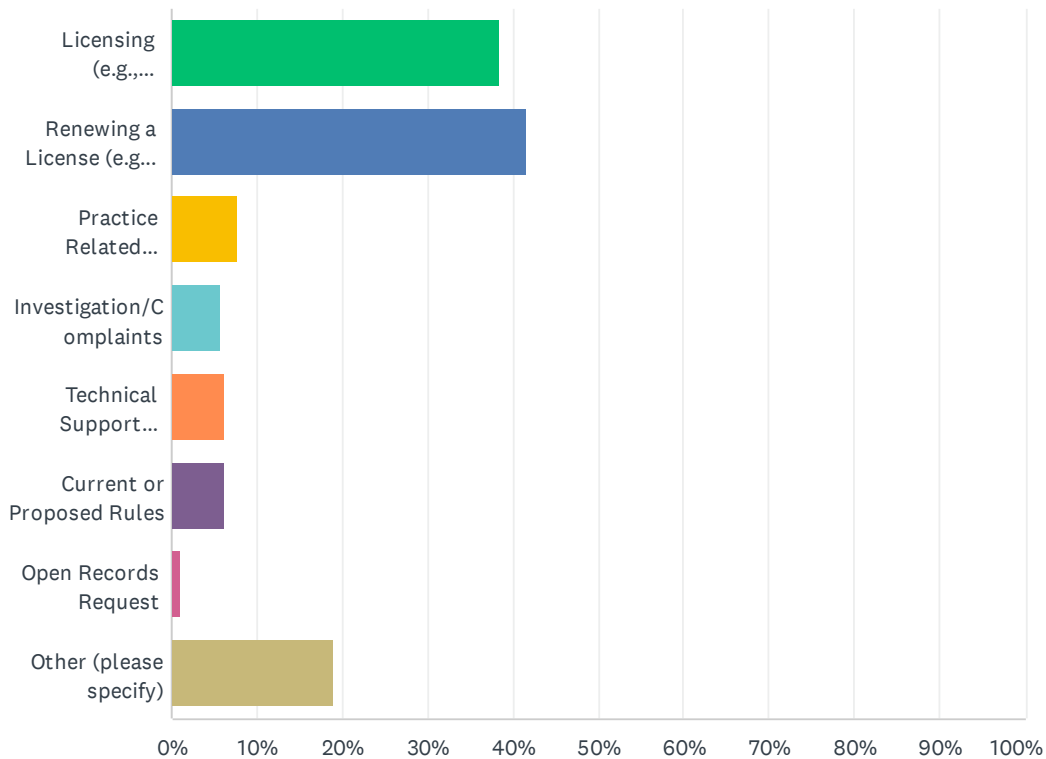
Answered: 2,870 Skipped: 596



ANSWER CHOICES	RESPONSES	
1-3 days	21.22%	609
4-10 days	8.47%	243
More than 10 days	3.03%	87
Never received a response	7.14%	205
Not Applicable	60.14%	1,726
TOTAL		2,870

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

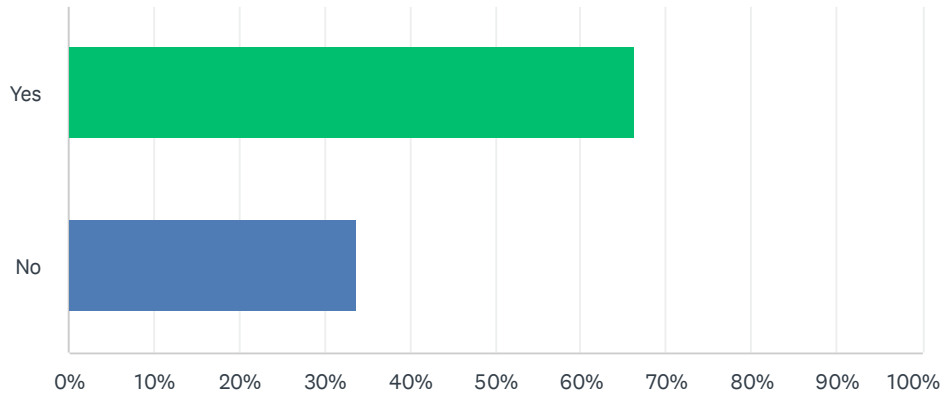
Answered: 1,770 Skipped: 1,696



ANSWER CHOICES	RESPONSES	
Licensing (e.g., applications for initial or upgraded licensure, applications for supervisory status)	38.42%	680
Renewing a License (e.g., renewals, CE audits)	41.58%	736
Practice Related Questions (e.g., telehealth, duty to report convictions or sexual misconduct)	7.57%	134
Investigation/Complaints	5.76%	102
Technical Support Assistance	6.16%	109
Current or Proposed Rules	6.16%	109
Open Records Request	1.13%	20
Other (please specify)	18.87%	334
Total Respondents: 1,770		

Q7 Did staff answer your question(s)?

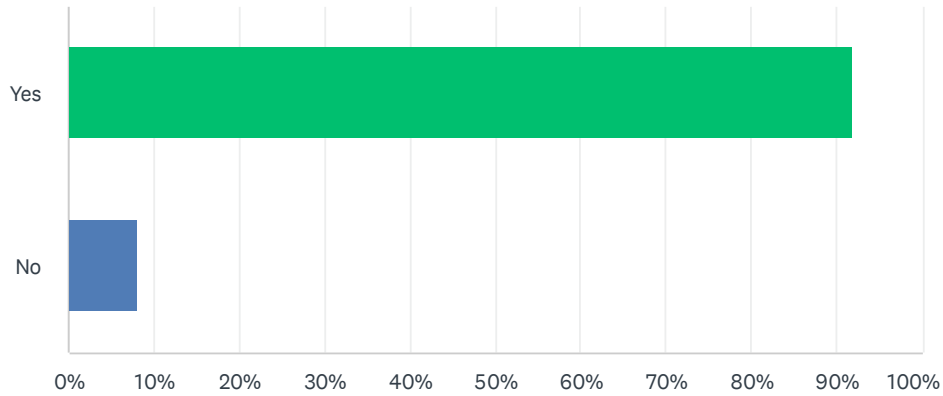
Answered: 1,697 Skipped: 1,769



ANSWER CHOICES	RESPONSES	
Yes	66.29%	1,125
No	33.71%	572
TOTAL		1,697

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

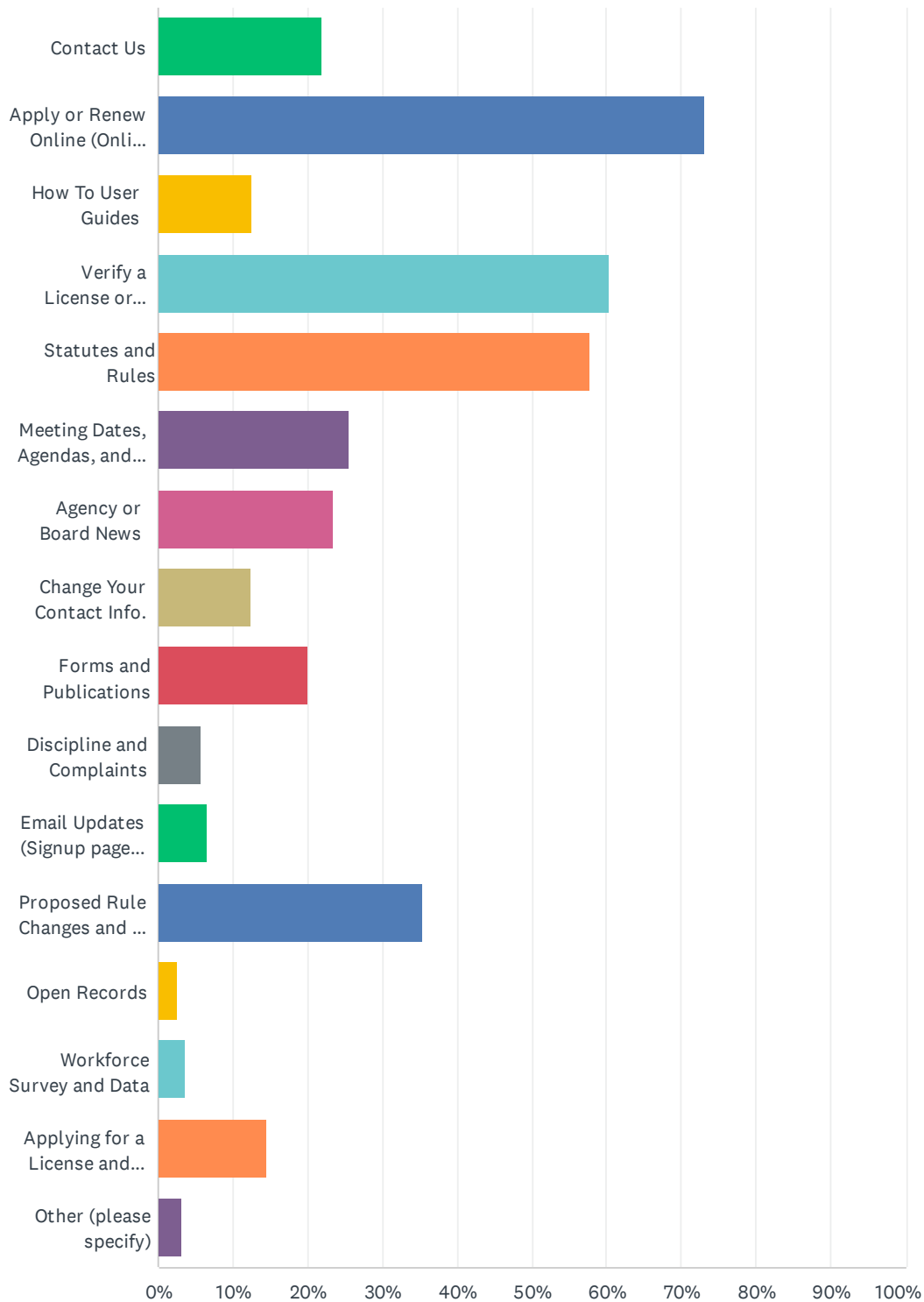
Answered: 2,907 Skipped: 559



ANSWER CHOICES	RESPONSES	
Yes	91.92%	2,672
No	8.08%	235
TOTAL		2,907

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

Answered: 2,771 Skipped: 695

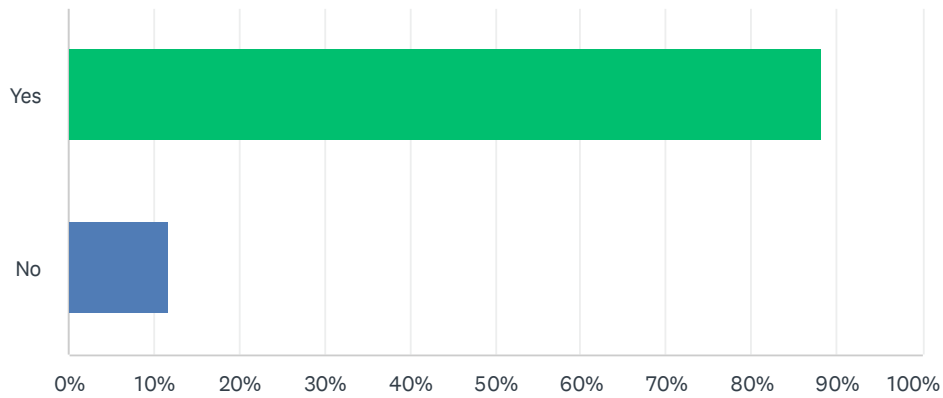


2023 Texas Behavioral Health Executive Council Customer Service Survey

ANSWER CHOICES	RESPONSES	
Contact Us	22.01%	610
Apply or Renew Online (Online Licensing System)	73.04%	2,024
How To User Guides	12.56%	348
Verify a License or Check License Status	60.34%	1,672
Statutes and Rules	57.74%	1,600
Meeting Dates, Agendas, and Minutes	25.66%	711
Agency or Board News	23.53%	652
Change Your Contact Info.	12.41%	344
Forms and Publications	19.99%	554
Discipline and Complaints	5.77%	160
Email Updates (Signup page for agency's email subscription service)	6.60%	183
Proposed Rule Changes and the Rulemaking Process	35.44%	982
Open Records	2.63%	73
Workforce Survey and Data	3.72%	103
Applying for a License and Timelines	14.51%	402
Other (please specify)	3.28%	91
Total Respondents: 2,771		

Q10 Was the information obtained from the website helpful?

Answered: 2,750 Skipped: 716



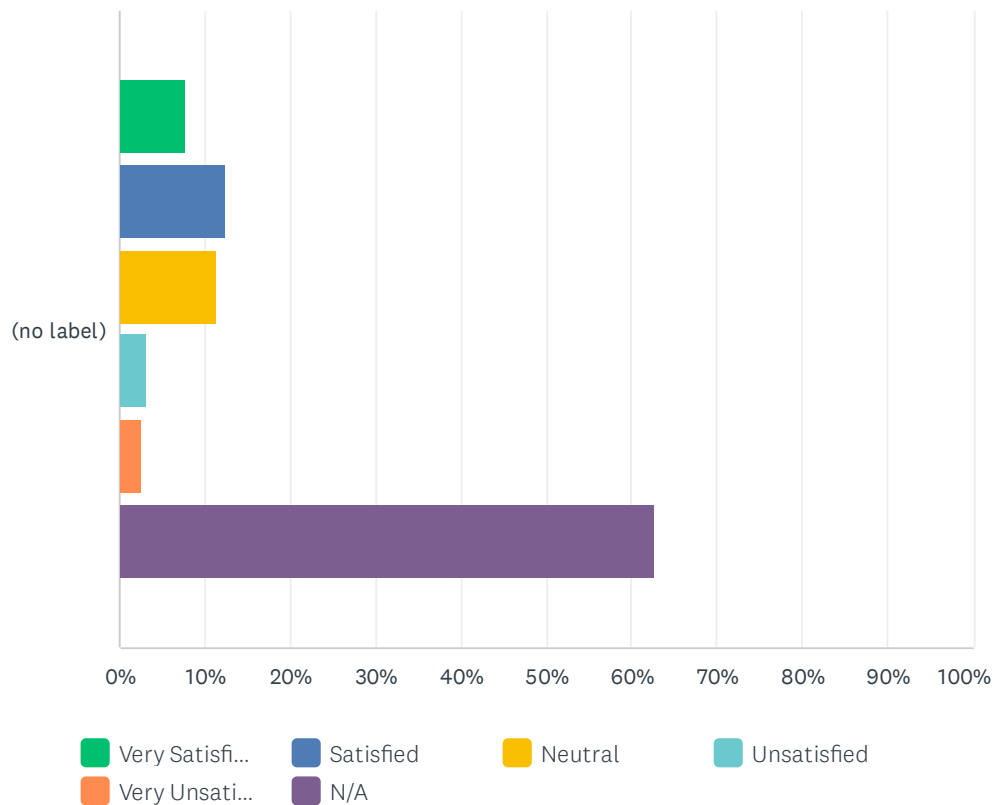
ANSWER CHOICES	RESPONSES	
Yes	88.25%	2,427
No	11.75%	323
TOTAL		2,750

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

Answered: 1,114 Skipped: 2,352

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

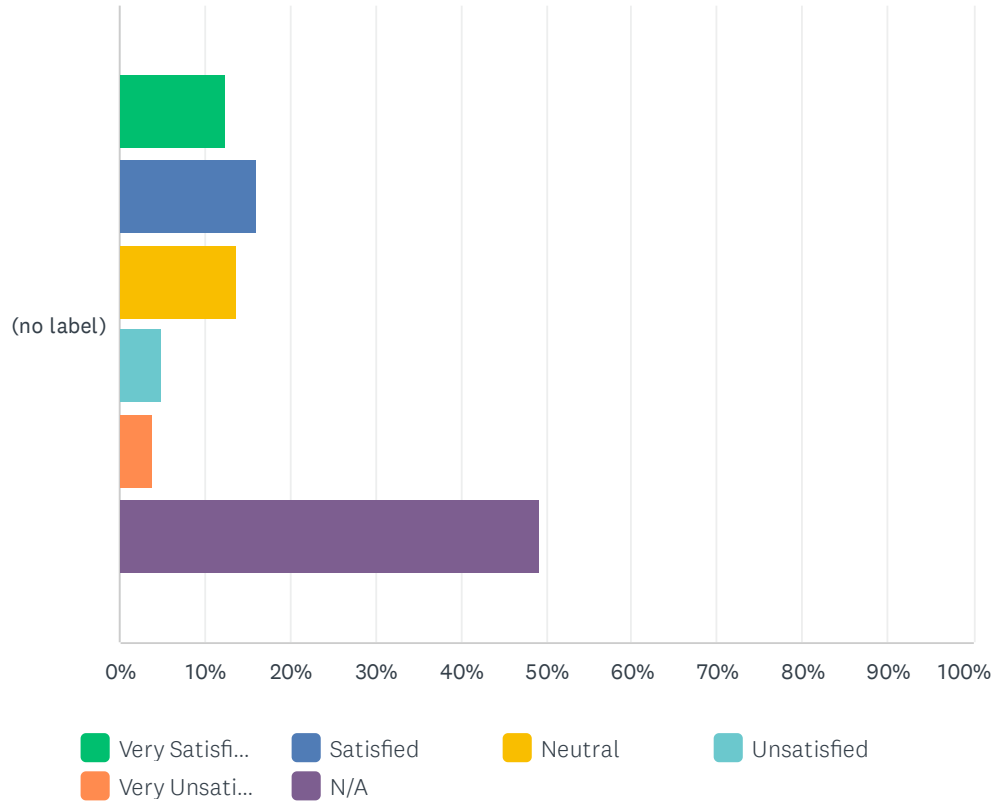
Answered: 2,723 Skipped: 743



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.75% 211	12.41% 338	11.24% 306	3.23% 88	2.61% 71	62.76% 1,709	2,723	3.52

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.

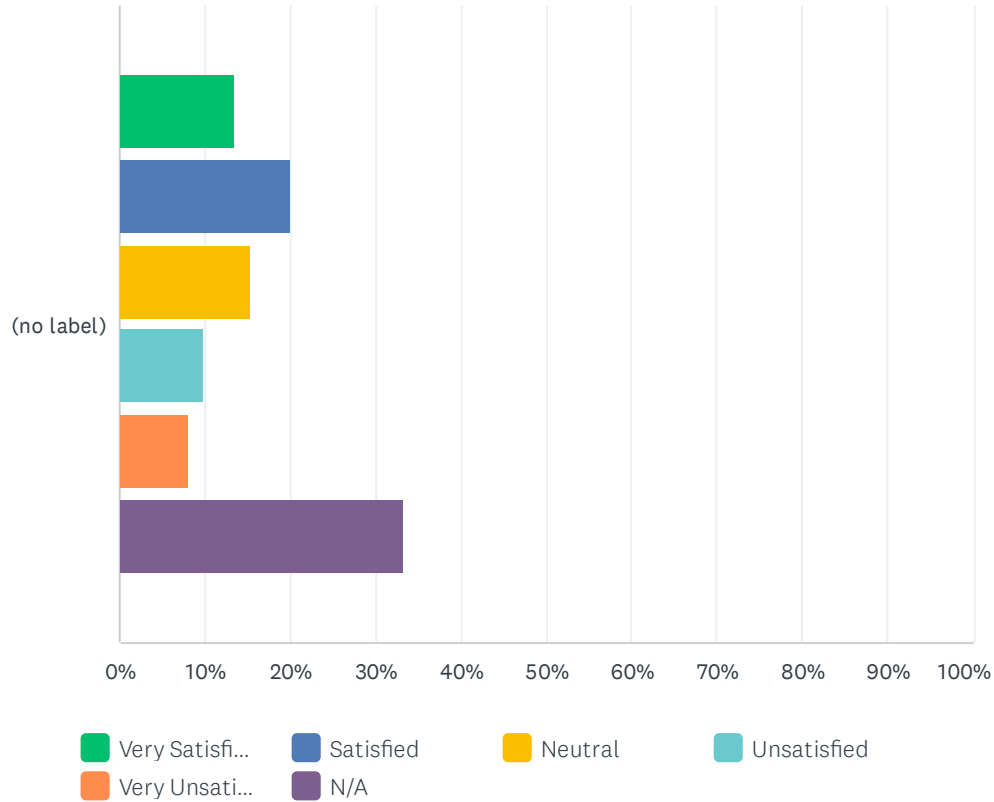
Answered: 2,716 Skipped: 750



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	12.37% 336	15.98% 434	13.73% 373	4.82% 131	3.83% 104	49.26% 1,338	2,716	3.56

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?

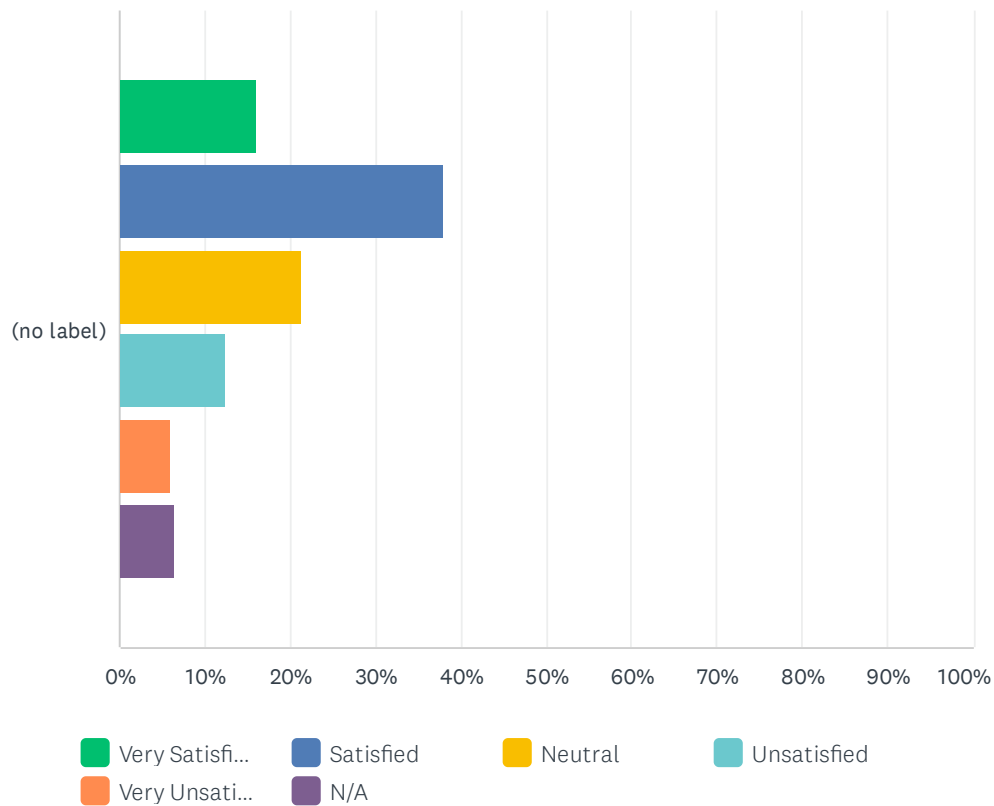
Answered: 2,715 Skipped: 751



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	13.52% 367	20.00% 543	15.36% 417	9.83% 267	8.07% 219	33.22% 902	2,715	3.32

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?

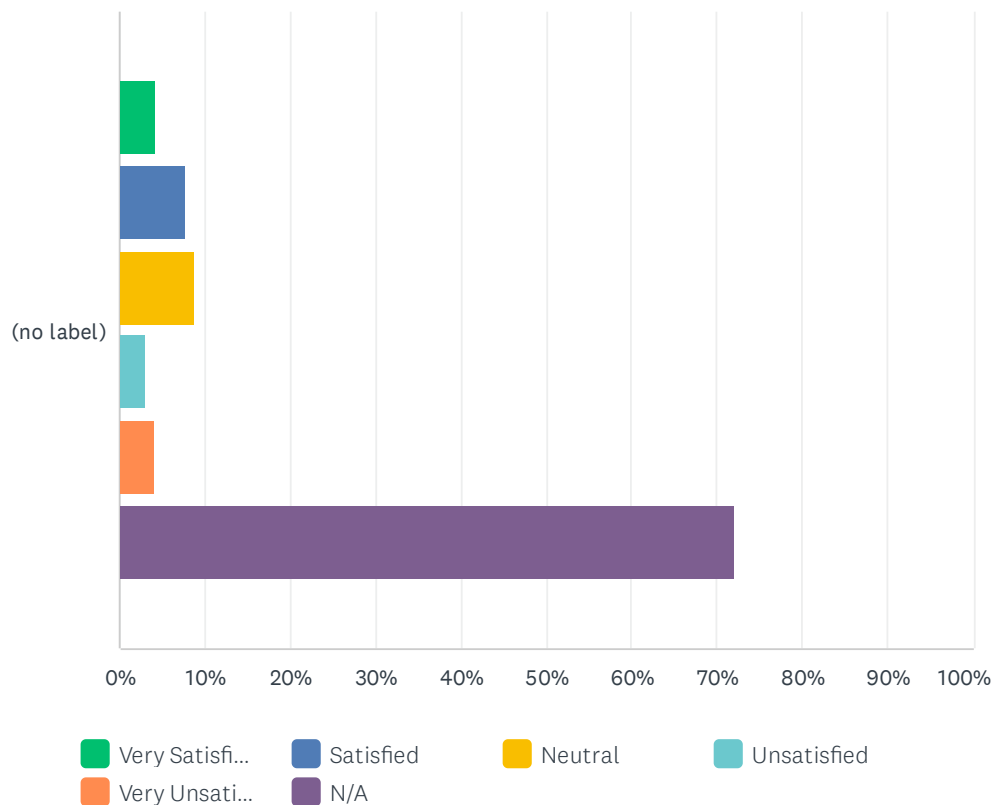
Answered: 2,716 Skipped: 750



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	16.09% 437	37.89% 1,029	21.39% 581	12.37% 336	5.96% 162	6.30% 171	2,716	3.49

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?

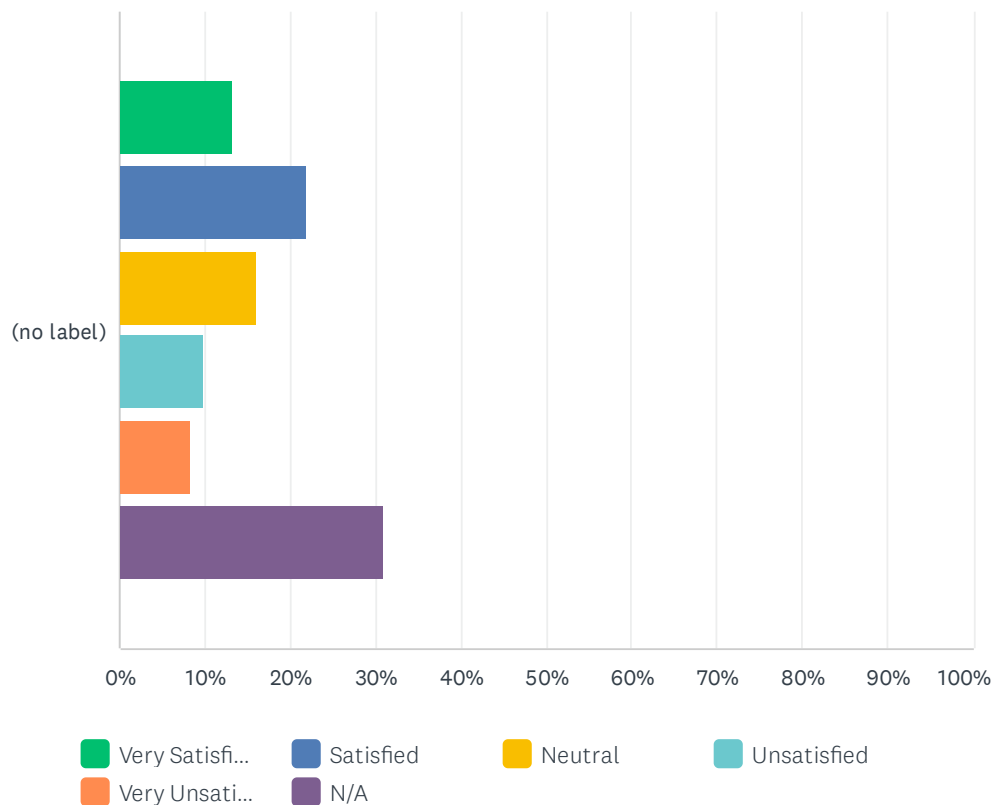
Answered: 2,711 Skipped: 755



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.24% 115	7.75% 210	8.78% 238	3.06% 83	4.13% 112	72.04% 1,953	2,711	3.18

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?

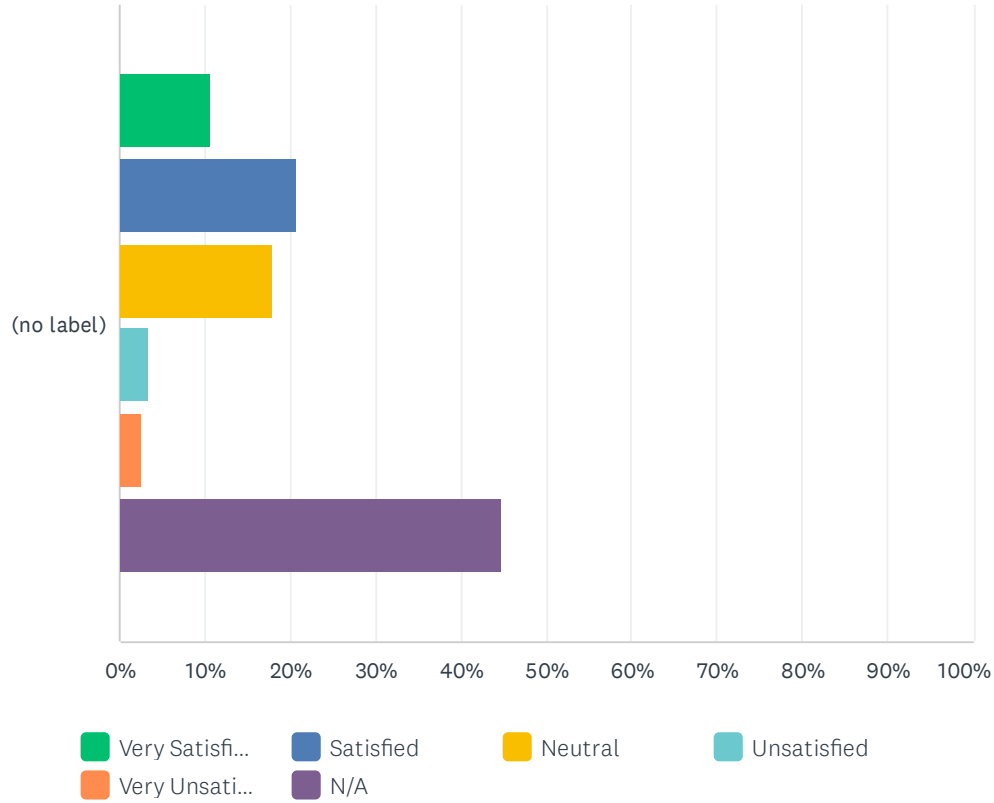
Answered: 2,710 Skipped: 756



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	13.14% 356	21.96% 595	15.98% 433	9.85% 267	8.27% 224	30.81% 835	2,710	3.32

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

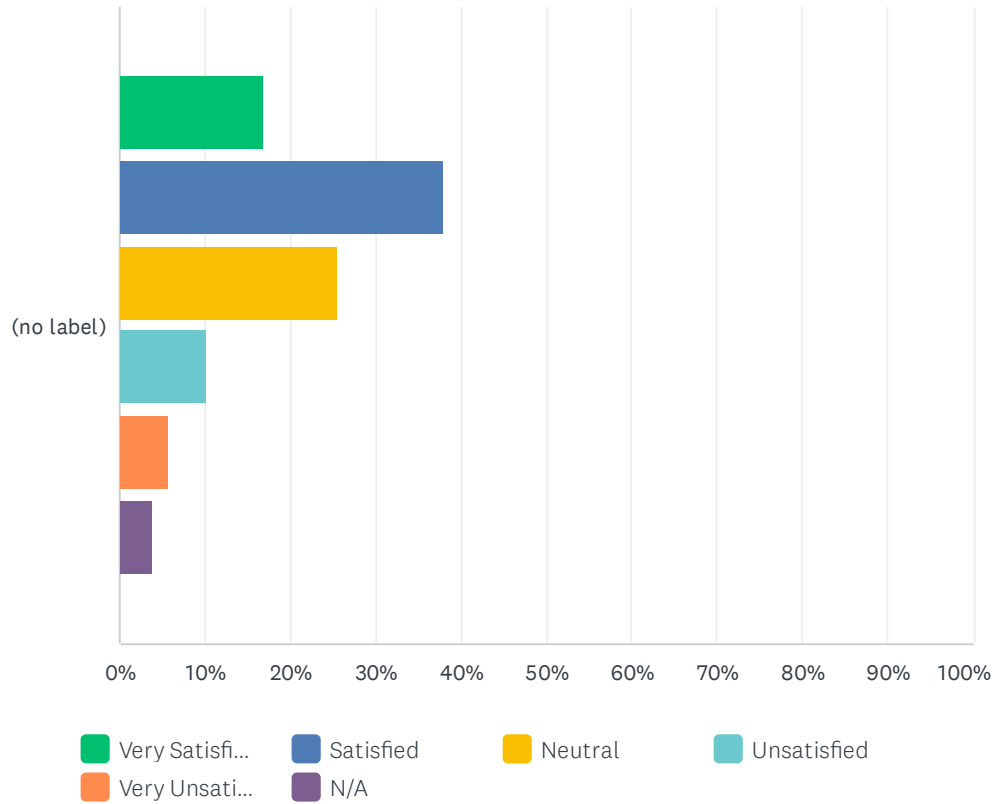
Answered: 2,705 Skipped: 761



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	10.65% 288	20.74% 561	17.89% 484	3.36% 91	2.48% 67	44.88% 1,214	2,705	3.61

Q19 Please rate your overall satisfaction with the agency.

Answered: 2,724 Skipped: 742



	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	16.78% 457	37.92% 1,033	25.62% 698	10.24% 279	5.69% 155	3.74% 102	2,724	3.52

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

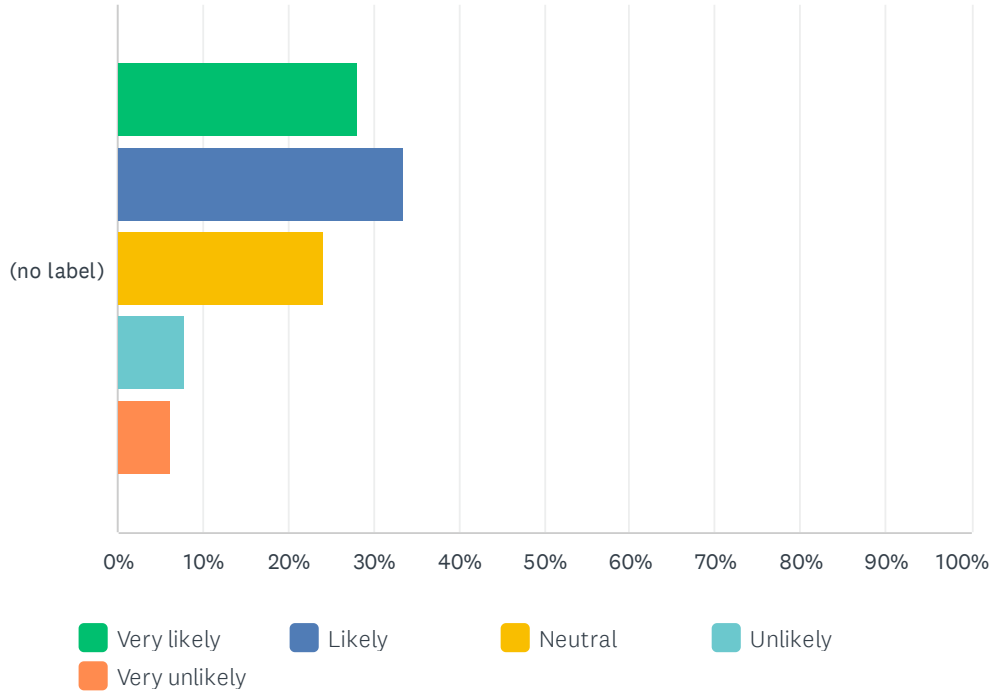
Answered: 1,266 Skipped: 2,200

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

Answered: 1,280 Skipped: 2,186

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

Answered: 2,543 Skipped: 923



	VERY LIKELY	LIKELY	NEUTRAL	UNLIKELY	VERY UNLIKELY	TOTAL	WEIGHTED AVERAGE
(no label)	28.23%	33.50%	24.14%	7.90%	6.21%	2,543	3.70
	718	852	614	201	158		