

Q19 What functions or services do you feel the Council does a good job of providing?

Answered: 1,255 Skipped: 1,805

#	RESPONSES	DATE
1	I appreciate this survey. I don't really use the Council for anything other than renewing my license and looking up rules and regulations.	2/3/2026 12:27 PM
2	Keeping track of licensing information	1/31/2026 12:52 PM
3	Responding to email queries.	1/31/2026 10:53 AM
4	Information is timely and provided clearly and easy to understand.	1/31/2026 9:39 AM
5	Good online services but sometimes difficult to locate exact service needed	1/31/2026 9:20 AM
6	n/a	1/31/2026 8:37 AM
7	Licensure application and renewal processing is much faster. I appreciate regular updates on rule changes.	1/30/2026 2:46 PM
8	License processing turnaround.	1/30/2026 12:15 PM
9	Online lookup.	1/30/2026 10:44 AM
10	Information available on the website of most questions.	1/30/2026 8:28 AM
11	Letting know when license is expiring.	1/29/2026 8:24 PM
12	I guess you do good with the online process for looking at the license requirements and such.	1/29/2026 7:03 PM
13	n/a	1/29/2026 5:24 PM
14	The Council does a strong job of providing timely and helpful information to licensees. The guidance and updates they share have been very useful in supporting my work and ensuring I stay informed about current requirements and best practices.	1/29/2026 4:46 PM
15	it's easy to pay my licensing fees	1/29/2026 4:45 PM
16	Sends out relevant information on rule changes.	1/29/2026 3:27 PM
17	Explaining the rule-making process	1/29/2026 2:33 PM
18	Meeting agendas. Great presentation at TCA Professional Growth conference annually. this is a highlight for that conference especially to hear from LPC Board members as it effects my profession directly	1/29/2026 2:17 PM
19	Over all great experience	1/29/2026 1:23 PM
20	answers to direct questions, timely licensure	1/29/2026 1:01 PM
21	Layouts of the required documentation, testing, etc for each type of licensure and the included information of how to access, complete, etc.	1/29/2026 12:42 PM
22	Lots of emails.	1/29/2026 11:01 AM
23	Email notifications about changes, meetings, etc.	1/29/2026 10:32 AM
24	The consistent monthly meetings where Licensees can ask questions. Council has been great at providing education and guidance when within their framework.	1/29/2026 9:53 AM
25	Informative web page	1/29/2026 4:28 AM
26	The Council does a good job in administering the licensing process for us behavioral health providers.	1/28/2026 9:22 PM

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27	notifying of rule changes	1/28/2026 8:08 PM
28	The license renewal process has improved and is fairly user friendly.	1/28/2026 4:38 PM
29	Online access to information	1/28/2026 3:37 PM
30	Keeping the licensees informed of changes in Rules.	1/28/2026 3:02 PM
31	A unified, streamlined system for documenting continued professional education is in principle a very good idea	1/28/2026 2:29 PM
32	Licensing, offering the monthly zoom videos to drop in	1/28/2026 1:36 PM
33	I do not know.	1/28/2026 1:29 PM
34	accessibility to the Council through regular online forums	1/28/2026 1:02 PM
35	I am appreciative of these surveys and listening sessions.	1/28/2026 1:01 PM
36	Great communication! Keep it up!	1/28/2026 11:37 AM
37	I think it does a good job overall	1/28/2026 10:52 AM
38	Any questions or concerns are always provided	1/28/2026 9:49 AM
39	Any and all functions and services as necessary.	1/28/2026 9:05 AM
40	Notifications of changes in licensure requirements that may affect my working process	1/28/2026 8:41 AM
41	I like the monthly meetings and think these should continue.	1/28/2026 7:22 AM
42	Providing relevant information	1/28/2026 2:28 AM
43	The staff is overall helpful and having the rules and info available online is essential. I also gain a lot from watching the meetings online.	1/27/2026 11:25 PM
44	Having regular meetings and emails for communication of changes	1/27/2026 9:44 PM
45	The meetings are always good. You are always professional during those meetings. It's sort of embarrassing that some of the licensees who attend those meetings are NOT professional about the way they speak to you. I apologize on behalf of the profession. We must be civil at all times, even when we disagree.	1/27/2026 8:36 PM
46	I was treated kindly and helped with efficiency	1/27/2026 7:23 PM
47	Recertification is easy	1/27/2026 7:15 PM
48	Sending information regarding rule changes.	1/27/2026 6:33 PM
49	excellent communication, accessible information	1/27/2026 5:54 PM
50	Updates, at least initial updates to rules.	1/27/2026 5:37 PM
51	information	1/27/2026 5:09 PM
52	Notifications of any kind are prompt and made in a timely manner for me	1/27/2026 4:46 PM
53	When I need to find something, it seems to be very user friendly, and there are plenty of ways to get said information from staff or other means.	1/27/2026 2:44 PM
54	Statute updates.	1/27/2026 1:53 PM
55	keeping members up to date	1/27/2026 1:23 PM
56	Providing information regarding pending and updated changes for my license	1/27/2026 1:21 PM
57	Delay in online website	1/27/2026 12:58 PM
58	Renewals	1/27/2026 12:21 PM
59	I'm not sure.	1/27/2026 11:53 AM
60	Ethics development	1/27/2026 11:15 AM
61	online services	1/27/2026 10:31 AM

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62	renewing license	1/27/2026 10:28 AM
63	it seems like the council is doing well with trying to streamline things	1/27/2026 10:03 AM
64	Great job with communication and updates.	1/27/2026 9:46 AM
65	I think having the ability to complete everything through the website is convenient.	1/27/2026 9:14 AM
66	Updated information.	1/27/2026 7:53 AM
67	Like the added Lunch and Learn.	1/27/2026 7:36 AM
68	Logistics of license procedure	1/27/2026 7:02 AM
69	I haven't contacted the council in over a year but I have been licensed for almost 20 years. Overall, my experience has not been positive and when I have contacted the council, my experiences have been negative- unfriendly, unhelpful and/or with individuals that did not seem knowledgeable. I do feel that online license renewal is fairly easy	1/27/2026 6:56 AM
70	Customer service and opportunities to connect with license holders	1/27/2026 4:52 AM
71	Overall, in my experience, the site is adequate. That is the only part with which I have any experience.	1/27/2026 1:45 AM
72	Most staff are insightful and helpful.	1/26/2026 11:05 PM
73	N/A	1/26/2026 11:00 PM
74	Protecting the public. Fantastically low wait times for licensing.	1/26/2026 10:27 PM
75	Get license out in a timely manner	1/26/2026 10:01 PM
76	answering questions on the contact us page	1/26/2026 9:57 PM
77	website	1/26/2026 9:42 PM
78	The monthly Q&A's are always good review of whatever topics come to the table.	1/26/2026 9:30 PM
79	Wait times have drastically improved as well as responses to emails.	1/26/2026 9:29 PM
80	I manage to find the links needed to renew my license, but it is very cumbersome. So far I have been able to renew my license, but every time is quite stressful.	1/26/2026 9:09 PM
81	Answering all of my questions.	1/26/2026 8:52 PM
82	Email alerts for presentations and meetings.	1/26/2026 8:49 PM
83	Simple ways to find necessary information	1/26/2026 8:39 PM
84	Protect the science and its applied application from cultural and political intrusion.	1/26/2026 8:38 PM
85	Sending out communication	1/26/2026 8:35 PM
86	Transparency	1/26/2026 8:19 PM
87	Communication	1/26/2026 7:55 PM
88	The Council provides clear information regarding licensure and renewal requirements and keeps licensees informed through public meetings and updates. The availability of this information helps reduce confusion and supports compliance.	1/26/2026 7:44 PM
89	Simple checks for licensure and changing information as needed	1/26/2026 7:36 PM
90	License renewal	1/26/2026 6:55 PM
91	most services are adequate	1/26/2026 6:36 PM
92	You have gotten MUCH quicker about processing licenses for my LMFT-A supervisees. It is much appreciated.	1/26/2026 6:30 PM
93	rulemaking and comments; responding via email	1/26/2026 6:29 PM
94	Communication with stakeholders	1/26/2026 6:28 PM

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95	It's a shell for several professional licensing schemes. No satisfaction with the whole organization. Faceless bureaucracy cranking out bureaucracies do.	1/26/2026 6:26 PM
96	CE Broker is a good tracker for CEU's	1/26/2026 6:20 PM
97	information regarding license renewal	1/26/2026 6:13 PM
98	Giving Clear instructions on how to take the licensing exam	1/26/2026 5:35 PM
99	Love the newsletter updates	1/26/2026 5:29 PM
100	I appreciate the listening hours and the opportunities to interact with the board.	1/26/2026 5:25 PM
101	Information about upcoming meetings	1/26/2026 5:19 PM
102	Online license verification	1/26/2026 4:58 PM
103	The leadership listening	1/26/2026 4:54 PM
104	The website has improved GREATLY, and is much, much easier to navigate. Thank you!	1/26/2026 4:51 PM
105	Guidance with CEUs	1/26/2026 4:46 PM
106	Email communication	1/26/2026 4:39 PM
107	Emails as needed	1/26/2026 4:24 PM
108	An overview.	1/26/2026 4:21 PM
109	Licensing	1/26/2026 4:17 PM
110	Online listening session/zoom calls.	1/26/2026 4:14 PM
111	Oversight	1/26/2026 4:13 PM
112	Information related to licensure	1/26/2026 4:08 PM
113	Quick licensing upgrades	1/26/2026 4:00 PM
114	Communication about changes, meetings, etc	1/26/2026 3:38 PM
115	Alerting me to license renewal deadlines etc. Alerting me of CEU opportunities and any changes in legal or ethical issues.	1/26/2026 3:37 PM
116	CEU rules and expectations.	1/26/2026 3:26 PM
117	on line staff meetings on a regular basis	1/26/2026 3:23 PM
118	providing updates on legislative changes	1/26/2026 3:18 PM
119	I don't find any of the services helpful. Very difficult to reach and finally speak to council staff. Most often still don't have clear understanding of my question	1/26/2026 3:04 PM
120	Updating new rules/requirements.	1/26/2026 3:00 PM
121	The rules and statutes being so accessible	1/26/2026 3:00 PM
122	Licensing and CE information	1/26/2026 2:57 PM
123	N/a	1/26/2026 2:54 PM
124	na	1/26/2026 2:52 PM
125	License renewal	1/26/2026 2:51 PM
126	They do send out emails with a variety of information	1/26/2026 2:48 PM
127	Good with license information, renewing license.	1/26/2026 2:37 PM
128	sending emails of upcoming meetings and proposed changes	1/26/2026 2:27 PM
129	I cannot answer this.	1/26/2026 2:19 PM
130	Communications about updates to Rules. Licensing renewal is efficient.	1/26/2026 2:18 PM
131	information pre-licensure, post licensure and updates	1/26/2026 2:18 PM

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132	Providing updates	1/26/2026 2:07 PM
133	I like the new meetings with professionals where you can ask questions. I'm maintaining my license in Texas as inactive while I'm relocated to another state. They have always sent things in the mail so I could keep my license if I ever needed to help Texans.	1/26/2026 2:06 PM
134	RESPONSE TIME	1/26/2026 2:01 PM
135	Rules clarification, CE's, information sharing	1/26/2026 2:01 PM
136	Emails sent in a timely manner.	1/26/2026 1:43 PM
137	The online licensing system and CE broker was a great step toward modernizing.	1/26/2026 1:42 PM
138	Unsure	1/26/2026 1:41 PM
139	The license renewal information was very helpful	1/26/2026 1:40 PM
140	All	1/26/2026 1:33 PM
141	Being open to questions and feedback, providing updates, providing a site for finding valuable info.	1/26/2026 1:22 PM
142	Transparency and access by recording meetings and making them available on YouTube. Opportunities to be heard through listening hours and contact forums.	1/26/2026 1:22 PM
143	Update email, announcements	1/26/2026 1:21 PM
144	Unsure	1/26/2026 1:20 PM
145	updates via email	1/26/2026 1:19 PM
146	communication time has improved	1/26/2026 1:18 PM
147	Timely and responsive emails	1/26/2026 1:11 PM
148	Keeping information current and updated.	1/26/2026 1:06 PM
149	N/A	1/26/2026 1:03 PM
150	Online meetings to keep us informed, updated.	1/26/2026 1:02 PM
151	Mostly everything.	1/26/2026 1:01 PM
152	Communicating when meetings occur and what is discussed in the meetings. Communicating through the website for FAQs.	1/26/2026 12:57 PM
153	Communications about meetings upcoming changes. Providing opportunities for meeting with leadership team via zoom. Reminders about renewals	1/26/2026 12:51 PM
154	Information on license renewal	1/26/2026 12:49 PM
155	Renewal	1/26/2026 12:48 PM
156	Communication	1/26/2026 12:45 PM
157	I am not familiar with the functions of the council	1/26/2026 12:43 PM
158	info related to licensing.	1/26/2026 12:42 PM
159	The TBHEC virtual meetings are great. They provide a lot of information, and they are at a time and location (virtual) that I and others can usually attend.	1/26/2026 12:40 PM
160	I like that we are invited to the forums and the Council seems to be trying to educate us in the processes.	1/26/2026 12:38 PM
161	What was in place before adding the mandatory CE broker. CE broker did answer my phone call and laughed at me and told me that I had to accept that they were going to be there and then I had to sign up with them or I wouldn't get credit for anything for my license. They thought it was funny. I have it in writing in an email.	1/26/2026 12:35 PM
162	Providing the public with transparency and accountability for professional services.	1/26/2026 12:32 PM

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163	renewal of license, updates on licensing changes	1/26/2026 12:30 PM
164	The online self-help system as it allows me to access information without having to wait on an employee to assist me.	1/26/2026 12:28 PM
165	I get timely notification about updates	1/26/2026 12:27 PM
166	Opportunities to access board meetings	1/26/2026 12:25 PM
167	One man Mr. Reese, I think took the time to explain all the details in the process and steps I had to take.	1/26/2026 12:24 PM
168	E-mail updates	1/26/2026 12:22 PM
169	Sending email notices.	1/26/2026 12:21 PM
170	transparency with changes and updates to policy	1/26/2026 12:13 PM
171	Licensing personnel handles your file quickly and communicates well.	1/26/2026 12:13 PM
172	Timeliness of things has improved a lot Also really enjoy the open discourse being offered to learn what we are talking about/interested in	1/26/2026 12:12 PM
173	Information on updating license	1/26/2026 12:09 PM
174	Updates and changes to regulations	1/26/2026 12:09 PM
175	Information about the process of licensing, statutes and process of CE.	1/26/2026 12:06 PM
176	Keeping me updated through emails	1/26/2026 12:04 PM
177	Connecting to someone else when they don't have the answer	1/26/2026 12:01 PM
178	License Renewal Process & Updating via email	1/26/2026 12:00 PM
179	Updates	1/26/2026 11:59 AM
180	managing calls	1/26/2026 11:58 AM
181	I appreciate the emails highlighting the changes to policies and procedures	1/26/2026 11:56 AM
182	Thorough info for the public about counselors. Thorough info about apply and renewing a license. Updated Rule books.	1/26/2026 11:52 AM
183	The council does a good job of communication and staying in touch.	1/26/2026 11:51 AM
184	Responses are timely and staff very friendly and professionally	1/26/2026 11:50 AM
185	I feel the Council does a good job of reaching out to the community and providing information of discussions or changes.	1/26/2026 11:41 AM
186	Open communication, processing licensure upgrades in a timely manner	1/26/2026 11:38 AM
187	Email communication for updates	1/26/2026 11:36 AM
188	Answers to various questions that providers may have, especially regarding licensing	1/26/2026 11:34 AM
189	Providing information on Rules and Changes	1/26/2026 11:34 AM
190	Communication about rule change. Prompt licensing changes and/or updates.	1/26/2026 11:31 AM
191	response time to email question has been great.	1/26/2026 11:29 AM
192	Website is good	1/26/2026 11:28 AM
193	This Council should be a true social work council of leaders of all states. It easily could be offering endless free CEU training which are current and relevant for all their license-holders.	1/26/2026 11:28 AM
194	Leadership listening hour is helpful	1/26/2026 11:25 AM
195	Updates on rule changes and communicating with members	1/26/2026 11:25 AM
196	licensing	1/26/2026 11:24 AM
197	Providing licensing-related information.	1/26/2026 11:22 AM

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198	License renewal CEU Rules and Regulations	1/26/2026 11:19 AM
199	The Council regularly notifies me of important rule changes, and makes it easy to watch or review board meetings.	1/26/2026 11:16 AM
200	The consolidation of behavioral health certification and licensure agencies was a positive change that, together with legislative actions, helped address long-standing inequitable professional barriers for school psychologists and improved the overall efficiency of licensure and continuing education processes.	1/26/2026 11:16 AM
201	I appreciate the live meetings that have been offered.	1/26/2026 11:11 AM
202	In my experience, all services.	1/26/2026 11:05 AM
203	Staff are very nice when you can get a hold of them	1/26/2026 11:03 AM
204	The Council's website is thorough.	1/26/2026 10:57 AM
205	Listening Hours Timely updates Integration of databases and systems to streamline licensure information	1/26/2026 10:52 AM
206	Licensing	1/26/2026 10:50 AM
207	Licensing	1/26/2026 10:50 AM
208	n.one	1/26/2026 10:47 AM
209	Keeping us informed of changes	1/26/2026 10:46 AM
210	license updates	1/26/2026 10:44 AM
211	The leadership forums have been a nice addition and timely communication of policy changes has been helpful.	1/26/2026 10:41 AM
212	Keeping us informed by email.	1/26/2026 10:40 AM
213	Information on licensing.	1/26/2026 10:39 AM
214	All the information you need is on the web site.	1/26/2026 10:38 AM
215	License renewal when the website works correctly, license search. I had to make a complaint for the first time in the past year and was impressed with the seriousness and professionalism of your staff.	1/26/2026 10:35 AM
216	Posting rules and updates	1/26/2026 10:32 AM
217	Legislative changes and information pertaining to the profession	1/26/2026 10:31 AM
218	Timely updates on rule changes or open meetings.	1/26/2026 10:28 AM
219	licensing verification and statue updates - emails communications are relevant and not too many (spam-like)	1/26/2026 10:26 AM
220	Keeping us informed	1/26/2026 10:24 AM
221	Information Legalistic jargon	1/26/2026 10:22 AM
222	The CEU recording system is easy to use.	1/26/2026 10:22 AM
223	professional support	1/26/2026 10:21 AM
224	The emails	1/26/2026 10:20 AM
225	Town hall meetings.	1/26/2026 10:19 AM
226	Ease of use for the renewal process and licensee lookup.	1/26/2026 10:17 AM
227	everything is ok for now	1/26/2026 10:15 AM
228	Providing updates on rules	1/26/2026 10:14 AM
229	n/a	1/26/2026 10:14 AM
230	I use the website to check guidelines, and I feel that this information is very helpful	1/26/2026 10:11 AM

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231	renewal availability	1/26/2026 10:11 AM
232	Licensing	1/26/2026 10:10 AM
233	Necessary information for license renewal	1/26/2026 10:10 AM
234	The prompt in delivering services.	1/26/2026 10:10 AM
235	Keeping up with changes and sending notification emails to professionals in the field.	1/26/2026 10:10 AM
236	Easy license renewal process	1/26/2026 10:08 AM
237	I've only had one experience for licensing, but they did a great job of assisting me	1/26/2026 10:07 AM
238	Meeting	1/26/2026 10:07 AM
239	It is hard for me to answer this question since I had to use the services once long time ago and I was not impressed.	1/26/2026 10:07 AM
240	License verification and renewal.	1/26/2026 10:07 AM
241	Licensing is all I have used.	1/26/2026 10:06 AM
242	When I upgraded from an LMSW to an LCSW, I needed assistance with submitting a form that has to be emailed. It was difficult to find the directions, but I was able to speak to someone from the office and she personally helped me get the form in and my license was upgraded within 2 business working days! This was wonderful because it meant I could start seeing clients and applying for insurance boards immediately. I was so grateful that staff members took time to email and assist me with this process.	1/26/2026 10:05 AM
243	Policy updates & communication about meetings	1/26/2026 10:03 AM
244	NA	1/26/2026 10:02 AM
245	Responses to basic inquiries.	1/26/2026 10:00 AM
246	? I'm glad I don't have to interact with the council much. I had some email correspondence with them, and they responded promptly and professionally.	1/26/2026 9:57 AM
247	When I finally got to a human being who was knowledgeable and authorized to superintend the renewal process, things worked well.	1/26/2026 9:57 AM
248	License renewal notices	1/26/2026 9:56 AM
249	Website information	1/26/2026 9:54 AM
250	administering license renewals	1/26/2026 9:54 AM
251	New updates are great and I appreciate them being posted.	1/26/2026 9:53 AM
252	Updates on changes to rules/regulations Notifications of meetings	1/26/2026 9:53 AM
253	I'm grateful for the frequency and involvement of the virtual meetings. The attempt to gain feedback from therapists is critical.	1/26/2026 9:53 AM
254	Providing updated information	1/26/2026 9:49 AM
255	I've only ever used the website and have only had good experiences.	1/26/2026 9:47 AM
256	Have a human answer the phones. Have employees who are trained to answer questions or transfer to a person who can provide guidance.	1/26/2026 9:47 AM
257	Information	1/26/2026 9:46 AM
258	Helpful staff on the phone and via email in situations where we are allowed to contact BHEC	1/26/2026 9:46 AM
259	NA	1/26/2026 9:45 AM
260	I very much appreciate the monthly leadership communication hour via zoom. I have learned a lot.	1/26/2026 9:42 AM
261	Verification of licensing.	1/26/2026 9:41 AM
262	The quick turnaround time for licensing is a great improvement. Keeping us updated on	1/26/2026 9:41 AM

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	policies and changes is great.	
263	Pretty much everything. I never had a issue with finding I'm from the website or speaking to someone.	1/26/2026 9:39 AM
264	The listening hours have greatly opened the doors to conversations and keeping updated. I appreciate them and that I have gotten to 'know' the council better.	1/26/2026 9:38 AM
265	license verification, license renewal	1/26/2026 9:37 AM
266	Updated legal information	1/26/2026 9:37 AM
267	I think there are parts of the website that is informational and helpful.	1/26/2026 9:37 AM
268	NOTHING takes the place of being able to talk to a human being about whatever issue	1/26/2026 9:36 AM
269	great job answering phones	1/26/2026 9:34 AM
270	License approval	1/26/2026 9:34 AM
271	Automated email updates on meetings/changes	1/26/2026 9:34 AM
272	Recent improvements are noticeable.	1/26/2026 9:33 AM
273	Information on changes and updates	1/26/2026 9:33 AM
274	New updates	1/26/2026 9:33 AM
275	None that I can think of	1/26/2026 9:33 AM
276	Updates, changes, etc.	1/26/2026 9:32 AM
277	Current ethical practices	1/26/2026 9:32 AM
278	Politeness	1/26/2026 9:32 AM
279	When emails are received, they are replied to very promptly. It is hard to speak to an actual person, however.	1/26/2026 9:32 AM
280	Processing information in a timely manner	1/26/2026 9:30 AM
281	It writes laws and enforces them	1/26/2026 9:27 AM
282	Communicating information	1/26/2026 9:26 AM
283	Email updates	1/26/2026 9:21 AM
284	Explaining the licensing process. Website is easy to use and intuitive.	1/26/2026 9:20 AM
285	They get back to me quickly when I have questions.	1/26/2026 9:20 AM
286	Updates	1/26/2026 9:19 AM
287	License renewal and notification of rules/updates	1/26/2026 9:19 AM
288	Communication and a spirit of helpfulness. Prior to BHEC and Mr. Spinks the board seemed adversarial and non- helpful at times. It is much improved now.	1/26/2026 9:18 AM
289	Information in updates to Rules and Statutes.	1/26/2026 9:18 AM
290	Information/meeting materials	1/26/2026 9:14 AM
291	Providing information overall about licensure changes and updates.	1/26/2026 9:14 AM
292	License, Renewal and application process is smooth and easy.	1/26/2026 9:13 AM
293	Sharing information, like the office hours provided monthly	1/26/2026 9:13 AM
294	Timely email updates	1/26/2026 9:12 AM
295	Transparency and licensing	1/26/2026 9:10 AM
296	Links to required documents	1/26/2026 9:10 AM
297	can't think of any	1/26/2026 9:09 AM

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298	Communicating to the public by email notifications	1/26/2026 9:09 AM
299	Providing information and communication	1/26/2026 9:08 AM
300	Keep us updated and providing the insightful lunch and learns.	1/26/2026 9:08 AM
301	I really like the Listening Hour opportunities	1/26/2026 9:07 AM
302	Updates	1/26/2026 9:06 AM
303	licensing and license status searches	1/26/2026 9:04 AM
304	Usually provides good licensing information.	1/26/2026 9:03 AM
305	n/a	1/26/2026 9:02 AM
306	The process for online renewals seems fairly easy although I don't appreciate us having to use a 3rd party company (CEBroker) for CEUs. Who is making money from that decision?	1/26/2026 9:02 AM
307	licensing, renewals, announcements of rules	1/26/2026 9:01 AM
308	Quick renewal process and responses to emails or calls.	1/26/2026 9:01 AM
309	The webinars are really good. Website is robust and comprehensive	1/26/2026 9:00 AM
310	Updates via email	1/26/2026 9:00 AM
311	All	1/26/2026 8:57 AM
312	The website is functional.	1/26/2026 8:57 AM
313	Communication	1/26/2026 8:54 AM
314	Clarification and rules	1/26/2026 8:54 AM
315	Customer service. Managing the information for the numerous licensee's.	1/26/2026 8:54 AM
316	Too many changes that do little to nothing but bog actual therapist/ social works/etc	1/26/2026 8:53 AM
317	Someone usually answers the phone	1/26/2026 8:53 AM
318	Occasional meetings where licensed professionals can attend online to hear what's going on	1/26/2026 8:52 AM
319	Access to information	1/26/2026 8:51 AM
320	Updates . Meeting times about purposes procedures proposals.	1/26/2026 8:49 AM
321	None that I know of at this time.	1/26/2026 8:48 AM
322	Holding virtual meetings	1/26/2026 8:47 AM
323	A good resource.	1/26/2026 8:47 AM
324	Relaying information on changes in the rules. The governor should not be allowed to make changes that violate the NASW Code of Ethics.	1/26/2026 8:47 AM
325	The ethical code is easy to navigate.	1/26/2026 8:46 AM
326	I really appreciated the addition of CE broker for license renewals. This made my life easier since I have two state license. One of the states already used CE Broker so it was convenient.	1/26/2026 8:45 AM
327	Overseeing	1/26/2026 8:45 AM
328	Protecting the public and notifying licensees of changes to rules and laws.	1/26/2026 8:44 AM
329	Website	1/26/2026 8:44 AM
330	Online license renewals. Provision of Board rules document. Offering open access meetings accessible remotely.	1/26/2026 8:44 AM
331	Keeping us informed of statutory and legislative changes	1/26/2026 8:43 AM
332	Providing the information needed as well as awareness of changes that happen in our bylaws.	1/26/2026 8:42 AM

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333	Access to Licensure verification License Renewal	1/26/2026 8:41 AM
334	I obtain emails to inform me of information.	1/26/2026 8:41 AM
335	NA	1/26/2026 8:40 AM
336	FAQs	1/26/2026 8:40 AM
337	Delineating information related to licensing updates.	1/26/2026 8:40 AM
338	License renewal	1/26/2026 8:39 AM
339	Webinars to understand the licensing process and to better understand the standards of practice.	1/26/2026 8:38 AM
340	Keeping pertinent information updated.	1/26/2026 8:38 AM
341	recertification	1/26/2026 8:35 AM
342	Providing emails and updating the public about changes.	1/26/2026 8:35 AM
343	n/a	1/26/2026 8:34 AM
344	Information required for licensing and certification.	1/26/2026 8:34 AM
345	Verifying ipgrafed license	1/26/2026 8:33 AM
346	None	1/26/2026 8:31 AM
347	Communication	1/26/2026 8:30 AM
348	Unsure	1/26/2026 8:30 AM
349	Informing Licensing Disciplining	1/26/2026 8:30 AM
350	Na	1/26/2026 8:30 AM
351	Since merging into BHEC, the services have declined if available at all.	1/26/2026 8:29 AM
352	None	1/26/2026 8:29 AM
353	License and CEU information	1/26/2026 8:28 AM
354	Frequently sending out updates.	1/26/2026 8:27 AM
355	I LOVE that we have a rulebook for my profession. I'm licensed in IL and TX, and TX makes my role as an LPC-S very clear. This is especially helpful for language in my informed consent document, and what must be included in this.	1/26/2026 8:27 AM
356	Licensure updating	1/26/2026 8:26 AM
357	Informing	1/26/2026 8:26 AM
358	Information on the site is typically up to date	1/26/2026 8:26 AM
359	N/A	1/26/2026 8:25 AM
360	Licensing process	1/26/2026 8:24 AM
361	Complaints and concerns	1/26/2026 8:24 AM
362	I appreciate getting updates via email, through established distribution lists. Having agendas ahead of meetings is helpful for planning. I have not yet attended one but am a field instructor and want to expose my students to these events if time allows and topics align with placement goals.	1/26/2026 8:24 AM
363	If you get someone on the phone things go smoothly, if you rely on the website alone things are difficult to get correct information.	1/26/2026 8:23 AM
364	Sending out updates	1/26/2026 8:23 AM
365	Meetings n updates	1/26/2026 8:21 AM
366	Keeping information current	1/26/2026 8:20 AM

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367	Keeping people informed of necessary information.	1/26/2026 8:20 AM
368	Making use easier and faster	1/26/2026 8:20 AM
369	Answering technical licensing questions.	1/26/2026 8:19 AM
370	Helping to answer questions, help with renewals of licenses...	1/26/2026 8:19 AM
371	The only services that I have experience with is asking for help with my account, and the representatives that have assisted me have been personable, professional, and, efficient.	1/26/2026 8:18 AM
372	Easy access to look up licensees and updated law/ procedures	1/26/2026 8:17 AM
373	Licensing	1/26/2026 8:17 AM
374	All the Above!	1/26/2026 8:16 AM
375	Providing information for renewals, license type and time, process and rules	1/26/2026 8:14 AM
376	Information on how to become licensed	1/26/2026 8:13 AM
377	None	1/26/2026 8:12 AM
378	The website can be more modern and easier to navigate.	1/26/2026 8:12 AM
379	Accessibility	1/26/2026 8:11 AM
380	Ease of managing licensure renewal via online portal; also regularly, mostly meaningful updates via email	1/25/2026 7:36 PM
381	Professional support.	1/25/2026 3:53 PM
382	Advice re ethical dilemmas.	1/25/2026 12:44 PM
383	Access to hearing from you directly through things like Lunch and Learns has been extremely useful. Transparency overall has improved. Communication through email to alert us of changes and your availability has been helpful. I like the new CEU reporting system. I appreciate the consolidated rule books. It's still a lot but much clearer and easier to follow than before BHEC.	1/24/2026 12:07 PM
384	All	1/24/2026 6:58 AM
385	Basic services such as information and semi-annual licensee renewals.	1/23/2026 1:11 PM
386	Leadership Listening Hours are very helpful. I really appreciate board staff being available to answer questions and address concerns in person! Also, updating Consolidated Rule Books in a timely manner is very helpful in keeping licensees up to date on rule changes.	1/23/2026 12:57 AM
387	conveying information to its constituency	1/22/2026 8:05 AM
388	Licensing	1/22/2026 7:09 AM
389	Communication for professionals	1/21/2026 7:58 PM
390	License renewal is easy	1/21/2026 5:06 PM
391	???	1/21/2026 5:02 PM
392	Communication and the opportunity to participate in meetings	1/21/2026 4:26 PM
393	Providing communication for relevant updates to the Board rules.	1/21/2026 4:01 PM
394	Information on licensing	1/21/2026 12:37 PM
395	Quick service and communication with supervision changes	1/20/2026 3:31 PM
396	n/a	1/20/2026 2:39 PM
397	They were quick with helping me resolve issues with renewing my license.	1/20/2026 1:41 PM
398	The information is easily accessible for licensing.	1/18/2026 4:41 PM
399	Online renewal.	1/18/2026 2:30 PM
400	License renewals	1/18/2026 1:24 PM

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401	Providing information via email.	1/18/2026 11:12 AM
402	NA	1/18/2026 11:05 AM
403	A current and informative website	1/17/2026 3:12 PM
404	Setting fair expectations and communicating changes	1/17/2026 1:38 PM
405	Access to information on the website.	1/17/2026 11:32 AM
406	Updates on changes and information when rules change	1/17/2026 6:07 AM
407	Keeping the communication with licensees up.	1/16/2026 12:19 PM
408	I'm not sure– I miss the old TSBEP and also do not like the new continuing education system. Everything feels very impersonal.	1/16/2026 11:50 AM
409	Updating; emails	1/16/2026 8:56 AM
410	Emailing updates regarding meetings and rule changes	1/15/2026 10:43 AM
411	I think the council has significantly improved the application process with the online system!	1/14/2026 9:42 PM
412	Live stream and videotaping of meetings including lunch and learn.	1/14/2026 4:12 PM
413	Answer questions related to my personala account.	1/14/2026 4:08 PM
414	keeping us up to date on sooooo much info	1/13/2026 7:22 PM
415	Routine email contact with mostly helpful information.	1/13/2026 9:36 AM
416	under promising & over delivering: stating an expected timeframe & delivering in a shorter amount of time There have always been underlying complaints about wait times, etc but my experiences have always been appropriate or shorter wait times for what I've submitted	1/13/2026 8:38 AM
417	Updates to social work practice; listening sessions	1/13/2026 8:01 AM
418	updating rules and disseminating information	1/12/2026 7:01 PM
419	the license renewal process is smooth and efficient; license verification is easy and that's wonderful; the speed of processing for new licenses, upgrades, etc. has been greatly improved over the last 5 years or so and that's also really wonderful- like the page that is updated with information about what date of submissions are being processed based upon type of license	1/12/2026 6:06 PM
420	Cristina De Luna is wonderful and extremely helpful. The improvements to the website have been great and more clear, thank you.	1/12/2026 5:39 PM
421	Good job communicating; Leadership Listening Hour is appreciated	1/12/2026 10:27 AM
422	Transparency, answers	1/11/2026 5:42 PM
423	Updates via email regarding rules changes	1/11/2026 12:57 PM
424	I appreciate the listening hours.	1/10/2026 10:43 PM
425	Job announcements.	1/10/2026 11:45 AM
426	responding to email questions.	1/9/2026 12:03 PM
427	I applied for LPC license through reciprocity as an out of state LPCC. I was very impressed with the timeliness of processing my application and responses from the council member who helped me navigate missing items in my application. Compared to my home state, I was impressed with how streamlined the process for licensing was.	1/8/2026 12:56 PM
428	rule updates	1/8/2026 12:39 PM
429	Email updates	1/8/2026 11:48 AM
430	Processing license applications & upgrades Sending emails about meetings and rule changes	1/8/2026 11:20 AM
431	Informational webinars on changes in practice or licensing.	1/8/2026 10:47 AM
432	License renewal	1/8/2026 10:39 AM

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433	Licensure application was processed much faster than expected.	1/8/2026 10:35 AM
434	The council has done a good job of improving CE tracking and communicating via mail about CE auditing.	1/8/2026 10:32 AM
435	While I have ongoing concerns about the board's communication and professionalism, I do want to acknowledge one area where the board showed up well. During the recent town hall on ketamine, the board appeared genuinely open to feedback, facilitated the space thoughtfully, and allowed for a grounded, productive conversation. I appreciated the willingness to hold that dialogue in a transparent and accessible way.	1/8/2026 10:07 AM
436	I like the virtual meetings. I gain information through these meetings.	1/8/2026 10:04 AM
437	policing and enforcement of punitive measures	1/8/2026 9:41 AM
438	renewals and issuing licenses	1/8/2026 8:38 AM
439	Ethics exam	1/7/2026 11:10 PM
440	Communication.	1/7/2026 10:20 PM
441	Up to date information; asking for input from therapists before changing things	1/7/2026 5:43 PM
442	verifying a license	1/7/2026 5:04 PM
443	Updating licensees on rule changes, Transparency in meetings.	1/7/2026 4:52 PM
444	Emailing updates	1/7/2026 3:04 PM
445	I like the BHEC website and the guides that are provided. It would be amazing to have the different codes that are referenced in the rules be hyperlinked so that one could click on them and go read the code directly and then return to the main document.	1/7/2026 1:03 PM
446	Applying for licensure and name changing.	1/7/2026 12:27 PM
447	I appreciate that the Council handles licenses and renewals in a timely manner. I imagine this to be a large responsibility and I do think the Council does this well. I also appreciate the open meetings they hold to gather input from providers.	1/7/2026 9:59 AM
448	Q and A sessions	1/7/2026 9:12 AM
449	Advocating for the profession and maintaining appropriate standards.	1/7/2026 8:20 AM
450	Providing info about Listening Hours and the new CE system - plenty of opportunities there - and the Ketamine listening hour	1/7/2026 6:13 AM
451	Listening hour is useful	1/6/2026 7:00 PM
452	The openness of BHEC for commentary has been amazing and I try and participate in the online meetings since they are educational.	1/6/2026 6:59 PM
453	Good at most things.	1/6/2026 3:54 PM
454	Communicating about proposals and/or updates to the rulebook in a timely manner. Clearly outlining the agenda for meetings.	1/6/2026 3:10 PM
455	Notification and dissemination of meetings and updates to changes in standards. Leadership Lunch Hour is especially nice to have a forum to asks questions and receive information.	1/6/2026 2:17 PM
456	Emails	1/6/2026 1:49 PM
457	The responsiveness via phone and email has greatly improved over the years.	1/6/2026 1:34 PM
458	Information about meetings and changes.	1/6/2026 12:57 PM
459	Rule book publishing is a good practice.	1/6/2026 12:28 PM
460	Recertification	1/6/2026 12:00 PM
461	Renewals and verifications	1/6/2026 11:22 AM
462	N/A	1/6/2026 8:24 AM
463	Interacting with people to answer questions. Trying to find the information online is very	1/6/2026 7:59 AM

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	difficult.	
464	Replying to emails and concerns	1/6/2026 7:58 AM
465	Up to date info Licensing questions	1/6/2026 1:07 AM
466	How to apply or renew your license	1/6/2026 12:21 AM
467	Communication about jobs in the state via email	1/5/2026 11:17 PM
468	Licensure info on website and regular email updates regarding rule changes and Council meetings	1/5/2026 8:42 PM
469	Information provided	1/5/2026 8:02 PM
470	Communication	1/5/2026 6:56 PM
471	N/A	1/5/2026 6:22 PM
472	legal information	1/5/2026 5:07 PM
473	Very good at updating by email dates & times for meetings. Very good at informing and updating on new rules and policies that effect us.	1/5/2026 4:09 PM
474	Don't have a lot of contact with the board, which I think may be a good thing	1/5/2026 3:22 PM
475	It seems to be advocating well for the citizens of Texas	1/5/2026 3:11 PM
476	It sends out helpful emails about updates and meetings.	1/5/2026 2:46 PM
477	The lunch online conferencing to hear updates and or concerns for the latest needs or movement within the field has been helpful.	1/5/2026 2:36 PM
478	It houses my information. That's it.	1/5/2026 2:29 PM
479	The Texas Behavioral Health Executive Council (BHEC) does a good job of providing centralized licensure oversight, maintaining clear ethical and scope-of-practice standards, and protecting the public through transparent license verification and disciplinary processes. It also effectively consolidates rulemaking and regulatory updates in one place, which improves consistency and accountability across behavioral health professions in Texas.	1/5/2026 2:25 PM
480	E-mails for newest news from TBHECC.	1/5/2026 2:16 PM
481	...all services and functions	1/5/2026 2:12 PM
482	Information on licensing.	1/5/2026 1:33 PM
483	The information on the site was very helpful as a first time applicant.	1/5/2026 12:53 PM
484	License application and renewal. Sending duplicate versions of license.	1/5/2026 12:41 PM
485	I think new online licensing system is great. It was easy to change my name after I got married. Renewing my license and applying for a higher license were also simple.	1/5/2026 12:21 PM
486	I like the lunch time Listening Hour	1/5/2026 12:17 PM
487	really find helpful the monthly listening sessions	1/5/2026 12:08 PM
488	Overall, the council does a great job. The board staff is always friendly, knowledgeable, and responsive.	1/5/2026 12:03 PM
489	Communications on rule changes.	1/5/2026 11:54 AM
490	Rule updates, regular online meetings, hearing meetings that other counselors can watch and learn from.	1/5/2026 11:42 AM
491	Access to information on the website is easy.	1/5/2026 11:41 AM
492	Communication is good. I'm happy that you don't send too many emails but that you do send information that is useful.	1/5/2026 11:31 AM
493	Renewal and central location for notifications and rule changes	1/5/2026 11:28 AM
494	Process for recertification of license (LMSW; LCSW). It was efficient and the instructions were	1/5/2026 11:18 AM

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	easily understood.	
495	unsure never asked for anything	1/5/2026 10:59 AM
496	pleased with all areas	1/5/2026 10:50 AM
497	They do well having the monthly Q&A sessions online.	1/5/2026 10:50 AM
498	I find the webinars to be very helpful I would like the option of earning CEU's including ethics as an option.	1/5/2026 10:46 AM
499	Current rules and statutes.	1/5/2026 10:34 AM
500	In general, the council has improved with regard to reaching out with the *quantity* of GENERAL and regulatory data communication.	1/5/2026 10:31 AM
501	Providing most information online and offering public virtual meetings	1/5/2026 10:06 AM
502	Communications through email.	1/5/2026 9:45 AM
503	I haven't found myself completely lost or helpless on the website so it must be pretty understandable, communication of locations and times for "movements" — meetings [though not any follow up communication of specific movements completed].	1/5/2026 9:44 AM
504	Unknown	1/5/2026 9:42 AM
505	The lunch hour virtual meetings are great!	1/5/2026 9:40 AM
506	This process is new to me, so I do not know how to answer this question, yet.	1/5/2026 9:34 AM
507	When I have emailed a request for someone to contact me, they have done so in a timely fashion.	1/5/2026 9:32 AM
508	Very simple and quick licensing process.	1/5/2026 9:24 AM
509	updates	1/5/2026 8:44 AM
510	Providing information on changes to statutes	1/5/2026 8:02 AM
511	Online access to licensing information and renewal	1/5/2026 7:19 AM
512	Information on licensing	1/5/2026 5:45 AM
513	Applying for a Texas LPC license	1/4/2026 10:11 PM
514	The Council has greatly improved response time and clarity on the site regarding licensing procedures over the last five years. They also do a good job of keeping licensees in the loop via email updates and meeting agendas.	1/4/2026 8:55 PM
515	The council is very specific as to how to renew my LPC license.	1/4/2026 7:42 PM
516	Once I reached someone by email they were very helpful.	1/4/2026 7:35 PM
517	Not sure.	1/4/2026 7:19 PM
518	Making licensees aware of rule changes and notifying of meetings. Keeping rulebooks updated in a timely manner--easy to read and access online.	1/4/2026 6:56 PM
519	NA	1/4/2026 6:41 PM
520	Texas has done a good job of making it difficult for out of state professionals to transfer or move to the State of Texas.	1/4/2026 6:11 PM
521	CEU help and information	1/4/2026 5:53 PM
522	License renewal information	1/4/2026 5:45 PM
523	license lookup	1/4/2026 5:08 PM
524	Communication Current and accurate information	1/4/2026 4:07 PM
525	quick, easy license renewal process	1/4/2026 3:26 PM
526	timeliness in licensing	1/4/2026 3:05 PM

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527	Access to staff via on-line meetings. This service is definitely valuable and appreciated for those licensees who do not live in Austin.	1/4/2026 3:04 PM
528	Information regarding changes; communicates meeting and dates well; proposed rule changes and where to find this information; overall governing of licenses.	1/4/2026 2:41 PM
529	When someone answers, typically they are knowledgeable and can help effectively.	1/4/2026 2:35 PM
530	Answering questions	1/4/2026 1:59 PM
531	The website is very functional and provides great information. I find it easy to use and accessible.	1/4/2026 1:36 PM
532	Law and statute changed	1/4/2026 12:46 PM
533	Updates on licesning.	1/4/2026 10:55 AM
534	Current information regarding license renewal	1/4/2026 10:34 AM
535	Generalized information	1/4/2026 10:13 AM
536	Updates. Transparency. Communication. CE BROKER.	1/4/2026 10:03 AM
537	Communicating about proposed and effective rules changes	1/4/2026 9:47 AM
538	Ease of license renewal including notification of renewal date, CEU process, receipt of renewal request, and confirming license renewal completion.	1/4/2026 7:43 AM
539	Email updates to the public.	1/4/2026 4:44 AM
540	Following the political party line	1/3/2026 11:57 PM
541	Keeping the public informed with regular emails.	1/3/2026 9:03 PM
542	na	1/3/2026 7:57 PM
543	Good updates on council activities and regulatory activity.	1/3/2026 5:58 PM
544	Online licensing process is easy	1/3/2026 5:53 PM
545	Rule updates, educational seminars, introducing the new app for CEUs	1/3/2026 5:53 PM
546	The information on the web is up to date.	1/3/2026 5:24 PM
547	Licensing, providing guidelines on ethics and working to update clinicians on current rules and procedures that are up for change and have changed.	1/3/2026 4:45 PM
548	Taking our money	1/3/2026 4:23 PM
549	answering questions by phone	1/3/2026 3:53 PM
550	Licensing procedural services, legal and administrative updates, and general communication about council meetings.	1/3/2026 3:46 PM
551	Everybody I have ever talked to on the phone has been very helpful and courteous.	1/3/2026 3:35 PM
552	Info on rules, changes, meetings	1/3/2026 2:59 PM
553	License verification, statutes and rules information	1/3/2026 2:21 PM
554	The listening hour as well as the town hall sessions, such as the one on ketamine are very helpful. Also the webinars by board members on rule updates such as those offered through Kate Walker Training are helpful	1/3/2026 1:34 PM
555	Communicating about meetings and agenda items The events where we can log on and meet with the Council members	1/3/2026 1:10 PM
556	not sure	1/3/2026 12:50 PM
557	None, it is slow to respond and hard to reach someone or get a response back.	1/3/2026 12:41 PM
558	Timely information and questions when inquiring about supervisee concerns	1/3/2026 12:24 PM
559	Staying in touch via emails.	1/3/2026 12:23 PM

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560	Keeping us informed through the listening hours and other meetings. Standardized expectations of care and professionalism.	1/3/2026 12:17 PM
561	website info	1/3/2026 11:04 AM
562	The new online renewal system has made it much easier	1/3/2026 11:01 AM
563	Updates on changes to the council	1/3/2026 11:00 AM
564	Great communication of changes and proposed changes along with opportunities to be part of the process if one wants to be.	1/3/2026 10:53 AM
565	I think they do a great job at giving members a chance to voice ideas and opinions.	1/3/2026 10:03 AM
566	Current information and ability to be part of information attainment	1/3/2026 10:02 AM
567	Responding promptly	1/3/2026 9:53 AM
568	information located in one place and timely responses	1/3/2026 9:44 AM
569	The council operates well under the current "REGULATORY CAPTURE:" Serving the interests of corporate America.	1/3/2026 9:24 AM
570	communication, transparency and promptness have all improved greatly	1/3/2026 8:32 AM
571	frequency of communication	1/3/2026 8:25 AM
572	Communication	1/3/2026 7:40 AM
573	Updated website has most of the info needed	1/3/2026 6:50 AM
574	Online licensing search	1/3/2026 6:33 AM
575	Updating licensees on new laws and rules that have to be followed	1/3/2026 6:16 AM
576	Emailed notices	1/3/2026 6:04 AM
577	When I was an LPC-A, they helped me navigate the process.	1/3/2026 5:27 AM
578	None	1/3/2026 12:00 AM
579	Communication of information regarding licenses.	1/2/2026 11:37 PM
580	Licensing information	1/2/2026 11:32 PM
581	N/a	1/2/2026 11:28 PM
582	Customer service	1/2/2026 10:57 PM
583	Access and transparency, keeping us updated as to changes	1/2/2026 9:55 PM
584	Communication about meetings and other news	1/2/2026 8:47 PM
585	Updates to rules changes.	1/2/2026 8:33 PM
586	Easy to verify a license.	1/2/2026 7:39 PM
587	Email communications.	1/2/2026 7:07 PM
588	Providing info on upcoming changes for licensees.	1/2/2026 6:49 PM
589	Very responsive	1/2/2026 6:44 PM
590	email communications	1/2/2026 6:40 PM
591	Licensing, renewals.	1/2/2026 6:37 PM
592	Information in general	1/2/2026 6:35 PM
593	response to online inquiries	1/2/2026 6:23 PM
594	Renewal and checking of licenses	1/2/2026 6:20 PM
595	Updates on pending rules changes. Opportunity to hear from Council via Zoom.	1/2/2026 6:09 PM
596	I like that members of the council come to the TPA conference to keep us up on rules and	1/2/2026 5:55 PM

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	changes.	
597	The lunch and learn sessions are very helpful	1/2/2026 5:41 PM
598	Process of applying or renewing a license.	1/2/2026 5:40 PM
599	email communication	1/2/2026 5:29 PM
600	All of the services I have used have done a good job that has met my needs.	1/2/2026 5:28 PM
601	Protection of the public	1/2/2026 5:20 PM
602	Emailing about meetings, rule changes, updates, and notifications of office closures due to holidays.	1/2/2026 5:19 PM
603	updates and on-line meetings	1/2/2026 5:08 PM
604	I appreciate online meetings for accessibility	1/2/2026 5:03 PM
605	Honestly not a lot at this point, but I see an effort to try to improve	1/2/2026 5:03 PM
606	none	1/2/2026 5:00 PM
607	Renewal is easy and straightforward.	1/2/2026 5:00 PM
608	The license renewal process is fairly straight forward.	1/2/2026 4:58 PM
609	Information of current policies and procedures. Updates.	1/2/2026 4:52 PM
610	Communication is quick, much appreciated. Makes things easier and more streamlined.	1/2/2026 4:47 PM
611	Quick responses with licensing information	1/2/2026 4:43 PM
612	I have seen a huge improvement in the efficiency of the LPC board since BHEC's implementation. I really appreciate the transparency that comes with recorded meetings (YouTube) and their appearances at conferences.	1/2/2026 4:40 PM
613	THE NEW CEU PORTAL AND THE EASE OF RENEWING ONLINE	1/2/2026 4:32 PM
614	Internet information and updated emails for changes and meetings	1/2/2026 4:26 PM
615	Communication	1/2/2026 4:13 PM
616	I haven't had issues to contact. The website has helped answer my needs. However I have had staff who HAVE contacted an have experienced no issues. They report timely responses and assistance.	1/2/2026 4:06 PM
617	Information available both online and by phone has been easy to access and informational as to the purpose I was utilizing it for.	1/2/2026 4:04 PM
618	Very responsive. I also appreciate the virtual meetings that are opportunities to ask questions, etc	1/2/2026 3:54 PM
619	Information on licensing, statutes, and meetings such as the Leadership Listening Hour	1/2/2026 3:47 PM
620	It seems that licenses have been approved in a timely manner	1/2/2026 3:44 PM
621	Information	1/2/2026 3:22 PM
622	Email updates and online licensing system.	1/2/2026 3:18 PM
623	Easily accessible information about rules, meetings, and license confirmation.	1/2/2026 3:16 PM
624	Keeping the website up to date	1/2/2026 3:15 PM
625	I think the Council does great with the licensure process and updates. I got my LPC license within 48 hours through portal submission. It's wonderful, perfect.	1/2/2026 2:44 PM
626	Licensing process	1/2/2026 2:34 PM
627	License management and dissemination of rules and updates.	1/2/2026 2:31 PM
628	Good at sending out advanced notice of license renewal approaching.	1/2/2026 2:21 PM
629	Informs when changes have been made.	1/2/2026 2:06 PM

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630	I like that the meetings are available on zoom now.	1/2/2026 2:05 PM
631	Rule updates Renewal process	1/2/2026 1:59 PM
632	I love the Zoom meetings that you guys do to talk about upcoming issues and concerns.	1/2/2026 1:46 PM
633	n/a	1/2/2026 1:37 PM
634	Provides get technical information	1/2/2026 1:37 PM
635	Great online/email support. Helpful and clear website.	1/2/2026 1:37 PM
636	Email updates about changes to the statutes	1/2/2026 1:34 PM
637	Regulations	1/2/2026 1:32 PM
638	Provision of information and notification of updates. Licensing/renewal process.	1/2/2026 1:31 PM
639	Renewal and CE Broker	1/2/2026 1:30 PM
640	Since my time of first interacting with the Council (before it was BHEC)- the wait time to speak with someone has dramatically changed. Being able to email has been a big improvement. I sense that communication on all levels has improved (not only with the customer service side, but also when there are new rules posted and you're letting people know).	1/2/2026 1:25 PM
641	Timely and accurate information regarding changes	1/2/2026 1:25 PM
642	Easy renewal and CEU tracking	1/2/2026 1:22 PM
643	The regular leadership listening hours have been amazing.	1/2/2026 1:18 PM
644	Up dated information available is good	1/2/2026 1:02 PM
645	New or changes in rules for LPC	1/2/2026 1:00 PM
646	licensing services	1/2/2026 12:39 PM
647	N/A	1/2/2026 12:38 PM
648	Investigation	1/2/2026 12:28 PM
649	Streamlining the license renewal process.	1/2/2026 12:24 PM
650	Timely with license renewal and efficiency with electronic communication.	1/2/2026 12:17 PM
651	Information on licenses	1/2/2026 12:10 PM
652	License renewal process is now more difficult. Your website is not user friendly.	1/2/2026 12:07 PM
653	management of licensure	1/2/2026 11:58 AM
654	Information dissemination	1/2/2026 11:58 AM
655	Everything the council currently provides is of high quality.	1/2/2026 11:53 AM
656	Delivery of clear and concise information.	1/2/2026 11:52 AM
657	Please just simplify	1/2/2026 11:43 AM
658	I like the new online CE.	1/2/2026 11:39 AM
659	The website seems outdated. It needs more visuals.	1/2/2026 11:32 AM
660	info about SW Compact, ease of license renewal, relevant communication through email	1/2/2026 11:27 AM
661	Licensing	1/2/2026 11:18 AM
662	none	1/2/2026 11:16 AM
663	I've had pleasant experiences everytime so I would say everything	1/2/2026 11:15 AM
664	The basics	1/2/2026 11:07 AM
665	Information relevant to licensure, forms, and current laws.	1/2/2026 11:06 AM

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666	Communication	1/2/2026 11:01 AM
667	providing timely updates via email about proposed rules and changes	1/2/2026 11:01 AM
668	Information	1/2/2026 11:00 AM
669	Transparency	1/2/2026 10:58 AM
670	Timely notification of updates/changes and meetings	1/2/2026 10:54 AM
671	Information for renewals- still appreciate an actual mailed postcard with information for my license renewal	1/2/2026 10:53 AM
672	Providing updates on licensing standards.	1/2/2026 10:53 AM
673	Timely response	1/2/2026 10:52 AM
674	Na	1/2/2026 10:52 AM
675	Answering calls with a friendly voice on the other end.	1/2/2026 10:48 AM
676	access to records	1/2/2026 10:45 AM
677	Website that outlines process for how to contact them and renew or update license.	1/2/2026 10:35 AM
678	You have really improved complaint response time and license update and renewal processing times.	1/2/2026 10:31 AM
679	Renewal processing time	1/2/2026 10:29 AM
680	License renewal	1/2/2026 10:29 AM
681	Have mainly used the website for checking on licensing information/requirements. Easy to access.	1/2/2026 10:27 AM
682	Information via email or online	1/2/2026 10:25 AM
683	License lookup -it's immediate and up to date	1/2/2026 10:21 AM
684	renewal process	1/2/2026 10:20 AM
685	I really like the Listening Lunch Hour. It gives us a chance to ask questions that we might not otherwise get good answers to. Moving the application & supervisory connections to all online is very helpful as well!	1/2/2026 10:20 AM
686	The quick response times for inquiries and license applications is amazing! Now people are only waiting days and not weeks.	1/2/2026 10:17 AM
687	License renewal	1/2/2026 10:14 AM
688	Provide provide information	1/2/2026 10:14 AM
689	Availability of information	1/2/2026 10:12 AM
690	Na	1/2/2026 10:10 AM
691	The monthly, public (on-line, etc.) meetings are very helpful, especially being able to directly ask questions and receive answers, guidance, and feedback. Great job at this.	1/2/2026 10:10 AM
692	Pushing out email notices of upcoming changes	1/2/2026 10:07 AM
693	Sometimes timely communication of changes	1/2/2026 10:06 AM
694	While I have not had to contact folks for a while, I really appreciated the friendliness of them when I had previous questions. I also appreciate all of the email communications and the ability to access any info needed (on the website) easily. Also, thank you for all you do in organizing the BHEC and keeping professionals accountable!	1/2/2026 10:05 AM
695	License renewal changes were initially a big charge but it is a good service that is being provided	1/2/2026 10:05 AM
696	Having lunch meetings and inviting member to join.	1/2/2026 10:02 AM
697	I have not interacted with them.	1/2/2026 10:02 AM

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698	Information about Meeting summaries	1/2/2026 10:01 AM
699	monthly meetings-	1/2/2026 10:00 AM
700	all of them	1/2/2026 9:58 AM
701	I like the meeting announcements with the agenda and all the documents for the meeting.	1/2/2026 9:57 AM
702	I appreciate the email updates	1/2/2026 9:56 AM
703	Information-- emails regarding updates to rules/ laws and ease of access on the website.	1/2/2026 9:55 AM
704	Regular updates regarding licensure.	1/2/2026 9:53 AM
705	Everything.	1/2/2026 9:50 AM
706	Access to information	1/2/2026 9:49 AM
707	Meeting opportunities on line	1/2/2026 9:49 AM
708	Licensing has taken less time; At first I did not want a consolidated counsel, but now that I hire many different licensees it is helpful to have some consistency.	1/2/2026 9:47 AM
709	updates to guidelines	1/2/2026 9:46 AM
710	The time it takes for one to answer any call.	1/2/2026 9:46 AM
711	Rapid approval of license renewal	1/2/2026 9:45 AM
712	Online podcasts	1/2/2026 9:44 AM
713	Information on statutes and the legal process of licensing.	1/2/2026 9:41 AM
714	"How to" do things on the website.	1/2/2026 9:29 AM
715	none	1/2/2026 9:26 AM
716	I think the efficiency level of the council is good.	1/2/2026 9:25 AM
717	NA	1/2/2026 9:22 AM
718	N/A.	1/2/2026 9:21 AM
719	Informing Licenced individuals of proposed changes.	1/2/2026 9:21 AM
720	Provide information effectively	1/2/2026 9:20 AM
721	making information available on website	1/2/2026 9:18 AM
722	The council provides the majority of needed information on their website. Since the website update, it is more user friendly and accessible.	1/2/2026 9:17 AM
723	Updates and changes, meeting notifications, etc.	1/2/2026 9:16 AM
724	Turn around times for licensure have gotten a lot better.	1/2/2026 9:15 AM
725	Licensing	1/2/2026 9:14 AM
726	NA	1/2/2026 9:14 AM
727	N/A, I've been licensed since 2004, never felt getting renewed is a user friendly experience.	1/2/2026 9:12 AM
728	Information and staff access	1/2/2026 9:12 AM
729	Communication is so much better than it used to be. I definitely feel more informed and aware of changes, updates, and issues that arise.	1/2/2026 9:12 AM
730	Unsure about what needs improvement.	1/2/2026 9:11 AM
731	Renewals are much simpler than they used to be, so I appreciate the stream-lined process. The Verify a License site is a little clunky but VERY helpful.	1/2/2026 9:11 AM
732	Handling of complaints and discipline.	1/2/2026 9:09 AM
733	Timely renewal responses	1/2/2026 9:07 AM

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734	Nothing that I know of.	1/2/2026 9:05 AM
735	Has a website	1/2/2026 9:04 AM
736	Updates	1/2/2026 9:00 AM
737	Staff needs to be more courteous	1/2/2026 8:59 AM
738	Keeping us updated on rule changes	1/2/2026 8:58 AM
739	Emailing updates	1/2/2026 8:57 AM
740	Licensing application and renewal Updating changes on laws and rules	1/2/2026 8:54 AM
741	Great question. I'm not sure. 🙄	1/2/2026 8:53 AM
742	No feedback	1/2/2026 8:51 AM
743	Email communications	1/2/2026 8:50 AM
744	Quick turnaround for license renewals/upgrades	1/2/2026 8:49 AM
745	Emailing new or upcoming meetings	1/2/2026 8:49 AM
746	Information and access to all to ask questions.	1/2/2026 8:49 AM
747	N/A	1/2/2026 8:49 AM
748	Providing information	1/2/2026 8:49 AM
749	The monthly meetings with administrative staff are helpful	1/2/2026 8:49 AM
750	License rules and statutes	1/2/2026 8:46 AM
751	Monthly meetings.	1/2/2026 8:44 AM
752	All functions and services appear to be managed and delivered well.	1/2/2026 8:44 AM
753	Updates of rule changes, although could make clearer exactly what has been changed (highlight)	1/2/2026 8:44 AM
754	I really enjoy the meeting webinars.	1/2/2026 8:43 AM
755	Everything they're doing.	1/2/2026 8:42 AM
756	Updates on rule changes.	1/2/2026 8:42 AM
757	Spoke with an older gentleman who was helpful even though the person I needed was out of the office.	1/2/2026 8:41 AM
758	I enjoy the webinars and the email updates are helpful.	1/2/2026 8:40 AM
759	Providing information on the licensing process, although some information is incomplete due to the lack of connection between the Council and TAC.	1/2/2026 8:40 AM
760	There is a lot of information.	1/2/2026 8:38 AM
761	It is nice to be able to verify a license.	1/2/2026 8:38 AM
762	Communication is excellent	1/2/2026 8:36 AM
763	Detailed in meetings	1/2/2026 8:36 AM
764	Customer service and answering questions and navigating the website	1/2/2026 8:35 AM
765	The regular on line meetings are very helpful. The staff responses to callers are knowledgeable and personable.	1/2/2026 8:34 AM
766	NA	1/2/2026 8:33 AM
767	Resources easily accessible	1/2/2026 8:33 AM
768	keeping it simple	1/2/2026 8:33 AM
769	Timely communication	1/2/2026 8:31 AM

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770	I attended one of those online forums where the executive board answered questions. I think that is a great service to provide.	1/2/2026 8:30 AM
771	Processing applications timely, e-mail communications	1/2/2026 8:29 AM
772	Better job explaining new ceu passbook	1/2/2026 8:28 AM
773	Communication	1/2/2026 8:28 AM
774	maintaining the opportunities to get to know the council and their members	1/2/2026 8:27 AM
775	Response , updates, clarity of information, communication	1/2/2026 8:27 AM
776	Monthly meeting	1/2/2026 8:27 AM
777	Communication around upcoming meetings and changes by email.	1/2/2026 8:26 AM
778	Emails and updates	1/2/2026 8:25 AM
779	General info and rule changes.	1/2/2026 8:25 AM
780	Frequent communication with licensees.	1/2/2026 8:25 AM
781	Not sure	1/2/2026 8:25 AM
782	Newsletters	1/2/2026 8:24 AM
783	Consistent emailing	1/2/2026 8:24 AM
784	Answering questions about licensing requirements	1/2/2026 8:24 AM
785	communication	1/2/2026 8:20 AM
786	Unsure	1/2/2026 8:19 AM
787	The Council does a solid job establishing clear baseline licensing standards and maintaining an accessible online system for license verification, renewals, and rule publication. Communication regarding renewal deadlines, rule updates, and disciplinary actions is generally consistent, and customer service staff are often knowledgeable and professional when contacted. The opportunity for public comment on proposed rule changes reflects a commitment to transparency and stakeholder engagement.	1/2/2026 8:19 AM
788	Updates and notices	1/2/2026 8:18 AM
789	the monthly online lunch where people can ask questions of the council members	1/2/2026 8:17 AM
790	Information quickly	1/2/2026 8:16 AM
791	Licensing information	1/2/2026 8:16 AM
792	Providing answers	1/2/2026 8:16 AM
793	Licensing, answering questions	1/2/2026 8:15 AM
794	Protecting the public	1/2/2026 8:15 AM
795	Timeliness	1/2/2026 8:13 AM
796	Difficult to navigate the site by profession, ex. LMFT vs LPC, etc.	1/2/2026 8:11 AM
797	The rule book for each license	1/2/2026 8:09 AM
798	The listening hours and insights over the lunch hour are very helpful to get clear answers to questions.	1/1/2026 11:01 AM
799	Taking complaints and investigating complaints, providing information about meetings, and licensure and continuing education	1/1/2026 7:41 AM
800	bulletins, renewals	12/29/2025 2:58 PM
801	Answering questions in person at conferences or on the phone	12/29/2025 10:05 AM
802	Info and advocacy.	12/28/2025 3:35 PM
803	Don't know, Can't access the Council to even know if their doing a good job.	12/27/2025 11:52 AM

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804	email meeting notification	12/25/2025 10:54 AM
805	listing rules changes, keeping us apprised of meetings, certification info and renewal	12/24/2025 1:09 PM
806	The Council does a good job of setting basic licensure requirements and providing a centralized system for regulation across behavioral health professions. Having one governing body helps reduce confusion compared to having multiple separate boards.	12/23/2025 11:57 AM
807	I appreciate the public meetings and conversations with members of the board. This council is one of the most transparent I have seen.	12/23/2025 10:30 AM
808	Sending out updates to rules and statutes and presenting at the annual NASW TX conference.	12/22/2025 12:52 PM
809	RR phoned me a year ago addressing a concern. He explained the boards role. I'd not understood the purpose so found this helpful	12/19/2025 10:58 PM
810	License lookup	12/17/2025 6:16 PM
811	rules and updates, virtual meetings are helpful	12/17/2025 1:27 PM
812	Advising us of all the new developments	12/17/2025 11:43 AM
813	General legal and regulatory functions seem to be working well. And although I could not attend many, I appreciate the increase of public meetings and townhalls available via online options.	12/17/2025 10:45 AM
814	Literally the only reason for low rating is the lack of info on the compact and difficulty finding updates as well as the lack of advocacy. I can't believe TX has no pending legislation to join the compact. This limits job opportunities!	12/17/2025 9:12 AM
815	Informative and easy to use website. Zoom Conferences are helpful and provide updates.	12/17/2025 5:59 AM
816	Nothing	12/16/2025 9:41 AM
817	There is clear email communication.	12/15/2025 10:27 PM
818	Answering questions.	12/15/2025 9:57 AM
819	Renewals	12/14/2025 9:59 AM
820	Updated Rulebooks. Good timely response to emails.	12/13/2025 8:36 PM
821	Rules updates are great	12/13/2025 5:36 PM
822	Informed counsel updates rules and proposed orders	12/13/2025 12:13 PM
823	Love the openness of the meetings and the new lunch inquires.	12/12/2025 9:58 PM
824	The council is good at communicating updates and changes.	12/12/2025 9:46 AM
825	Correspondence about updates to Rules and Statutes	12/12/2025 9:28 AM
826	Responsiveness. Staff may not always have the answers, but they are very available to members.	12/11/2025 7:49 PM
827	Nothing seems necessarily good or bad, just average.	12/11/2025 2:52 PM
828	website is mostly straightforward and provides needed information	12/11/2025 1:39 PM
829	Information and updates	12/11/2025 10:24 AM
830	Meeting notifications	12/11/2025 9:32 AM
831	Processing licensing, renewals and updating personal info	12/11/2025 7:52 AM
832	Licensure processes are very easy and happen in a prompt manner.	12/10/2025 1:15 PM
833	Notifications for license re-newal.	12/10/2025 12:36 PM
834	open meetings	12/10/2025 9:48 AM
835	Love the monthly listening hours. Wish there were more. Or that people wouldn't use the time asking very basic questions (though that's really outside of your control).	12/9/2025 10:55 PM

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836	Never had a problem	12/9/2025 9:16 PM
837	They seem to meet a lot	12/9/2025 5:00 PM
838	Finding appropriate HB and SB. How to handle license renewal requirements.	12/9/2025 3:12 PM
839	Outward email communication.	12/9/2025 8:15 AM
840	Honestly? Nothing of value aside from license renewal.	12/8/2025 11:44 PM
841	They do a great job of keeping up to date information	12/8/2025 5:56 PM
842	Hosting the board meetings virtually and professionally answering questions.	12/8/2025 3:55 PM
843	Easy access to licensing rules	12/8/2025 3:34 PM
844	Council has made great and positive improvements to communicating and reaching out to licensed professional.	12/8/2025 3:17 PM
845	Updates related to all of the boards and useful information related to legislative changes.	12/8/2025 1:30 PM
846	The monthly Webinars are very interesting and often offer good review of basic as well as upper level information.	12/8/2025 1:06 PM
847	Licensing quickly	12/8/2025 12:41 PM
848	streamlining has been beautiful, and welcomed	12/8/2025 12:39 PM
849	Email communications especially related to license applications were phenomenal. I got my issue resolved in less than 48 hours with a follow up phone call from the person who helped me to ensure it was complete.	12/8/2025 12:35 PM
850	I have really appreciated the Leadership Listening Hours and the ease of use of the website. I also appreciate that license renewals are taken care of in a timely manner once all information has been submitted.	12/8/2025 12:03 PM
851	I like the new on-line meetings to provide more insight.	12/8/2025 10:56 AM
852	Licensing and statutes and rules presentation.	12/8/2025 10:22 AM
853	The Texas Behavioral Health Executive Council monthly webinar series	12/8/2025 10:19 AM
854	Information on rules changes and updates; web seminars to allow licensee access to Council members	12/8/2025 10:07 AM
855	Endeavoring to communicate. Ensuring impartiality of attending to concerns	12/8/2025 7:20 AM
856	Updates in the field	12/8/2025 12:51 AM
857	Pretending surveys matter	12/8/2025 12:20 AM
858	I feel like the council does a great job at meeting frequently to inform professionals of current happenings and trends.	12/7/2025 1:37 PM
859	Licensing questions; rules.	12/7/2025 12:56 PM
860	Updates on rules changes	12/7/2025 12:19 PM
861	Advising on upcoming changes	12/7/2025 11:40 AM
862	The online license verification process is quite helpful and the ability to request written verification from the board through the contact form is good. Honestly, how the contact form is set up is good.	12/6/2025 11:52 PM
863	Links to process renewals and entering CEs are very useful. Also being able to confirm licensure status of an individual is helpful.	12/6/2025 6:27 PM
864	convenience of on-line basic services	12/6/2025 12:57 PM
865	Updates	12/6/2025 11:15 AM
866	Response to email is what I've experienced timely and helpful response to	12/6/2025 10:56 AM
867	Insights Over the Lunch Hour	12/6/2025 10:27 AM

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868	Website & CEU tracking	12/6/2025 10:24 AM
869	License rebewal	12/6/2025 7:55 AM
870	All-inclusive information	12/6/2025 1:02 AM
871	Jurisprudence Exam	12/5/2025 11:14 PM
872	Consolidated rulebooks, licensing.	12/5/2025 10:22 PM
873	I find that the council has been helpful when replying to emails.	12/5/2025 9:35 PM
874	quickly communicating and processing requests	12/5/2025 9:21 PM
875	Processing licenses and maintaining current licenses	12/5/2025 4:31 PM
876	the council asks opinions and is concerned about it's licensees.	12/5/2025 3:59 PM
877	Update on any rule changes and meeting notes.	12/5/2025 3:03 PM
878	The rulebooks are extremely helpful!	12/5/2025 3:03 PM
879	Managing with limited resources.	12/5/2025 2:36 PM
880	Access to information (e.g., statutes, rule books, etc.).	12/5/2025 2:25 PM
881	Listening lunch hour	12/5/2025 2:17 PM
882	Communicating through email changes discussed in meetings and legislation, advocacy issues, and such.	12/5/2025 2:02 PM
883	Helping in receiving licensure	12/5/2025 1:29 PM
884	I found that the staff has been communicative and clear.	12/5/2025 12:49 PM
885	Customer service	12/5/2025 12:33 PM
886	Notifying us of changes	12/5/2025 10:49 AM
887	License renewal. Links to new rules/regulations. It seems the Council is available to licensees as needed. I have never had a bad experience.	12/5/2025 10:48 AM
888	Denying applications.	12/5/2025 10:18 AM
889	Registration of Behavioral license to clinicians.	12/5/2025 10:01 AM
890	Meetings that we can attend on-line	12/5/2025 9:56 AM
891	Email (list serve) updates with statue/rule changes	12/5/2025 9:48 AM
892	Keeping licensees updated on proposed rule changes as well as updates to the rulebook. Making the online renewal process easy.	12/5/2025 9:40 AM
893	I believe the listening hour has been valuable. I hope they continue to provide that service. It's also helpful to view board meetings online.	12/5/2025 9:38 AM
894	Keeping us informed of the different changes and things that are going on.	12/5/2025 9:07 AM
895	The council has been really good about frequent communication about rule changes and general information. The council has gotten really good about processing licenses.	12/5/2025 8:38 AM
896	Website is user friendly.	12/5/2025 8:33 AM
897	Online access	12/4/2025 10:32 PM
898	The Council is not good at dealing with licensees.	12/4/2025 9:17 PM
899	Informational zoom meetings	12/4/2025 8:06 PM
900	Oversight of licensure of counselors	12/4/2025 6:46 PM
901	regulation of the practice of social work.	12/4/2025 5:32 PM
902	n/a	12/4/2025 5:31 PM

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903	The automated emails reminding licensees of upcoming meetings, rule changes, etc. as well as the insights over the lunch hour.	12/4/2025 5:31 PM
904	I guess everything	12/4/2025 5:18 PM
905	Information is available for licensees	12/4/2025 5:17 PM
906	meeting information; transparency; rule making	12/4/2025 5:00 PM
907	Information related to meetings and opportunities to connect.	12/4/2025 4:45 PM
908	License upgrades/renewals	12/4/2025 4:44 PM
909	1. Compiled rule books 2. Internet accessibility of meetings and minutes	12/4/2025 4:11 PM
910	Communicating via email, trying to make things easier by providing online options.	12/4/2025 3:59 PM
911	License renewal	12/4/2025 3:48 PM
912	Having a website even if it is hard to use.	12/4/2025 3:47 PM
913	Frequent updates via email. Sometimes I think they are TOO frequent, but I suppose receiving so many over time means we don't a million at once.	12/4/2025 3:12 PM
914	Transparency, regular contact, opportunities to ask questions on Zoom meetings.	12/4/2025 3:09 PM
915	Licensing	12/4/2025 3:08 PM
916	I appreciate the on line meetings with the council.	12/4/2025 2:59 PM
917	The council is getting better at summarizing important updates of rule change proposals and announcements, and sending out this information via email.	12/4/2025 2:35 PM
918	Online renewal, license lookup and status.	12/4/2025 2:25 PM
919	license renewal, audit, and verification	12/4/2025 2:08 PM
920	answering questions	12/4/2025 1:49 PM
921	N/A	12/4/2025 1:33 PM
922	access to licensing	12/4/2025 1:30 PM
923	information about changing rules, the opportunity to talk to BHEC staff and ask questions	12/4/2025 1:10 PM
924	Licensing, regulations	12/4/2025 12:13 PM
925	Updates and information	12/4/2025 11:59 AM
926	Notices are too confusing. Complicated to get the information. Too many steps	12/4/2025 11:51 AM
927	NA	12/4/2025 11:32 AM
928	Verifying my professional license.	12/4/2025 11:24 AM
929	Providing information via zoom meetings.	12/4/2025 11:13 AM
930	Friendly service	12/4/2025 11:03 AM
931	Answering questions and/or directing us to who can	12/4/2025 11:00 AM
932	Friendly and prompt service	12/4/2025 10:43 AM
933	communication	12/4/2025 10:36 AM
934	Routine Renewals	12/4/2025 10:26 AM
935	I had to file a complaint against another provider for the first time and I was very pleased with the responsiveness of the team.	12/4/2025 10:21 AM
936	Updates on new rules or issues	12/4/2025 10:14 AM
937	Access to rules and regulations, renewal process is fair to good.	12/4/2025 10:03 AM
938	There is a gentle man who often answers the phone and he is kind and wonderful.	12/4/2025 9:46 AM

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939	Depends on what is being provided	12/4/2025 9:23 AM
940	ALL SERVICES PROVIDED	12/4/2025 9:17 AM
941	Updates on rule changes, like the zoom meetings	12/4/2025 8:53 AM
942	not sure	12/4/2025 8:49 AM
943	Transparency	12/4/2025 8:30 AM
944	I like the regular meetings, where we can speak to the Board members.	12/4/2025 8:14 AM
945	information on the website; emails regarding changes; excellent Listening Hours	12/4/2025 8:06 AM
946	Communication, Listening Sessions	12/4/2025 7:36 AM
947	emails with updates are helpful	12/4/2025 7:36 AM
948	Clarification	12/4/2025 7:28 AM
949	Communication of changes	12/4/2025 7:07 AM
950	Updating on rules	12/4/2025 6:10 AM
951	Answering questions I have	12/4/2025 5:41 AM
952	They were very timely in making needed changes to my account and quickly Issued my license.	12/4/2025 4:01 AM
953	None	12/4/2025 1:23 AM
954	n/a	12/3/2025 11:09 PM
955	The information on its website is really helpful for the common public to be aware of where everything is and how to access it.	12/3/2025 10:55 PM
956	I don't know that the Council provides anything of value.	12/3/2025 10:55 PM
957	Answering queries	12/3/2025 10:51 PM
958	License renewal information	12/3/2025 9:57 PM
959	Lots of information...	12/3/2025 9:48 PM
960	Protecting the public, which is their main job.	12/3/2025 9:36 PM
961	Access to rules and regulations (despite the wordiness)	12/3/2025 9:27 PM
962	The online monthly meetings and the lunch hour meetings are beneficial for those of us who cannot be in Austin to attend. The information is important to my career.	12/3/2025 9:23 PM
963	Emails	12/3/2025 8:32 PM
964	Good communication with licensees - I appreciate being able to watch meetings on YouTube and access the meeting agendas as needed. I also appreciate the frequent emails about board meetings, rule changes, and other announcements	12/3/2025 8:26 PM
965	Rule updates	12/3/2025 7:50 PM
966	Regularly communicating	12/3/2025 7:38 PM
967	I like the listening sessions.	12/3/2025 7:32 PM
968	Emails about changes in regulations	12/3/2025 7:23 PM
969	License verification	12/3/2025 7:17 PM
970	Licensure look up	12/3/2025 7:13 PM
971	The listening hours are fantastic	12/3/2025 7:12 PM
972	I rarely contact the Council and don't typically have many needs of them. A positive is that the turnaround for license renewals has improved a lot over the past several years.	12/3/2025 7:12 PM
973	Rule updates	12/3/2025 7:04 PM

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974	They recently called me and responded to emails within a week of my emailed questions, which is much better in terms of response time than in years past. The voicemails and emails were very polite.	12/3/2025 7:03 PM
975	Licensing process	12/3/2025 6:59 PM
976	communication of changes	12/3/2025 6:54 PM
977	Renewal nformation was straightforward	12/3/2025 6:45 PM
978	Access through online lunch meetings. Willingness to provide information in group format	12/3/2025 6:00 PM
979	updates	12/3/2025 5:53 PM
980	N/A	12/3/2025 5:51 PM
981	email updates	12/3/2025 5:47 PM
982	Verifying licenses is easy and well done. Getting questions answered has been easy and helpful as well.	12/3/2025 5:32 PM
983	I think they convey their interest in receiving feedback very well.	12/3/2025 5:29 PM
984	N/A	12/3/2025 5:15 PM
985	Keeping us informed of changes or pending changes.	12/3/2025 5:15 PM
986	website, meetings,	12/3/2025 5:13 PM
987	Emails with news rules and statues is very helpful	12/3/2025 5:10 PM
988	Updates on Licensing rules.	12/3/2025 4:50 PM
989	Timely turnarounds for sure. Ya'll are fast and I'm impressed. Loved Mr. Spinks talk at TCA even though I through him a bit of a challenge question about the CPS timeframe (sorry if I sounded rude!). I have gotten emails back from actual humans in a timely manner. Y'all have gone from being like the IRS (impossible) to very accessible, helpful and efficient. Congrats. So much so, I am thinking about applying to serve.	12/3/2025 4:41 PM
990	Quick turn around with licensing	12/3/2025 4:36 PM
991	Information about upgrading a license and renewing a license.	12/3/2025 4:30 PM
992	"town hall meetings" virtual meet-ups to discuss/explain points, questions, etc.	12/3/2025 4:27 PM
993	Communicating with professionals about rule changes and policies.	12/3/2025 4:25 PM
994	All	12/3/2025 4:16 PM
995	website is useful, representatives are friendly	12/3/2025 4:11 PM
996	The communications are regular, predictable and easy to access.	12/3/2025 4:05 PM
997	Update son licensure	12/3/2025 4:03 PM
998	It has been easy to get in touch with someone when needed. People tend to be available.	12/3/2025 3:52 PM
999	Information related to license renewal is easily accessible and allows clinicians to complete requirements efficiently.	12/3/2025 3:42 PM
1000	The transparency and level of communication is great.	12/3/2025 3:37 PM
1001	Keeping licensees informed about any rule proposals or changes.	12/3/2025 3:30 PM
1002	licensure	12/3/2025 3:30 PM
1003	Updating information through email.	12/3/2025 3:29 PM
1004	Better access of licenses for clarification, questions, new role, guidance, etc.	12/3/2025 3:25 PM
1005	updates	12/3/2025 3:24 PM
1006	Providing "The leadership listening hour" is beneficial.	12/3/2025 3:12 PM

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1007	Good service and easy reporting of renewal LPC and CEUs	12/3/2025 2:57 PM
1008	Renewal	12/3/2025 2:49 PM
1009	ease of online renewal like new CEU tracking	12/3/2025 2:40 PM
1010	All	12/3/2025 2:31 PM
1011	I am not sure	12/3/2025 2:25 PM
1012	It is better now... but still room for improvement. I like the email updates	12/3/2025 2:24 PM
1013	They provide timely information on licensing changes.	12/3/2025 2:24 PM
1014	Responding to inquiries and emails	12/3/2025 2:22 PM
1015	Great job providing information and instructions for verifying my license and credentials with the N. Carolina Psychology Board	12/3/2025 2:07 PM
1016	Ensuring skilled professionals are practicing with proper supervision and meeting standards.	12/3/2025 1:46 PM
1017	Emailing notices of meetings, trainings and rule changes	12/3/2025 1:41 PM
1018	information regarding rules and statutes	12/3/2025 1:41 PM
1019	Updates to policy changes and the provision of services for each profession, accessibility to online access to complete required tasks as a professional.	12/3/2025 1:29 PM
1020	Meeting information	12/3/2025 1:20 PM
1021	Basic licensure information and applicable laws and rules	12/3/2025 1:13 PM
1022	Finding partners to make the renewal process go smoothly such as with Continuing education needs.	12/3/2025 1:12 PM
1023	License Renewal.	12/3/2025 1:00 PM
1024	Communication	12/3/2025 12:57 PM
1025	Communication is generally good	12/3/2025 12:53 PM
1026	Fast, courteous service	12/3/2025 12:51 PM
1027	licensing information generally, appreciate the new CE Broker for tracking CEUs/PDs	12/3/2025 12:50 PM
1028	Open meetings are nice.	12/3/2025 12:47 PM
1029	Regulations and statues, and communicating changes regarding these	12/3/2025 12:46 PM
1030	licensure	12/3/2025 12:44 PM
1031	Updating on changes. Training. Leadership zoom meetings	12/3/2025 12:41 PM
1032	Online information.	12/3/2025 12:39 PM
1033	Renewals	12/3/2025 12:38 PM
1034	when I was moving to texas the person who helped me was available via telephone and email and she was very helpful!	12/3/2025 12:38 PM
1035	License renewals, payment processing, secure website,, change of addresses, and updating rules and regulations.	12/3/2025 12:36 PM
1036	Having the license info.	12/3/2025 12:32 PM
1037	changes and updates to licensing	12/3/2025 12:26 PM
1038	Updates about meetings.	12/3/2025 12:26 PM
1039	None really. Information constantly changes, CE requirements change every year, it is almost impossible to get clear answers	12/3/2025 12:21 PM
1040	They replay quickly and they were clear	12/3/2025 12:19 PM
1041	Emails regularly	12/3/2025 12:15 PM

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1042	Keeping us informed	12/3/2025 12:13 PM
1043	I have experience with the credentialing from another state to Texas. I was very satisfied with the ease of this process. Not confusing.	12/3/2025 12:08 PM
1044	Glad they are now using CE Broker.	12/3/2025 12:06 PM
1045	Providing information. Maybe not in the easiest way to find but it is there.	12/3/2025 12:04 PM
1046	License verification	12/3/2025 11:54 AM
1047	The Noon chats are super!	12/3/2025 11:51 AM
1048	y'all are so much better on licensing renewals, approvals for test and new licensure approval!	12/3/2025 11:40 AM
1049	applying for license, guidance	12/3/2025 11:39 AM
1050	Procting the public and holding up ethical standards	12/3/2025 11:36 AM
1051	Providing information on licensing requirements.	12/3/2025 11:31 AM
1052	Rules updates Leadership Listening Hours Explanations of changes	12/3/2025 11:31 AM
1053	The Board's role is to protect the public, and that part is necessary. What concerns me is what happens after we're licensed. Once clinicians earn their LPC, the support essentially vanishes. We're expected to navigate complex clinical, ethical, and business decisions alone, with no accessible place to turn for consultation. A meaningful solution would be the creation of an expert licensed panel, experienced clinicians available for real-time guidance when ethical dilemmas, risk situations, or practice questions arise. This would strengthen public protection far more than the current model, because clinicians would have a reliable, professional resource instead of operating in isolation.	12/3/2025 11:31 AM
1054	All	12/3/2025 11:28 AM
1055	Sending emails, notices.	12/3/2025 11:28 AM
1056	Communication	12/3/2025 11:22 AM
1057	Email updates. Mailed license in timely manner.	12/3/2025 11:22 AM
1058	information on website and emails on board rule changes	12/3/2025 11:19 AM
1059	Licensing and Rules	12/3/2025 11:17 AM
1060	Information on Rule changes	12/3/2025 11:15 AM
1061	The Council provides licensing guidelines, maintains helpful online resources, and offers responsive support through email. I also appreciate the transparency around rule updates and the effort to standardize processes across disciplines.	12/3/2025 11:11 AM
1062	The Council appears to be transparent and makes efforts to engage with licensees and others. The Listening Hours are helpful.	12/3/2025 11:09 AM
1063	Keeping rules up-to-date	12/3/2025 11:08 AM
1064	Keep members informed of updates	12/3/2025 11:06 AM
1065	Maintaining my license, rules & standards education	12/3/2025 11:05 AM
1066	Guidance on renewing LPC license	12/3/2025 11:05 AM
1067	Sending out information and updates.	12/3/2025 11:02 AM
1068	Unsure	12/3/2025 11:01 AM
1069	It is fairly easy to log in and look up license information	12/3/2025 10:58 AM
1070	The leadership listening hours are good, board meetings are interesting to listen to and informative	12/3/2025 10:57 AM
1071	Getting regular emails	12/3/2025 10:56 AM
1072	Did you have a good job of providing accurate information?	12/3/2025 10:56 AM

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1073	Helping to answer questions about changes.	12/3/2025 10:55 AM
1074	Information via email	12/3/2025 10:54 AM
1075	I appreciate the emails I receive sharing information. (Like the email that had the link to this survey.)	12/3/2025 10:52 AM
1076	Online functions appear to operate well. I've always been able to search for folks, and check the status of my license.	12/3/2025 10:48 AM
1077	Maintaining the website.	12/3/2025 10:47 AM
1078	Easy license verigation	12/3/2025 10:46 AM
1079	more helpful people and attitudes should you ever get a hold of a human. It is already stressful just to call in never mind be met with a less than helpful attitude and one that definitely communicates "you are bothering me" and "I am too busy to help you - go to the website."	12/3/2025 10:40 AM
1080	Information and updates to the rulebooks. The licensing search database. The ease of upgrading my license online.	12/3/2025 10:39 AM
1081	Communication is clear	12/3/2025 10:37 AM
1082	I like getting invitations to public meetings even if I can rarely attend. When I do attend, it always has to be online so I appreciate this opportunity.	12/3/2025 10:36 AM
1083	Customer service	12/3/2025 10:33 AM
1084	Based on my limited interactions with Council representatives, I am extremely impressed by the personal attention, kindness, empathy, and understanding shown during a stressful time for me. Also, after attending the Legislative update at the 2025 conference, I have a new respect for our leaders at BHEC. They provide compassionate support — keep it up!	12/3/2025 10:31 AM
1085	Keeping us informed about rule changes.	12/3/2025 10:27 AM
1086	Internet communication	12/3/2025 10:26 AM
1087	I feel the Council does an excellent job of providing responsive and supportive services to licensees. The staff are consistently kind, approachable, and extremely knowledgeable, which makes navigating licensing requirements much less stressful. I especially appreciate their promptness in returning phone calls and emails, as it demonstrates their commitment to accessibility and efficiency. Their willingness to provide clear guidance and helpful information reflects a strong dedication to supporting social workers in maintaining professional standards and serving our communities effectively.	12/3/2025 10:25 AM
1088	Very responsive when assistance is needed, I love the openness in having the listening hours and other webinars	12/3/2025 10:24 AM
1089	Emails	12/3/2025 10:19 AM
1090	Clarity regarding license maintenance	12/3/2025 10:17 AM
1091	Information.	12/3/2025 10:17 AM
1092	Basic information	12/3/2025 10:16 AM
1093	The communication is very good. They are regular, detailed updates provided. Alerts seem to want providers to be very engaged and that our opinions count.	12/3/2025 10:15 AM
1094	managing the licenses of all behavioral health professionals.	12/3/2025 10:14 AM
1095	I appreciate the increased communication and more transparency via emails.	12/3/2025 10:13 AM
1096	The rate of communication is greatly improved.	12/3/2025 10:10 AM
1097	Representing the public	12/3/2025 10:09 AM
1098	You've done a good job with the updates to your website, but it still looks a bit outdated.	12/3/2025 10:07 AM
1099	I think the council is good at being present at TCA events, and being accessible to the membership.	12/3/2025 10:07 AM
1100	Offering guidance as needed. Informing us of changes in rules, laws, etc.	12/3/2025 10:06 AM

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1101	N/a	12/3/2025 10:04 AM
1102	Timely information. Although all of the emails look the same, it would be great to have a title or look to differentiate UPDATES, vs. Meeting announcements vs. meeting minutes, etc.	12/3/2025 10:03 AM
1103	They have been much more attentive in the last 7 years. It's a noticeable difference of improvement.	12/3/2025 10:03 AM
1104	Communication via email	12/3/2025 10:01 AM
1105	Website is up to date	12/3/2025 10:00 AM
1106	None	12/3/2025 9:59 AM
1107	Meetings are great	12/3/2025 9:59 AM
1108	Communication and availability is better, and the website update was a huge improvement.	12/3/2025 9:59 AM
1109	Once able to speak to someone, questions are answered.	12/3/2025 9:58 AM
1110	Necessary information renewing license.	12/3/2025 9:57 AM
1111	Online webinars to connect, inform, and respond to questions.	12/3/2025 9:57 AM
1112	Glad have the monthly meetings w/ council to address basic questions.	12/3/2025 9:55 AM
1113	Licensing and renewal info; Info about current u	12/3/2025 9:54 AM
1114	The information is available as well as phone and email contact information to have questions answered.	12/3/2025 9:54 AM
1115	I haven't used any services other than license renewal.. and I feel it was too confusing, and needs to be a smoother and quicker flow.	12/3/2025 9:52 AM
1116	Answering questions-website renewals.	12/3/2025 9:52 AM
1117	Frequent communications.	12/3/2025 9:52 AM
1118	resource info related to licensure	12/3/2025 9:52 AM
1119	Information about rule changes	12/3/2025 9:51 AM
1120	Calling-in for help, very satisfied. Online platform- needs major overhaul to streamline access to info.	12/3/2025 9:51 AM
1121	Complaints processing	12/3/2025 9:50 AM
1122	The Consolidated Rulebooks and email updates	12/3/2025 9:50 AM
1123	Turn around time for license application	12/3/2025 9:48 AM
1124	Information regarding licensing and maintenance.	12/3/2025 9:48 AM
1125	Information about renewing licensing	12/3/2025 9:47 AM
1126	License verification. I do like the new way of documenting continuing education.	12/3/2025 9:45 AM
1127	clear information about licensure	12/3/2025 9:43 AM
1128	Information regarding changes, support with process of licensing renewals and supervision.	12/3/2025 9:42 AM
1129	Military personnel support! I feel VERY WELL understood and supported. Any less accommodation to the unique conditions of service would have been an immense barrier.	12/3/2025 9:41 AM
1130	Delaying the process.	12/3/2025 9:40 AM
1131	I have had one interaction via email and it was not satisfactory. But everything I need is online typically and the answers are there.	12/3/2025 9:39 AM
1132	I have received emails with notifications, and letters too. Previous admin would not have this courtesy	12/3/2025 9:38 AM
1133	online renewals that are processed immediately	12/3/2025 9:37 AM

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1134	Online license search	12/3/2025 9:36 AM
1135	Leadership Listening Hour	12/3/2025 9:35 AM
1136	Communicating board updates	12/3/2025 9:35 AM
1137	I keep hearing from all over about delays and impossibilities of communication.	12/3/2025 9:34 AM
1138	Answering questions about licensure and keeping therapists updated about new or changed rules or laws around practicing in the State of Texas.	12/3/2025 9:33 AM
1139	General info on a licensed individual	12/3/2025 9:33 AM
1140	Website information is clear, concise and easy to navigate.	12/3/2025 9:31 AM
1141	email updates	12/3/2025 9:30 AM
1142	notification of rule changes	12/3/2025 9:29 AM
1143	Timely response	12/3/2025 9:29 AM
1144	1. Licensing & renewal information 2. Listing of licensees, specialties, & disciplinary actions	12/3/2025 9:29 AM
1145	provide online rules, verification, licensing	12/3/2025 9:26 AM
1146	Everything is adequate. Only wish when calling can speak with someone	12/3/2025 9:26 AM
1147	It was a couple of years ago but I was confused about license renewal. The woman with whom I spoke was really very, very helpful.	12/3/2025 9:25 AM
1148	Contact with licensed professionals	12/3/2025 9:25 AM
1149	The rules are easy to access. They answer licensure related questions quickly.	12/3/2025 9:25 AM
1150	Improved communication through listening hour and council's board meetings.	12/3/2025 9:22 AM
1151	The open forums are nice but it's hard to get a question in because of the long line of others. I had to hang up on the last one.	12/3/2025 9:21 AM
1152	Application response time	12/3/2025 9:18 AM
1153	licensing rules and regs knowledge dissemination	12/3/2025 9:18 AM
1154	Verification of license	12/3/2025 9:18 AM
1155	Licensing information and how to access.	12/3/2025 9:16 AM
1156	Communications, open listening and dialogue.	12/3/2025 9:14 AM
1157	License look-up was straight forward.	12/3/2025 9:14 AM
1158	Updated info about Rules and statutes.	12/3/2025 9:14 AM
1159	I like all the email updates.	12/3/2025 9:12 AM
1160	The Council does an adequate job not a good job.	12/3/2025 9:09 AM
1161	Ease in renewing license	12/3/2025 9:09 AM
1162	Responsiveness, timely decision making.	12/3/2025 9:07 AM
1163	Getting back to me by email on an important time sensitive issue	12/3/2025 9:05 AM
1164	n/a	12/3/2025 9:05 AM
1165	Licensing is quick and efficient	12/3/2025 9:03 AM
1166	License apps and renewal	12/3/2025 9:02 AM
1167	?	12/3/2025 9:02 AM
1168	All	12/3/2025 9:01 AM
1169	Ease of processing license renewals, ongoing public meetings, transparency.	12/3/2025 9:01 AM
1170	All the information needed is on the website.	12/3/2025 8:56 AM

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1171	Sending out emails; Explanation of requirements for licensure	12/3/2025 8:55 AM
1172	Respond quickly to questions	12/3/2025 8:54 AM
1173	Communication	12/3/2025 8:54 AM
1174	Obtaining licensure	12/3/2025 8:53 AM
1175	Open forum to public for comments, yet minimal time frame for the public to further expand or follow up.	12/3/2025 8:52 AM
1176	Renewal process	12/3/2025 8:51 AM
1177	Email bulletins are generally very helpful	12/3/2025 8:51 AM
1178	Licensing	12/3/2025 8:50 AM
1179	One on one communication over the phone with a representative.	12/3/2025 8:49 AM
1180	Providing information as needed.	12/3/2025 8:48 AM
1181	Generally- communication updates. I appreciate the regular monthly updates that are sent via email.	12/3/2025 8:46 AM
1182	Verification of status	12/3/2025 8:46 AM
1183	Advocating for the field	12/3/2025 8:42 AM
1184	?	12/3/2025 8:41 AM
1185	Providing subsections of areas where licensees can search for common questions	12/3/2025 8:41 AM
1186	Quick turnaround for license renewal.	12/3/2025 8:41 AM
1187	License renewal is timely	12/3/2025 8:39 AM
1188	Up to date information	12/3/2025 8:39 AM
1189	putting out the information for the meetings so that anyone in the professional community can attend.	12/3/2025 8:39 AM
1190	Updates and information about new regulations and changes to current regulation.	12/3/2025 8:39 AM
1191	Assistance with licensing process	12/3/2025 8:39 AM
1192	I like the emails relating to rule changes and updates.	12/3/2025 8:39 AM
1193	Reducing bureaucratic hurdles.	12/3/2025 8:38 AM
1194	I think the processing of license applications and renewals have sped up quite a bit from when I first applied in 2019	12/3/2025 8:38 AM
1195	Speedy license renewal	12/3/2025 8:37 AM
1196	They provide timely and accurate information. They engage their constituents well through email.	12/3/2025 8:37 AM
1197	Information access	12/3/2025 8:36 AM
1198	responsiveness via email	12/3/2025 8:35 AM
1199	Access to materials Licensing Updates	12/3/2025 8:35 AM
1200	I think renewing license went well	12/3/2025 8:35 AM
1201	keeping us informed of changes and expectations	12/3/2025 8:33 AM
1202	Skip	12/3/2025 8:33 AM
1203	online info	12/3/2025 8:33 AM
1204	Licensing professionals. A few other states are allowing felons to obtain professional licenses.	12/3/2025 8:33 AM
1205	Very knowledgeable and ability to answer questions was extremely helpful.	12/3/2025 8:33 AM

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1206	Maintaining documents	12/3/2025 8:32 AM
1207	The website is great for finding information.	12/3/2025 8:32 AM
1208	Listening Hour	12/3/2025 8:32 AM
1209	Communication regarding meetings and rule changes has gotten a lot better since BHEC was enacted.	12/3/2025 8:32 AM
1210	Communication	12/3/2025 8:31 AM
1211	TBD I still have to register with the new renewal broker, then I'll probably have more to say.	12/3/2025 8:31 AM
1212	Licensure Lookup	12/3/2025 8:30 AM
1213	Information on the website.	12/3/2025 8:29 AM
1214	updating the rule book and monthly listening hours	12/3/2025 8:28 AM
1215	I mainly rely on the website. I am retired from clinical practice but continue teaching and writing. I just renewed my license and was very pleased with the extent and accessibility of relevant information.	12/3/2025 8:28 AM
1216	All of them	12/3/2025 8:28 AM
1217	License renewal	12/3/2025 8:27 AM
1218	I like the email updates I get.	12/3/2025 8:26 AM
1219	Renewal of an LPC licence	12/3/2025 8:26 AM
1220	I was impressed with council telephone consultation access when needed.	12/3/2025 8:26 AM
1221	Unlike some states, the council has an online application system.	12/3/2025 8:26 AM
1222	Responding to inquiries	12/3/2025 8:24 AM
1223	All to my knowledge.	12/3/2025 8:24 AM
1224	oversight	12/3/2025 8:24 AM
1225	Online renewal	12/3/2025 8:24 AM
1226	I LOVE the new CE site.	12/3/2025 8:24 AM
1227	Information distribution	12/3/2025 8:23 AM
1228	License regulations and rules interpretation and updates.	12/3/2025 8:23 AM
1229	Reminders to renew and timeliness of renewal	12/3/2025 8:22 AM
1230	The process to renew my license is simple and straightforward. I'm glad it can all be done online through self-service.	12/3/2025 8:22 AM
1231	Great customer service & you're upfront about application timelines.	12/3/2025 8:22 AM
1232	Lunch meeting are absolutely amazing. PI keep doing those.	12/3/2025 8:21 AM
1233	updates on meetings and ability to attend	12/3/2025 8:21 AM
1234	Response emails concerning licensure applications/renewals seemed to have greatly improved in the last few years.	12/3/2025 8:21 AM
1235	Rules & forms	12/3/2025 8:20 AM
1236	zoom meetings for leadership	12/3/2025 8:19 AM
1237	Updates, listening hours, communication of changes and information	12/3/2025 8:19 AM
1238	Licensing, renewals, access to support staff	12/3/2025 8:18 AM
1239	Unsure. Minimal contact.	12/3/2025 8:18 AM
1240	Frequent emails noting changes.	12/3/2025 8:18 AM

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1241	The user interface is easy for me to navigate	12/3/2025 8:18 AM
1242	Frequent email alerts are good.	12/3/2025 8:18 AM
1243	The licensure and renewal process is a lot more streamlined than previously.	12/3/2025 8:17 AM
1244	updates on changes reminders on meetings	12/3/2025 8:16 AM
1245	All	12/3/2025 8:16 AM
1246	Updates to new procedures and information.	12/3/2025 8:16 AM
1247	Having meetings that give us up to date information on changes (ex: new CEU system)	12/3/2025 8:16 AM
1248	License renewal	12/3/2025 8:15 AM
1249	The monthly zoom meetings	12/3/2025 8:14 AM
1250	Updating us on the most recent legal changes that impact licensure. Meetings are informative, and I enjoy the conversation	12/3/2025 8:14 AM
1251	Updates	12/3/2025 8:13 AM
1252	Not sure	12/3/2025 8:12 AM
1253	Emails	12/3/2025 8:12 AM
1254	Responding to email requests	12/3/2025 8:10 AM
1255	Written communication	12/3/2025 8:10 AM